



CL-10066935-6912

**Bob Ferguson**

**ATTORNEY GENERAL OF WASHINGTON**

800 Fifth Avenue, Suite 2000 • Seattle, WA 98104-3188 • (206) 464-6686

December 3, 2014

National Highway Traffic Safety Administration  
1200 New Jersey Ave SE  
West Building  
Washington, DC 20590

DEC 11 2014

RE: General Motors  
File #: [REDACTED]

Dear National Highway Traffic Safety Administration:

Enclosed please find information our office received as a consumer complaint but we have determined that the nature of the information appears to involve a matter that would be best addressed by your agency. We are forwarding this to you to process in accordance with your agency's procedures.

We will retain a copy of the consumer complaint and referral information as a public record.

Please contact me if you have any questions.

ANDREW F. WU  
Program Specialist 2  
Consumer Protection Division  
(206) 389-2102  
Fax: (206) 587-5636  
[CRCComplaints@ATG.WA.GOV](mailto:CRCComplaints@ATG.WA.GOV)

Enclosure(s)

NH  
12/5/14  
SMD

RECEIVED

NOV 24 2014 6

CONSUMER COMPLAINT FORM  
OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION

ATTORNEY GENERAL OFFICE  
SEATTLE

File your complaint online at <https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx> for faster processing. The Washington State Office of the Attorney General can only process complaints that involve either Washington state residents or businesses located in Washington state. Information marked with \* is required.

I. CONSUMER INFORMATION

\* Last Name: [REDACTED] \* First Name: [REDACTED] Middle Initial: [REDACTED]  
\* Address: [REDACTED] \* City: Redmond \* State: WA \* Zip: [REDACTED]  
\* Contact Phone: ( ) [REDACTED] Alternate Phone: ( ) NONE  
\* E-Mail Address: NONE

Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent?  
(Optional):  YES  NO HUSBAND [REDACTED]

If English is not your first language, what is your first language? (Optional):

For our statistics, please select your age group (Optional):  18-29  30-39  40-49  50-59 [REDACTED]  Under 18

II. ABOUT YOUR COMPLAINT

\* Business Name: GENERAL MOTOR'S  
\* Address: P.O. BOX 33172 \* City: DETROIT \* State: MI \* Zip: 48232  
\* Business Phone: (1) 800 762-2737 E-Mail: INFO@GM.COM Website:

Names/addresses/phone numbers of other businesses involved in your complaint:

Transaction date: Amount in dispute: \$

State your complaint and how you think this complaint can be resolved: ON 01-10-12 I WAS DRIVING MY CAR WHEN THE SWITCH FOR MY HEATER STOPPED WORKING, ON THE 14TH MY HUSBAND TOOK THE CAR DOWN TO OUR REPAIR SHOP TO HAVE THE HEATER FIXED. ON 0112 THE REPAIR SHOP CALLED AND SAID OUR CAR WAS FIXED, WHEN MY HUSBAND <sup>WENT</sup> DOWN TO GET IT, HE DIDN'T EVEN GET OUT OF THEIR LOT BEFORE THE IGNITION SWITCH STARTED SMOKING AND SPARKING. THE REPAIR SHOP CALLED GENERAL MOTOR'S AND TALKED TO THEM AND THEY SHIPPED A NEW IGNITION TO THE SHOP. MY CAR ONLY ONLY HAS 26,000 ON IT, AT THE TIME THIS HAPPENED I ONLY HAD 22,002 MILES ON IT. THE BILL FOR THE HEATER WAS \$508.86, THE BILL FOR THE IGNITION SWITCH WAS

OVER

1,237.38 FOR TOTAL OF 1,746.24. I WOULD LIKE THIS AMOUNT  
REFUNDED TO US. I HAVE TRIED CALLING GENERAL MOTOR'S  
TO GET THIS RESOLVED BUT THEY SAID THERE WAS NOTHING  
THEY COULD DO ABOUT MY CLAIM.

**III. ACKNOWLEDGEMENT & SIGNATURE (Required)**

I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to disclosure in response to requests for public records and my complaint and all related documents may be disclosed to the public. Complaint information received by this office will be exported into the Federal Trade Commission's (FTC) database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide. The Attorney General's Office may refer complaints to a more appropriate agency.

By signing this complaint form, I understand that the Washington State Attorney General's Office will contact the party (ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party (ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By submitting this consumer complaint, I understand that the Attorney General cannot answer legal questions or give legal advice to me and cannot act as my personal lawyer.

**I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.**

Signature

[Redacted Signature]

Date: 11-19-14 City: Redmond State: WA

**Please Read Important Information:** If your complaint is submitted without the above acknowledgment and declaration signatures, we will not be able to process but will keep on file in our complaint database as a public record.

**Mail Complaints To:**

OFFICE OF THE ATTORNEY GENERAL  
CONSUMER PROTECTION DIVISION  
800 5TH AVENUE, SUITE 2000 SEATTLE, WASHINGTON 98104-3188  
PHONE 1-800-551-4636 OR (206) 464-6684 FAX (206) 389-2801

CASE # [REDACTED] - P.O. Box 33172 - Detroit, MI 48232



*Ignition*

# AUTOSYS, INC

"The Car Doctors"



18014 Redmond Way #B19  
Redmond, WA 98052  
**(425) 882-0630**

|                               |                                |                   |
|-------------------------------|--------------------------------|-------------------|
| Customer : [REDACTED]         | Vehicle : 2001 PONT GRAND PRIX | RO # : [REDACTED] |
| Address : [REDACTED]          | License [REDACTED]             | Date : 1/20/12    |
| City : REDMOND, WA [REDACTED] | VIN : 1G2WP52K41F [REDACTED]   | DOM : 12/01       |
| Phone 1 : [REDACTED] Ext :    | Engine : V6-3800 3.8L          | Trans :           |
| Phone 2 : [REDACTED] Ext :    | Mileage : 22202                | Col :             |

| Tech | Labor Description                | Qty  | Part Number | Part Description        | Labor  | Parts  | Subtotal |
|------|----------------------------------|------|-------------|-------------------------|--------|--------|----------|
| IM   | *CHECK HVAC CONTROL PANEL        |      |             |                         | 0.00   |        |          |
| IM   | REPLACE HVAC CONTROL ASSEMBLY    | 1.00 |             | FREIGHT                 | 11.62  | 594.18 | 605.80   |
|      |                                  | 1.00 |             | CONTROL ASSEMBLY        |        | 20.00  |          |
|      |                                  | 1.00 |             |                         |        | 574.18 |          |
| IM   | REPLACE IGNITION SWITCH ASSEMBLY | 1.00 |             | ELECTRONIC IGNITION SW2 | 243.92 | 226.50 | 470.42   |
|      |                                  | 1.00 |             |                         |        | 226.50 |          |

**Payments:**

[REDACTED] \$1237.38, on 01/20/12

PONTIAC 1-800-762-2737

All repairs and services are warranted to the original purchaser only.  
 \*All mechanical repairs are covered for 24 months or 24,000 miles from date of the original installation which ever occurs first. Many repairs are covered for 5yrs/50,000 miles and listed on separate cover. \*Exhaust gaskets, manifolds and any light bulbs (headlight etc) are warranted for 90 days only.  
 \*\*Any work performed on Commercial vehicles is warranted for 90 days only. All Warranties are on a Pro-Rata basis. \*\*\*Warranties will be deemed null & void for mis-use or abuse!  
 \*\*\*Any Items not listed above will be covered for 90 days or 3,000 miles.



We Appreciate You!

Labor : \$ 255.54  
 Parts : \$ 820.68  
 Sublet : \$ 0.00  
 Other Fees : \$ 0.00  
 Shop Sup/Haz \$ 53.81  
 Subtotal : \$ 1,130.03  
 Sales Tax : \$ 107.35

By : [REDACTED] Total : \$ 1,237.38  
 Paid : \$ 1,237.38

Total Due : \$ 0.00

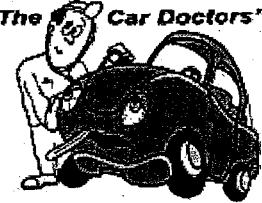


FAU

# AUTOSYS, INC

18014 Redmond Way #B19  
Redmond, WA 98052  
**(425) 882-0630**

"The Car Doctors"



|                                     |                               |                  |
|-------------------------------------|-------------------------------|------------------|
| Customer: [REDACTED]                | Vehicle: 2001 PONT GRAND PRIX | RO #: [REDACTED] |
| Address: [REDACTED]                 | License: [REDACTED]           | Date: 1/14/12    |
| City: REDMOND, WA                   | VIN: 1G2WP52K41F [REDACTED]   | DOM: 12/01       |
| Phone 1: [REDACTED] Ext: [REDACTED] | Engine: 3.8                   | Trans: AUTO      |
| Phone 2: [REDACTED] Ext: [REDACTED] | Mileage: 22202                | Col: [REDACTED]  |

| Tech | Labor Description   | Qty  | Part Number | Part Description | Labor  | Parts  | Subtotal |
|------|---|------|-------------|------------------|--------|--------|----------|
| IM   | SWITCH FOR HEATER NOT WORKING, ONLY WORKS ON 5, AND SOMETIMES NOT THEN.<br>CHECK AND ADVISE OF TESTING PROCEDURES |      |             |                  | 0.00   |        |          |
| IM   | TESTING FOR BLOWER MOTOR FAILURE  |      |             |                  | 116.15 |        | 116.15   |
| IM   | REPLACE BLOWER MOTOR RESISTOR   | 1.00 |             | RESISTOR         | 58.08  | 65.22  | 123.30   |
| IM   | REPLACE BLOWER MOTOR  | 1.00 |             | BLOWER MOTOR     | 23.23  | 204.90 | 228.13   |
|      | Discount  |      |             |                  | -25.00 | 0.00   | -25.00   |

Payments:  
[REDACTED] \$508.86, on 01/14/12

**\$25 COUPON APPLIED, THANK YOU!**

All repairs and services are warranted to the original purchaser only.  
 \*All mechanical repairs are covered for 24 months or 24,000 miles from date of the original installation which ever occurs first. Many repairs are covered for 5yrs/50,000 miles and listed on separate cover. \*Exhaust gaskets, manifolds and any light bulbs (headlight etc) are warranted for 90 days only.  
 \*\*Any work performed on Commercial vehicles is warranted for 90 days only. All Warranties are on a Pro-Rata basis. \*\*\*Warranties will be deemed null & void for mis-use or abuse!  
 \*\*\*Any Items not listed above will be covered for 90 days or 3,000 miles.



We Appreciate You!

|                                 |    |        |
|---------------------------------|----|--------|
| Labor:                          | \$ | 172.46 |
| Parts:                          | \$ | 270.12 |
| Sublet:                         | \$ | 0.00   |
| Other Fees:                     | \$ | 0.00   |
| Shop Sup/Haz                    | \$ | 22.13  |
| Subtotal:                       | \$ | 464.71 |
| Sales Tax:                      | \$ | 44.15  |
| By: [REDACTED] Total: \$ 508.86 |    |        |
| Paid: \$ 508.86                 |    |        |
| Total Due: \$ 0.00              |    |        |



# BELLEVUE BUICK - PONTIAC - GMC, INC.

620 - 116th Ave. N.E. / Bellevue, WA 98004  
(425) 451-2400



## RETAIL BUYERS ORDER

Date 10/11/01

Purchaser [REDACTED]

Address [REDACTED]

City REDMOND County [REDACTED] State WA Zip [REDACTED]

Residence phone ( [REDACTED] ) Business phone ( [REDACTED] )

|                             |                  |               |      |                     |                         |  |
|-----------------------------|------------------|---------------|------|---------------------|-------------------------|--|
| STOCK NO. <u>[REDACTED]</u> | YEAR <u>2001</u> | NEW <u>XX</u> | USED | MAKE <u>PONTIAC</u> | MODEL <u>GRAND PRIX</u> | VIN NUMBER <u>1G2WP52K41F [REDACTED]</u> |
|-----------------------------|------------------|---------------|------|---------------------|-------------------------|--|

Title Brands/Comments (if applicable): REBUILT JUNK SALVAGE/REBUILT DESTROYED

|   |  |  |  |
|---|--|--|--|
| LICENSE NO. WA: <u>[REDACTED]</u> TAB: <u>240</u> EXP: <u>[REDACTED]</u><br>ODOMETER READING <u>[REDACTED]</u><br>The owner of a vehicle may be required to spend up to \$150 for repairs if the vehicle does not meet the vehicle emission standards under chapter 70.120 RCW. Unless expressly warranted by the motor vehicle dealer, the dealer is not warranting that this vehicle will pass any emission tests required by federal or state law. |  | 1. BASE PRICE OF VEHICLE<br>2. Dealer Added Or Deleted Options:  |  |
| X <u>[REDACTED]</u> (INITIAL)<br>"N <u>[REDACTED]</u> AIR BAGS ON THIS VEHICLE:<br>an "on/off switch" has been installed on the airbag(s)<br>the airbag(s) have been deactivated"   |  | 3. BASE PRICE OF VEHICLE AND OPTIONS (1 PLUS OR MINUS 2) <u>22281.88</u><br>4. ESTIMATED Vehicle Excise Tax, License, Title, and Registration Fees, Bank Title Lien Release Fee (including \$3 arbitration fee on new cars) (\$2.50 Dealer Administration Fee) <u>128.75</u><br>5. DOWN PAYMENT (A) CASH <u>N/A</u> (B) REBATE <u>N/A</u><br>6. ESTIMATED Net Trade-In Allowance <u>1700.00</u>  |  |
| <b>USED VEHICLE TRADE-IN</b><br>YEAR <u>2000</u> MAKE <u>MAZDA</u> MODEL <u>1G2WRE94U1LC [REDACTED]</u><br>MILEAGE <u>79074</u> VIN# <u>[REDACTED]</u><br>BALANCE OWED TO <u>[REDACTED]</u><br>LIENHOLDER'S ADDRESS <u>[REDACTED]</u>   |  | 7. TOTAL CREDITS (5 + 6) <u>1700.00</u><br>8. Sales Tax (Calculated on the difference between Cash Price of Vehicle and Options (Line 3 above) and Gross Trade-In Allowance) <u>1811.21</u><br>9. Luxury Tax (if applicable) <u>N/A</u><br>10. Service Contract/Extended Warranty <u>N/A</u><br>11. Insurance (Life, Disability, etc.) <u>N/A</u><br>12. Other Charges <u>N/A</u>  |  |
| <b>SECOND VEHICLE TRADE-IN</b><br>YEAR <u>[REDACTED]</u> MAKE <u>[REDACTED]</u> MODEL <u>[REDACTED]</u><br>MILEAGE <u>[REDACTED]</u> VIN# <u>[REDACTED]</u><br>BALANCE OWED TO <u>[REDACTED]</u><br>LIENHOLDER'S ADDRESS <u>[REDACTED]</u>  |  | 13. TOTAL CASH PRICE OF VEHICLE (3 + 4 + 8 + 9 + 10 + 11 + 12) <u>24221.84</u><br>14. UNPAID BALANCE OF CASH PRICE DUE ON DELIVERY (13 - 7) <u>22521.84</u><br>15. UNPAID BALANCE - AMOUNT FINANCED (13 - 7) <u>22521.84</u>   |  |
| Gross trade-in allowance for (A) \$ <u>1700.00</u><br>Less estimated bal. owed on (A) \$ <u>N/A</u><br>Gross trade-in allowance for (B) \$ <u>N/A</u><br>Less estimated bal. owed on (B) \$ <u>1700.00</u><br>* ESTIMATED NET ALLOWANCE ON TRADE-IN(S): \$ <u>(carry over to line 6)</u>  |  | *Purchaser acknowledges that the payoff and/or lien balance on the trade-in vehicle as described above is only an estimated figure, subject to verification and confirmation from the lienholder as to the exact dollar amount. In the event the payoff/lien balance exceeds the above-stated amount, such additional amount shall be added to the total cash price of the vehicle and shall be paid to the dealer on request or added to the amount being financed. |  |

THE DOLLAR AMOUNT SPECIFIED AS THE TRADE-IN ALLOWANCE MAY BE RENEGOTIATED AND ADJUSTED IN THE EVENT THAT: (1) THE PURCHASER FAILS TO DISCLOSE THAT THE CERTIFICATE OF OWNERSHIP OR CERTIFICATE OF TITLE FOR THE TRADE-IN VEHICLE HAS BEEN BRANDED FOR ANY REASON, INCLUDING BUT NOT LIMITED TO, ITS STATUS AS A "REBUILT", "SALVAGE" OR "LEMON LAW REPURCHASE" VEHICLE; OR (2) THE TRADE-IN VEHICLE HAS SUBSTANTIAL PHYSICAL DAMAGE OR A LATENT MECHANICAL DEFECT WHICH OCCURRED BEFORE THE DEALER TOOK POSSESSION OF THE VEHICLE AND WHICH COULD NOT HAVE BEEN REASONABLY DISCOVERABLE AT THE TIME THE ORDER, OFFER OR CONTRACT WAS MADE; OR (3) THERE ARE EXCESSIVE ADDITIONAL MILES ON THE TRADE-IN VEHICLE(S) OR THERE IS A DISCREPANCY IN THE MILEAGE AS DEFINED IN RCW 46.70.180(4)(b).

PURCHASER AGREES THAT THIS ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS ON BOTH THE FRONT AND REVERSE SIDE HEREOF, INCLUDING BUT NOT LIMITED TO THE PURCHASER'S WARRANTIES CONTAINED IN PARAGRAPH 1 ON THE REVERSE SIDE. IF THIS ORDER IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS ALSO A PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

THIS ORDER FURTHER CANCELS AND SUPERSEDES ANY PRIOR AGREEMENT BETWEEN THE PARTIES. BY EXECUTING THIS ORDER, PURCHASER CERTIFIES THAT (S)HE IS OF LEGAL AGE AND ACKNOWLEDGES THAT (S)HE HAS READ AND ACCEPTS ALL OF THE TERMS AND CONDITIONS CONTAINED HEREIN AND HAS RECEIVED A TRUE COPY OF THIS ORDER.

THE SALE OF THE VEHICLE COVERED BY THIS ORDER IS SPECIFICALLY CONDITIONED UPON THE PURCHASER FULFILLING ALL OF THE TERMS AND CONDITIONS SET FORTH IN THE SALES CONTRACT, INCLUDING BUT NOT LIMITED TO PAYMENT IN FULL OF THE PURCHASE PRICE. IN THE EVENT PURCHASER TAKES DELIVERY OF THE VEHICLE PRIOR TO PAYMENT IN FULL OF THE PURCHASE PRICE, SUCH DELIVERY SHALL BE A CONDITIONAL DELIVERY, AND PURCHASER UNDERSTANDS AND AGREES THAT THE SALE IS NOT COMPLETE OR FINAL AND TITLE TO THE VEHICLE SHALL NOT PASS, UNTIL SUCH TIME AS THE PURCHASE PRICE HAS BEEN PAID IN FULL AND ALL OTHER TERMS, CONDITIONS AND CONTINGENCIES IN THE SALES CONTRACT HAVE BEEN MET OR SATISFIED.

PURCHASER FURTHER AGREES THAT THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY THE DEALER OR DEALER'S AUTHORIZED REPRESENTATIVE. IF THE PURCHASE PRICE OF THE VEHICLE IS TO BE FINANCED, DEALER'S ACCEPTANCE OF THIS ORDER IS SPECIFICALLY CONDITIONED UPON AND SUBJECT TO: (1) RECEIPT OF CREDIT APPROVAL FROM THE FINANCIAL INSTITUTION WHICH IS FINANCING PURCHASER'S PURCHASE OF THE VEHICLE; AND (2) ASSIGNMENT OF THE RETAIL INSTALLMENT CONTRACT OR SECURITY AGREEMENT TO A FINANCIAL INSTITUTION. IF FOR ANY REASON PURCHASER DOES NOT QUALIFY FOR FINANCING OR IF THE FINANCIAL INSTITUTION REFUSES TO ACCEPT ASSIGNMENT, THEN THIS TRANSACTION SHALL BE NULL AND VOID, AND ALL FUNDS AND ANY TRADE-IN SHALL BE RETURNED TO PURCHASER, SUBJECT, HOWEVER, TO ADJUSTMENT AS FOLLOWS: IF PURCHASER HAS TAKEN POSSESSION OF THE VEHICLE, PURCHASER SHALL IMMEDIATELY RETURN SAID VEHICLE TO DEALER AND PURCHASER SHALL BE LIABLE TO DEALER FOR ALL DAMAGE AND/OR DESTRUCTION TO, ABUSE OF, EXCESSIVE WEAR AND/OR EXCESSIVE MILEAGE ON SAID VEHICLE WHILE IN THE POSSESSION OF PURCHASER. AT THE OPTION OF DEALER, ANY SUMS DEPOSITED BY PURCHASER WITH DEALER MAY BE APPLIED TO THE EXTENT NECESSARY TO COMPENSATE DEALER AND/OR TO PAY THE COST OF REPAIRS FOR ANY DAMAGE, DESTRUCTION, ABUSE, EXCESSIVE WEAR AND/OR EXCESSIVE MILEAGE ON SAID VEHICLE.

X [REDACTED] 11/01  
 X [REDACTED] 11/01

[Signature]  
 Dealer or Dealers Authorized Representative  
**ROBERTO T ANGELES**  
 Salesperson's Name



Redmond, WA

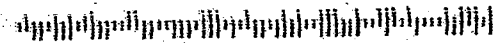
SEATTLE WA 980

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Office of the Attorney General  
Consumer Protection Division  
800-5th Ave., Suite #2000  
Seattle, WA 98104-3188

98104318800





**Bob Ferguson**  
**ATTORNEY GENERAL OF WASHINGTON**  
800 FIFTH AVENUE #2000  
SEATTLE WA 98104-3188



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