

CL-10666954-8821



CHRIS CHRISTIE

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



JOHN J. HOFFMAN
Acting Attorney General

KIM GUADAGNO
Lt. Governor

December 8, 2014

STEVE C. LEE
Acting Director

National Highway Traffic Safety Administration
US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

DEC 17 2014

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

TD

ET
12/17/14
SMP

Consumer Affairs Division
104 Halsey
Newark, NJ

OFFICE OF
CONSUMER PROTECTION
946406 NOV 25

Re: ~~General Motors~~ - ignition switch
problem

[REDACTED]

Edison NJ [REDACTED]

2000 Chev. Malibu
Recall - 14350
Reimbursement # [REDACTED]

Gentlemen:

I am writing to you because I am extremely upset with the way General Motors handled my trying to get reimbursed for all my vehicle repairs prior to my receiving the recall notice. I received the recall in September 2014. The dealership did not receive the parts until the end of October. I had the recall repair done November 14. The recall repair was about the key and carrying

too much weight on the ring so the repair corrected that.

However, I saw on Channel 12 news that GM knew for months that there was a problem with ignition switch. Some people were killed. Others had vehicle damage.

The recall said to lessen the weight on the key ring. My problem is I only found out about this after experiencing multiple repairs to my vehicle besides endangering my life and other family members driving a car that GM knew had safety issues and I only was advised in September of this year.

My vehicle acted exactly how they (GM) described the problem. The vehicle turned off - would not start again. I was travelling on highways - lost steering, brakes and had no air bag function.

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Since I was not aware of this ignition switch problem or key problem, I had numerous repairs down - expensive - and my vehicle continued to have the same problem.

I replaced the ignition switch twice - 11/30/99 \$473.51 - \$80 tow
and 3/19/14 \$468.01 - \$90 tow
oil pressure switch 234.87 12/10/13
throttle body system 240.75 1/20/14
fuel pump - \$565

All these repairs were done trying to keep my vehicle operating safely. My life and my family members were at risk.

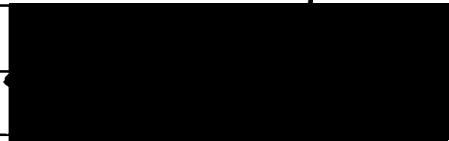
I am [REDACTED] working part-time and on Social Security. I was informed by GMA that they were not reimbursing me because the recall was about the key and extra weight on the ring. If I wasn't aware of this until September 2014 and then had

-4-

to wait until November 14, 2014 to have my recall done, I feel it is their responsibility to reimburse me for these repairs. Knowing they (GM) were fully aware of the ignition switch problem — I was not.

Please help me or advise me where to go for help. Thank you in advance for your attention to this matter.

Sincerely,



P.S.

Phone number is  —

I can tell you where I broke down and ^{how} dangerous it was for me and my family members, I have all my bills

Edison NJ

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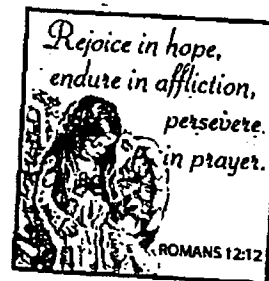


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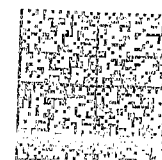
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