

CL-10671066-7389



State of Wisconsin
Governor Scott Walker

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

December 23, 2014

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

[REDACTED]
RACINE WI [REDACTED]

JAN -6 2015

RE: File [REDACTED] (Refer to this number when contacting our agency)
PALMEN MOTORS INC
5431 75TH ST
KENOSHA WI 53142

Dear [REDACTED]

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Palmen Motors Inc.

I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

In addition, some issues in your complaint may be within the authority of the agency listed below, so I am forwarding a copy of your complaint directly to them:

* NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

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Thank you again for bringing your complaint to our attention.

Sincerely,

Kathi L. Ashmore
Consumer Protection Investigator
Complaint Administration
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4677
E-mail: Kathi.Ashmore@wisconsin.gov
 www.facebook.com/wiconsumer

C: General Motors Corp
PO Box 33170
Customer Assistance Center
Detroit MI 48232-5170

WDATCP

DEC 18 2014

Dear Ms. Barra,

Division of Trade &
Consumer Protection
Madison, WI

I am writing this letter on behalf of my parents [REDACTED] and [REDACTED] who are [REDACTED] and [REDACTED] years old respectively. They are the owners of a 2005 Buick Lacrosse which was part of your ignition recall. This letter is to inform you that my parents were very dissatisfied with how the service and outcome of your recall was handled and how you too, possibly paid for the recall service to one of your dealers for two dissatisfied customers.

Recall # 14299.

In mid October, 2014, my parents took their vehicle to Palman Motors in Kenosha, WI for your ignition recall. After their first visit, they got home and noticed that their car door locks were not unlocking properly. Prior to their visit, when you would put the car in park, all of the doors would unlock. After their first visit, they would have to shut the vehicle off, remove the key, and then after removing the key all of the doors would unlock. My Father called Palman and told them about the problem and they scheduled a second visit. After the second visit, the doors worked properly, **but** when my Mother went to start the car with her remote start the following morning, that did not work. And yes, the remote start worked prior to your recall. So my father called Palman once again and told them the situation. Palman told my father to bring the car back. So, after their third visit on November 20, 2014, my Father was handed the 2 keys in one hand and the 2 transmitters in the other hand. Palman motors informed him that they could no longer help him and the only way Palman could correct this problem is if my parents would purchase 2 new keys, 2 new transmitters, and programming for each, for a total cost of \$390.00. My parents were in shock that they would have to pay anything, let alone \$390.00 to have the locks, auto locks and remote starter back in the same working condition **prior to your recall**. After leaving church the following Saturday evening from the third visit to Palman Motors

my [REDACTED] and [REDACTED] year old parents had to walk to their vehicle with **no remote start and no auto doors locks** to light their way. My parents felt that the only way they were going to get their car back the same way it **was prior to your recall**, was to pay someone to have this corrected. So, on the following Monday morning, November 24, 2014, my parents called Lynch (a GM dealer) in Burlington, WI for another quote. Lynch quoted them \$275.57 (Invoiced enclosed), over \$100.00 cheaper than what Palman Motors had quoted them. So, like any good consumer, they went for the better price and was serviced by Lynch. Their vehicle was now working the same as it was prior to your recall. Still frustrated over this whole situation, my Mother called the 1-800-GM complaint line and talked with Deondra (senior adviser) Ref [REDACTED]. After having 2 different conversations with my Mother, Deondra told my Mother that the best Palman could do was to lower their cost by \$100.00. In frustration, my Mother explained to Deondra that they gave Palman motors 3 chances to correct this situation over a period of one month and Palman was going to charge them \$100.00 **more** than a near by dealer (Lynch). The dark cold winters were upon us and my parents, for their own safety, had to do something. My Mother also told Deondra that she was hesitant to let Palman Motors work on the key lock and transmitter anymore since they couldn't correct it during the 3 recall visits. How amazing, that Palman Motors could miraculously repair it properly once my parent's money was involved. HMMM.... At the end of my Mother's conversation with Deondra, Deondra closed by saying it sounds like everything is OK now and nothing more can be done. Case is closed. **I think not!**

You, Ms. Barra, representing GM and all of your dealerships, clearly owe my parents \$275.57 and an apology to an [REDACTED] year old and [REDACTED] year old couple for having to go through any and all of this frustration. Shame on you! For taking advantage of my elderly parents!

Ms. Barra, you may also want to find out if you reimbursed Palman Motors for this recall work that was clearly not done to the satisfaction of one of your GM customers. If you did reimburse Palman motors, than you too should be a dissatisfied customer and should demand reimbursement of money paid to Palman motors.

[REDACTED]
Racine, WI [REDACTED]
[REDACTED]

C:
Secretary Ben Brancel
Wisconsin consumer protection

C:
Donald Clark
Federal Trade Commission

C:
Andy Palman
President of Palman Motors



**Department of Agriculture,
Trade & Consumer Protection**

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