

CL-10735009-2071

STATE OF MICHIGAN  
DEPARTMENT OF ATTORNEY GENERAL



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

P.O. Box 30213  
LANSING, MICHIGAN 48909

**BILL SCHUETTE**  
ATTORNEY GENERAL

May 20, 2015

Refer to AG No.: [REDACTED]

[REDACTED]  
Niles, MI [REDACTED]

JUN - 4 2015

Dear Consumer:

RE: Chevrolet Motor Division

Your recent letter has been reviewed and carefully considered in the hope that this office could be of assistance to you, but this review makes it clear that we will be unable to help you with this matter.

The law authorizes the Attorney General to provide legal opinions to state officials, members of the legislature, state departments and commissions, and, under certain circumstances, county prosecuting attorneys. The Consumer Protection Division of the Department of Attorney General also attempts to act as a mediator in consumer-related complaints. However, if our mediation is not successful, the Attorney General cannot act as a private attorney on behalf of the individual. We can only sue where the general public interest is involved or in certain cases involving a large number of consumers.

Since your request does not fall within this framework, regrettably, we are unable to assist you. We would suggest in this situation that you contact a private attorney and seek his or her advice as to how best to proceed to resolve your problem.

Sincerely,

Michigan Department of Attorney General  
Consumer Protection Division  
(517) 373-1140  
(877) 765-8388 - Toll Free in Michigan  
(517) 241-3771 - Fax

c: National Highway Traffic Safety Administration

mfm

ET  
6915  
SMD

DAG 008-001  
Authority: 1976 PA 331  
Compliance: Voluntary  
Penalty: None



Dept. of Attorney General  
Consumer Protection Division

MAY 12 2015

MICHIGAN DEPARTMENT OF ATTORNEY GENERAL  
**RECEIVED**

### CONSUMER COMPLAINT/INQUIRY FORM

Please be aware of the following:

- Complaints and inquiries become public records when they are submitted to the Attorney General's office, and under the Michigan Freedom of Information Act, copies may be subject to disclosure to anyone who asks for them.
- A copy of the complaint may be sent to the business against whom the complaint is issued. An accurate company Fax number will expedite processing.
- A copy of the complaint may be sent to other governmental agencies.
- Please be particularly cautious with information containing your Social Security number, credit card account numbers, etc. for security purposes. If you believe it is necessary to submit such information, you should mail that information and the corresponding complaint.

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#### Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED]  
Your Street Address: [REDACTED] City: NILES  
Your State: MI Zip Code: [REDACTED]  
Your County: BERRIEN  
Your Home Phone: [REDACTED]  
Fax Number: NON E-mail Address: NON

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#### Primary Company or Person Your Complaint Is About

Company: Name: GENERAL MOTORS  
Street Address: 300 RENAISSANCE CENTRE City: DETROIT  
State: MI Zip Code: 48265  
County: WAYNE Phone: 313-556-5000  
Fax Number: ? E-mail Address: ?  
Website Address: [REDACTED]

**Secondary Company or Person Your Complaint Is About**

Company: Name: MARY BARRA Chief Executive Officer  
Street Address: 300 RENAISSANCE CENTER City: DETROIT  
State: MI Zip Code: 48265  
Phone: 313-5565000  
Fax Number: ? E-mail Address: ?  
Web Site Address: [REDACTED]

**Complaint Information**

Is Your Complaint About A Bill? Yes  No

If So, Please Provide A Copy.

Approximate Monetary Value: \$ 5,000,000

Did You Sign A Contract?: Yes  No

Where Did You Sign This Contract: \_\_\_\_\_

Is A Court Action Pending?: Yes  No  ?

Do You Have An Attorney Representing You On This Matter?: Yes  No

**Motor Vehicle Warranty Complaint Information**

If your complaint involves motor vehicle manufacturer warranties or non-dealer service contracts, please fill out this section. Most other auto-related complaints, including dealer complaints and complaints concerning automotive repairs and repair facilities, must be filed with the Department of State's Bureau of Information Security, Regulatory Monitoring Division: 1-888-767-6424.

Vehicle Make, Model and Year: CHEVROLET HHR 4Dr FWD LT

VIN No.: 3GNBACFU3BS [REDACTED]

**Complaint Detail/Inquiry Information**

Describe your problem, what attempts you have made to correct it, and how you would like to have the problem resolved. Use additional sheets if necessary.

G.M. HAVE THE OBLIGATION AND RESPONSIBILITY  
FOR THEIR SUBJECT VEHICLE TO BE SAFE

G.M KNEW OF THE PROBLEM IN 2004  
OF THE FAULTY IGNITION SWITCH. G.M  
CONNECTION WITH PRODUCT LIABILITY OF NEW G.M  
IN 2009 FOR INJURED PHYSICAL PAIN SUFFERING  
IF SOONER ACTION WERE TAKEN THERE IS LITTLE  
DOUBT THAT INJURIES AND DEATHS COULD HAVE  
BEEN AVOIDED. FEDERAL PROSECUTORS ARE EXAMINING  
WHETHER G.M IS CRIMINALLY LIABLE. I INJURED  
MY HEAD NECK BACK. LIMIT THE THINGS  
I CAN DO. MEDICARE PART B IS PAYING  
THE DOCTORS BILLS FOR MY INJURY THAT I GOT IN  
THE CAR ACCIDENT. FROM THE FAULTY IGNITION  
SWITCH.

On 1-8-13 I was going to the store in my wifes HHR bagging out of the back drive way, I hit a pot hole in the alley and the car switch cut off and I hit some hedges and a snow bank I put a dent in the back of the CAR. It was less than \$500 dollars worth of damage. The next day my back ~~and my~~ <sup>and</sup> leg and feet were numb, On January 9, 2013 the pain was so great my wife called 911 and I was transported to the ER @ Memorial Hospital. 615 N. Michigan St. South Bend 46601. ~~I had a pain shot~~ ~~xrays~~. I had xrays and a pain shots with meds and sent home. I was told to see my, On January 15, 2013 my Doctor prescribed me Lyrical for sciatic nerve and numbness in my leg and foot - I had to use a knee brace. I havent fully recovered and continue to take these meds daily. Dr. Schreckengust my PCP address is 1850 Pipestone ave Benton Harbor MI 49022

Claims # [REDACTED]

[REDACTED]

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.



**GATES CHEVY WORLD, INC.**  
 636 West McKinley Avenue • P.O. Box 250  
 Mishawaka, IN 46544-0250  
[www.gatesautomotive.com](http://www.gatesautomotive.com)

**SERVICE DEPT.**  
 (574) 256-3038  
 FAX: (574) 258-7068  
**PARTS DEPT.**  
 (574) 256-3031  
 FAX: (574) 258-7039  
**BODY SHOP DEPT.**  
 (574) 256-3045  
 FAX: (574) 256-2270

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>ANDREW BROWN</b>	3969	TAG NO. [REDACTED]	INVOICE DATE <b>04/14/15</b>	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>85,907</b>	COLOR <b>BLACK/</b>	STOCK NO.
<b>SOUTH BEND, IN</b>	YEAR / MAKE / MODEL <b>11/CHEVROLET TRUCK/HHR/4DR FWD LT</b>		DELIVERY DATE <b>07/19/12</b>	DELIVERY MILES <b>26,542</b>	
	VEHICLE I.D. NO. <b>3GNBACFU3BS</b>		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/14/15</b>		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 85907

TOTAL - SUBLET 0.00

TOTALS-----

GATES CHEVY WORLD, 636 WEST MCKINLEY AVE., MISHAWAKA 46545  
 SERVICE PH 574 256-3038 FAX 574 258-7068  
 IF YOUR SERVICE WAS MORE THAN YOU EXPECTED TELL YOUR FRIENDS  
 IF YOUR SERVICE WAS LESS THAN EXPECTED TELL US !!!  
 PLEASE CALL SERVICE MANAGER: STEVE SHOWALTER IF YOU  
 ARE NOT COMPLETELY SATISFIED.  
 WE ARE COMMITTED TO BEING YOUR SERVICE PROVIDER WITH TRUST!  
 PLEASE SEE YOUR SERVICE ADVISOR OR THE SERVICE MANAGER IF  
 YOU HAVE ANY QUESTIONS ON TODAY'S REPAIRS  
 PLEASE RETURN ALL SURVEYS TO CHEVROLET IF YOU ARE CHOSEN!  
 THANK YOU FROM ALL OF US AT GATES CHEVY WORLD SERVICE!

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE



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 FAX: (574) 256-2270

800 - 222 - 1020

CUSTOMER NO. [REDACTED]	ADVISOR <b>ANDREW BROWN</b>	TAG NO. [REDACTED]	INVOICE DATE <b>04/14/15</b>	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>85,907</b>	COLOR <b>BLACK/</b>
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[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/14/15</b>	PRODUCTION DATE
[REDACTED]	BUSINESS PHONE	COMMENTS		

MO: 85907

**LABOR & PARTS**

# 1 13C1Z **DRIVABILITY** TECH(S) 3525 **WARRANTY**  
 CUSTOMER STATES THAT THE VEHICLE STARTS AND RUNS ROUGH I  
 INTERNAL ENGINE NOISE CUSTOMER ADVISED TIMING OFF (JUMPED  
 TIMING) CHECK & ADVISE  
 INSPECTED FOUND CODE P0017 & P0016 FOUND THE TIMING  
 CHAIN TO BE NEEDED  
 REMOVED AND REPLACED THE TIMING CHAIN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	24435052	GASKET 0.207 Y		WARRANTY
JOB # 1	1	24461834	CHAIN 0.724 Y		WARRANTY
JOB # 1	1	12608580	TENSIONER 0.724 Y		WARRANTY
JOB # 1	1	12635427	CHAIN 1.109 Y		WARRANTY
JOB # 1	1	90537300	TENSIONER 1.060 Y		WARRANTY
JOB # 1	1	13104978	GUIDE 0.724 Y		WARRANTY
JOB # 1	1	24449448	GUIDE 0.724 Y		WARRANTY
JOB # 1	1	12605566	FILTER 1.836 Y		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

# 2 28C1Z **CAMPAIGNS** TECH(S) 3483 **WARRANTY**  
 RECALL NEEDED  
 RECALL# 14092 IGNITION SWITCH REPLACEMENT  
 PERFORMED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	23237270	CYLINDER 2.188 N		WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

# 3 20C1Z **CAMPAIGNS** TECH(S) 3483 **WARRANTY**  
 RECALL NEEDED  
 RECALL# 14113 REPLACE IGNITION LOCK CYLINDER & IGN  
 PERFORMED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

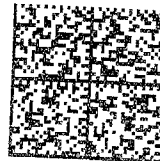
# 4 01C1ZMPVI **MULTI-POINT INSPECT** TECH(S) 3525 **0.00**  
 FREE MULTI-POINT INSPECTION AND SELF-SERVE CAR WASH  
 NO CHARGE  
 THANK YOU

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	

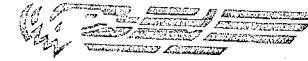
SUBLET PO# VEND INV# INV. DATE DESCRIPTION  
 JOB # 1 618599 04/14/15 TOWING CHARGE **WARRANTY**

The Reynolds and Reynolds Company ERALZRNIVE CC201158 Q (03/13)

**BILL SCHUETTE**  
ATTORNEY GENERAL  
Lansing, Michigan 48913



U.S. POSTAGE PITNEY BOWES



ZIP 48906 \$ 001.40<sup>0</sup>  
02 1W  
0001395585 MAY 21 2015

JUN 3 2015

National Highway Traffic Safety Admin.  
1200 New Jersey Ave SE  
West Building  
Washington DC 20590

Defects  
AM

