

CL-108070-65-1702

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

November 04, 2015

Refer to AG No.: [REDACTED]

Chevrolet Motor Division
PO Box 33170
Detroit, MI 48232-5170

NOV 20 2015

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email4@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

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

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11/20/15
SMD

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: [REDACTED]

Submitted: 10/28/2015 1:18:51 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] M.I.: [REDACTED]
Your Street Address: [REDACTED] City: Springfield
Your State: OH Zip Code: [REDACTED]
Your County: Outside Michigan
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.: [REDACTED]
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Are you a veteran or active-duty service member? False

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: General Motors
Street Address: P.O. Box 33170
State: MI City: Detroit
County: Wayne Zip Code: 48232
Fax Number: 0000000000 Phone: 8002221020
Web Site Address: www.gm.com E-mail Address: [REDACTED]
Primary Jurisdiction: None Product Offered: vehicles

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: [REDACTED]
Street Address: [REDACTED] City: [REDACTED]
State: MI Zip Code: [REDACTED]
County: [REDACTED] Phone: [REDACTED]
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Web Site Address: [REDACTED]

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: chevrolet mallibu 2009
Vehicle VIN No.: 1G1ZG57B29F [REDACTED]

Complaint Information

Incident Date\Time: 10/9/2015 8:00:00 AM
Incident Location: springfield, ohio
Approximate Monetary Value: 107.24
Did you sign a contract? False
Where did you sign this contract? springfield, ohio
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True

What was the response from the business? unable to reimburse

If no complaint was given to the business directly, why? advised to by the dealer who repaired my car.

Was this complaint filed with any other agencies? False

Do you think were targeted for unfair treatment due to your status as a veteran or active-duty service member? False

Complaint Detail/Inquiry Information

I own a 2009 Chevy Malibu. In September 2015, I received a letter regarding a potential problem with the power steering. The letter advised if I had a problem with the power steering going out, I should take the car to a dealer, along with the letter, for repairs. In October 2015, I was taking my [REDACTED] year old grandson to school; traveling down a busy street. The power steering, without warning, went out. I was able to turn safely onto a side street; turn the car off and turn it back on at which time the power steering reactivated. However at that point, I no longer felt comfortable driving the car. The next day, Friday, 10/9/2015, I called the dealer and made an appointment for the repair. Unfortunately, the soonest appointment available was Monday, 10/12/2015. Since I did not feel safe driving the car, I had no other recourse than to rent a vehicle until the car could be repaired. I rented the vehicle on Friday, Oct 9, 2015 and returned it Monday, Oct 12, 2015 after the repairs were made and I was able to retrieve my car. On Oct 13, 2015, I sent in all of my documentation: the letter I received from GM informing me of the potential steering problem, the statement from the dealer verifying repairs made on 10/12/15 and the receipt for the rental car in the amount of \$107.24. I requested reimbursement for this amount due to the safety issue involved. Today, 10/28/15, I called the Chevrolet customer service department at 800-222-1020 to check the status of my request. The young lady I spoke with confirmed my information and request for reimbursement had been received but they were unable to comply since the car is no longer under warranty. Since the car is six years old a warranty is highly unlikely to be in effect so I was requested to speak to a supervisor. I was then transferred to a "supervisor" who was also unable to provide any satisfaction. When I asked who I could appeal to at a higher level, I was told I would get the same answer and there was no point going any further with my complaint. I then informed her I would be appealing to the State of Michigan Attorney General for assistance with this matter. I feel that I should be reimbursed the \$107.24 due to the safety issue involved. I asked the supervisor what would have happened if I had been out on the interstate when the power steering went out and I became involved in a serious or fatal accident. Would my heirs receive any compensation for their loss? And the fact that I had my grandson in the car with me when the power steering went out is a huge issue with me. I do not feel that my request for reimbursement is unreasonable and after purchasing their product for approximately \$13,000, I believe reimbursing \$107.24 should not be a problem especially due to the fact that my [REDACTED] year old grandson was also put at risk due to GM's faulty engineering. Thank you for your assistance concerning this matter. I can be reached at [REDACTED] or by email; [REDACTED] at any time. [REDACTED]

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to sign up for the Consumer Protection Listserv.

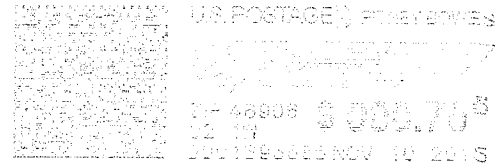
[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913



JHTSA
1200 New Jersey Ave. SE
West Building
Washington DC 20590

