

APR 02 2018



AL-11076564-1080

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

March 21, 2018

General Motors ****
Pontiac/GMC Division
PO Box 33172
Detroit, MI 48232-5172

Re: [REDACTED]
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a written response via US Mail and/or e-mail within ten business days of receipt. **All communications must be in writing.** Direct all correspondence to Nikole Armour, Office of the Attorney General, Consumer Protection Division, Consumer Fraud
500 South Second Street, Springfield, IL 62701. Refer to the above mentioned file on all correspondence.

Sincerely, .

ATTORNEY GENERAL
State of Illinois

Nikole Armour

Nikole Armour
Citizen's Advocate
Consumer Protection Bureau
narmour@atg.state.il.us
217-785-0235
CC:NHTSA
Enclosure



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62706
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name [Redacted] County IL [Redacted]
 Address [Redacted] Phone (Daytime) [Redacted]
 Alton IL [Redacted] Phone (Evening) [Redacted]
 Email Address [Redacted]
 Senior Citizen No
 Veteran No
 Service Member No

NAME OF SELLER/PROVIDER OF SERVICE

Name [Redacted]
 Address IL [Redacted]
 Phone [Redacted]
 Website [Redacted]
 Complained Yes
 to company?
 Person John
 Phone [Redacted]

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name [Redacted]
 Address IL [Redacted]
 Phone [Redacted]
 Website [Redacted]
 Complained No
 to Company?

TRANSACTION INFORMATION

Transaction Date [Redacted] Total cost \$ 0
 Signed a contract? No Amount paid to date \$ 0
 Product was advertised? No Method of payment [Redacted]
 Transaction Location [Redacted]
 Registered a dispute with the credit card company No

MOTOR VEHICLE INFORMATION

Make/Model/Year 1998 Oldsmobile Intrigue Purchase Date [Redacted]
 New? No Mileage at Purchase 0
 As-Is? No Current Mileage 0
 Warranty? No Extended Warranty [Redacted]
 Warranty Exp Date: [Redacted]

COMPLAINT DESCRIPTION

On either Feb 28 or March 1 2018 my son was driving a 1998 Oldsmobile Intrigue from work and he called my husband and stated the car was making a noise and after speaking with him he said he should be able to make it home as we didn't live that far from his job. Shortly thereafter he called and stated the car started smoking and he pulled into a gas station and discovered the car was on fire. He went into the gas station and inquired about a fire extinguisher and the attendant went outside and put out the fire which was contained at that time. My husband and myself went to the gas station waiting on a tow truck and to access the situation as we were thankful that the fire was put out as this situation could have been more serious. Upon looking at the car we were able to see that there was oil on the ground which had leaked onto components of the car which started the fire. I contacted Gm and was informed this was due to the recall and someone from Gm would contact me and this is where the nightmare started and I was met with very unprofessional conduct by John who was handling the case. I was contacted two days later and the behavior and questioning of John was very suspect and I constantly inquired about these questions such as height, weight and D.O.B and when I asked what these questions had anything to do with the car he constantly accused me of not

OFFICE INFORMATION

Reference Number [Redacted] Date Submitted: Mar 6, 2018 3:30 PM DAG Office: Language: [Redacted] Print Date: [Redacted]

cooperating and it was not part of the action plan. He made it seem as if I was cutting him off and not allowing him to answer the questions and therefore he could not move forward with the questions. I asked initially how long would this take to get resolved and he stated 30 days. I inquired about the length period of time and what was my son supposed to do for 30 days and why would it take that amount of time and basically I was under the impression I was supposed to put this under my insurance and file a claim. John repeatedly asked for my son and I stated to him repeatedly he was at work and he was not allowed to receive calls at work and that he could call back between 4 and 4:15. Upon speaking to John on March 6th he stated he tried to call and I informed him I had not received a call as I was waiting on his call and upon checking my phone records I didn't see a call. I called GM and was told John was unavailable and he would return my call and he did and the situation only got worse as he was more than rude and was not willing to answer any questions I was asking but kept making it seem as if I was cutting him off and not allowing him to answer any questions. The calls are recorded and if there is any integrity regarding this process GM can pull these phone calls and see how this situation was handled. I kept asking questions about what does this information have anything to do with the vehicle and how will this help an investigation and he kept stating that I was not cooperating and cutting him off which I was not doing but he was making it seem that way to avoid answering questions. I informed him on the first phone call that I would be filing a complaint and getting a lawyer involved and he stated he would like me to wait to see if we could get the problem resolved. I hadn't heard from him and I reached out to GM on March 5, 2018 and he called me back and after speaking to him I decided to file a complaint as there isn't going to be a resolution. I stated to him how serious this could have been as my son didn't realize his car was on fire and pulled into a gas station and people including my son could have been seriously injured or died. This was a recall issue and questions about height weight, d.o.b. and speed of the vehicle have nothing to do with what happened to the vehicle. He never voiced his concern over how dire this situation could have been but rather not be helpful and seem as if I'm not cooperating. My son or other people could have died but I guess that doesn't matter. This process should not be that complicated.

REQUESTED RELIEF

I would like GM to either repair if possible the vehicle and any other components that were damaged in relation to the recall, replace the vehicle with one of equal value including any and all amenities that may have been included with the vehicle, or compensation of the vehicle using the NADA blue book value of the vehicle.

NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OFFICE INFORMATION

Reference Number

Date Submitted:

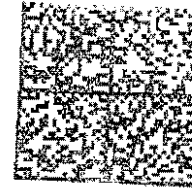
OAG Office: Language:

Print Date:

Mar 5 2018 10:48 AM EST

LISA MADIGAN

ATTORNEY GENERAL
STATE OF ILLINOIS
500 South Second Street
Springfield, IL 62701-1705



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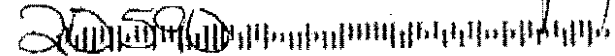
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03/21/2018

Mailed From 62701
US POSTAGE

National Highway Traffic + Safety Admin.
400 7th Street, SW Room ~~5232~~
Washington, Illinois Defects

4 BMBVNRB 20590



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