



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

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

MAY 16 2018

New Jersey Office of the Attorney General

CL-11097429-5345

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102
April 26, 2018



GURBIR S. GREWAL
Attorney General

KEVIN R. JESPERSEN
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

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

Re: [REDACTED]

File Number: [REDACTED]

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

Patricia D. Pate
Supervising Investigator, Consumer Service Center

AM
5.17.18
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Date Reviewed: April 26, 2018

Log # [REDACTED]

Referred To National Highway Traffic Safety
Administration US Dept of Transportation
Complaint Status: Open - In Review

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

Consumer: [REDACTED]

Englewood NJ [REDACTED]
[REDACTED]

Subject: **GENERAL MOTORS**
PO BOX 33170
DETROIT MI 48232

Consumer Comments

My name is [REDACTED] On July 11, 2014, I purchased a 2007 Chevrolet Malibu (vin1G1ZT58FX71[REDACTED]) from the Route 46 Mitsubishi in Totowa, NJ, 400 Rt 46 E Totowa, NJ 07512. 973-321-1090 is their phone number. In February of 2015 I had just gotten out of the hospital after a 14 day stay. I had received a recall notice in the mail. I called the number on the notice and told a young lady who answered, that I had no one to bring the car in to the dealership because I was not able to drive and live alone. She asked if I was having problems with the vehicle. I told her no. She told me not to worry about it right now just to bring it in when I start having problems. I was not allowed to drive for 4-5 months due to cervical reconstruction surgery in February of 2015 and had to have it redone in December of 2015. About February the 16th of this year, 2018, I started having problems with the steering with periodic jerking and difficulty with turning the wheel. I would have to pull the vehicle over to the side of the road and turn the car off. About the first week of March I was no longer able to drive it. I took the vehicle to the local Chevy dealership on March 2, 2018. They said the steering was unsafe. They gave me an estimate of \$1,520 plus tax for steering column and assist motor. They wanted to charge me \$225 plus tax for a new battery. I did not have the money to pay for these repairs and parts. At that point I asked them about the recall. They said the recall was expired but my mileage was not at 150,000 yet which was the limit for the recall. The dealership I took it to was Schumacher Chevrolet of Clifton, 999 Rt 46 PO Box 1869, Clifton, NJ 07015, phone 973-472-5500. I paid them \$125.95 for the diagnostic. I talked to Chevrolet in Englewood, again where I had spoken to the young lady when I got out of the hospital. They also said they would not honor the recall even though I told them that the young lady I had spoken to told me to just bring it in when I started having problems. I trusted that she knew what she was talking about and trusted that they would document my call and honor what they told me. I believed this was their policy. My car is sitting in the drive-way undrivable while I am making monthly payments of \$251.47 to Capital

- One and paying \$483.00 a month to Plymouth Rock Insurance for car insurance. About Tuesday, March 27th I called General Motors customer service to try to resolve the issue. I spoke with someone by the name of Anna who said they can't honor it because the recall has expired and it was over the mileage. I asked her how it was over the mileage when I was told by Schumacher Chevrolet that my mileage being under 150,00 was still good. She told me that the limit for the recall is 110,000. The mileage on the estimate from Schumacher was 112,260. As [REDACTED] disabled widow on a fixed income, this is just too much. I volunteer in my community and at my church. I am under a doctor's care for constant pain. This is a mental and physical challenge for me. This means I struggle to get to doctor appointments and am unable to help anyone else in need which is my passion. I assist other seniors who are shut in. I have to depend on other people and pay for transportation to get me where I need to go. This is creating a severe hardship for me. I am requesting that General Motors honor the recall by repairing my vehicle or exchange it for another vehicle and pay the balance on what I owe to Capital One. I don't know what else to do at this point. I expect General Motors to honor what their employee told me being that it is their policy that the recall was in place indefinitely.

Purchase Information Screen

MIT-FI

Deal Number:		16) Service Contract:		
1) Cust Name:		17) Gap Insurance (W):	\$	800.00
2) Contract Date:	07/11/14	18) Maintenance (W):		
3) Fin Inst:	CAP1	19) Total Tax Amount:	\$	722.70
4) Buyer Residence (W):		20) APR:		19.03%
5) Stock Number:	M2850	21) Term:		72
6) Cash Price:	\$ 9,235.30	22) DaysTo/1stPmtDate:	45	08/25/14
7) Cash Down:	\$ 1,000.00	23) Payment:	\$	251.47
8) Total Trade Allow:		24) C.O.D.:		
9) Rebate:		Sale Subtotal:	\$	8,235.30
10) Aftersales:		Total Financed:	\$	10,666.00
11) Fess/Options (W):	\$ 908.00	Finance Charge:	\$	7,439.84
12) Window Etch:	\$ 289.00	Total Other Charges:		
13) CL/A&H Code:	NO	Total of Payments:	\$	18,105.84
14) Credit Life Prem:		Deferred Price:	\$	19,105.84
15) A&H Premium:		Unpaid Balance:	\$	10,666.00
Command:				

F1=Help F2=Home F3=Save F4=Cancel

CUSTOMER #:

INVOICE



SCHUMACHER CHEVROLET
OF CLIFTON

938 ROUTE 46
CLIFTON, NJ 07011
TEL: 973-877-5000
FAX: 973-877-5000
WWW.SC.COM

"COME JOIN THE FAMILY"

PAGE 1

ENGLWOOD, NJ

HOME

BUS:

CELL:

SERVICE ADVISOR: 46 CRYSTAL ARNOT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX
	07	CHEVROLET MALIBU	1G1ZT58FX7F		112260/112260	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
02APR07 DD			WAIT 27FEB18	0.00	CASH	02MAR18
R.O. OPENED	READY	OPTIONS: DLR:NONE ENG:2.2 Liter MFI DOHC				

12:03	27FEB18	13:28	02MAR18	LIST	NET	TOTAL
LINE OPCODE TECH TYPE HOURS						
A CUSTOMER STATES POWER STEERING IS HARD TO TURN AND SHAKES						
M ESTIMATE FOR STEERING COLUMN AND ASSIST MOTOR						
\$1520.00+TAX FAILED BATTERY TEST \$225.00+TAX						
STEERING IS UNSAFE DANGEROUS CUST DECLINED						
REPAIR					129.95	129.95
21 CPC 1.00						

B MULTI-POINT VEHICLE INSPECTION
MPVI DEFAULT

21 ISP 0.00

(N/C)

WAIT CC CREATED 2018-02-23
11:29:00AM TAKEN BY ANDREA
VISENTINI NEW CUSTOMER: NPP
for VIN: 1G1 ZT58FX7F

YOUR COMPLETE SATISFACTION IS OUR MAIN GOAL!
SHORTLY, YOU WILL RECEIVE A SURVEY FROM
CHEVROLET. THIS SURVEY IS IMPORTANT TO US AS
IT IS OUR REPORT CARD. COMPLETELY SATISFIED
IS THE ONLY PASSING GRADE. IF FOR ANY REASON
YOU CANNOT ANSWER COMPLETELY SATISFIED PLEASE
CONTACT US. WE THANK YOU FOR YOUR BUSINESS!

CHEVROLET

NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS

CONSUMER SERVICE CENTER

P.O. BOX 45025

NEWARK, NJ 07101



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NEWARK, NJ 07101
P.O. BOX 45025
NEWARK, NJ 07101

