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INFORMATION ACT (FOIA), 5 U.S.C.
552(B)(6)



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

April 19, 2024

NHTSA Headquarters
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590R

Re: Zeigler Chevrolet Of Schaumburg
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Joanna Zychowska

Joanna Zychowska
Citizen's Advocate
Consumer Protection Division
Joanna.Zychowska@ilag.gov
[REDACTED]

Enclosure
agr

500 South Second Street, Springfield, Illinois 62701 • (217) 782-1090 • Fax: (217) 782-7046
115 South LaSalle Street, Chicago, Illinois 60603 • (312) 814-3000 • Fax: (312) 814-3806
1745 Innovation Drive, Suite C, Carbondale, Illinois 62903 • (618) 529-6400 • Fax: (618) 529-6416

Individuals with hearing or speech disabilities can reach us by using the 7-1-1 relay service.



KWAME RAOUL

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62701
(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

Address

Schaumburg IL

County

Cook

Phone (Daytime)

Phone (Evening)

Email Address

Senior Citizen

No

Veteran

No

Service Member

No

NAME OF SELLER/PROVIDER OF SERVICE

Name

Zeigler Chevrolet of Schaumburg

Address

1230 E Golf Road
Schaumburg IL 60173

Phone

(847)882-2200x

Website

www.zeiglerchevroletschaumburg.com

Complained
to company?

Yes

Person

Service dept

Phone

(847)805-8048x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name

Address

IL

Phone

Website

Complained
to Company?

No

TRANSACTION INFORMATION

Transaction Date

2019-04-27

Signed a contract?

No

Product was advertised?

No

Total cost

\$42,478.33

Amount paid to date

\$0

Method of payment

Automatic Debit:

Transaction Location

At the firm's place of business:

Registered a dispute with the credit card company

No

COMPLAINT DESCRIPTION

We bought a new Chevy Traverse in April of 2019. We have been meticulous about scheduled maintenance. I just had the oil changed in December. Last Friday, January 12th, the car wouldn't start. We had it towed to the dealer. They said that the engine seized from lack of oil. There are no drops of oil on the driveway so it's not leaking. They implied that there must be a defect in the engine. The vehicle requires a whole new engine at a cost of \$10,000. How is that possible on a car that is relatively new? Unfortunately, we are 20,000 miles over the warranty. However, it seems that this issue should extend beyond the warranty. Do we have recourse on a vehicle that is defective? VIN # is 1GNEVHKWXX

REQUESTED RELIEF

I would like the engine replaced free of charge.

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:

Jan 19, 2024 1:15 PM

OAG Office:

CHI

Language:

English

Print Date

Jan 24, 2024 8:06 AM

Page 1 of 1



KWAME RAOUL

ATTORNEY GENERAL

STATE OF ILLINOIS

115 S. LaSalle Street

Chicago, IL 60603



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