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DEFECTS INVESTIGATION *State of New Jersey*

DEPARTMENT OF LAW AND PUBLIC SAFETY
DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE & INTAKE CENTER
124 HALSEY STREET, 3RD FLOOR, NEWARK NJ

JAMES E. MCGREEVEY
Governor

DAVID SAMSON
Attorney General
RENI ERDOS
Director

June 6, 2002

566221

Red Bank, NJ

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

Re.: General Manager Buick
File No.: 0209684

Dear [REDACTED]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety
Administration
400 7th Street, SW
Washington, DC 20590
(202)-366-0123

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate, Supervisor
Consumer Service Center

PDP/mp
CSC11b



State of New Jersey
DEPARTMENT OF LAW AND PUBLIC SAFETY
DIVISION OF CONSUMER AFFAIRS
P.O. Box 45025
NEWARK, NEW JERSEY 07101
(973) 504-6200
(800)-242-5846

E-MAIL: ASKCONSUMERAFFAIRS@SMTP.LPS.STATE.NJ.US

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]	BUSINESS: [REDACTED] <u>General Manager Buick</u>
ADDRESS: [REDACTED]	ADDRESS: [REDACTED]
CITY: <u>Red Bank</u>	CITY: <u>Detroit</u>
STATE: <u>New Jersey</u> ZIP: [REDACTED]	STATE: <u>Michigan</u> ZIP: [REDACTED]
HOME TELEPHONE NUMBER: [REDACTED]	TELEPHONE NUMBER (1): <u>Buick Customer</u>
WORK TELEPHONE NUMBER: [REDACTED]	TELEPHONE NUMBER (2): <u>Assistance Center</u>
E-MAIL ADDRESS: [REDACTED]	<u>1-800-521-7300</u>

For statistical and informational purposes only. Your age: ☐ 18-29 ☐ 30-44 ☒ 45-59 ☐ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|--|---|--|
| ☐ Automotive | ☒ Automotive Repairs | ☐ Banking | ☐ Credit Card |
| ☐ Charity | ☐ Direct Mail/Sweepstakes | ☐ Home Repair | ☐ Internet/Cyberspace |
| ☐ Professional Service | ☐ Stocks/Securities | ☐ Telemarketing | ☐ Telecommunications |
| ☐ Bingo/Raffle | ☐ Health Club | ☐ Warranty | ☐ Advertising |
| ☐ Wheelchair Lemon Law | ☐ Weighing/Measuring Devices | ☐ Used Car Lemon Law | ☐ New Car Lemon Law |
| ☐ Other (specify) _____ | | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. ☐ New ☐ Used
- b. ☒ Purchased ☐ Leased
- c. Purchase Price \$16,498.38 Current Mileage 66,642
- d. Date of purchase 10/14/96 ☐ With Warranty ☐ With Service Contract ☐ As Is
- e. Make Buick Model SKylark Year 1996

3. Name of company with which you dealt: General Manager Buick

4. Name and title of company agents or employees with whom you dealt: [REDACTED]

General Manager Buick
P.O. Box [REDACTED]
Detroit, Michigan
[REDACTED]

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

I am the owner of a 1996 Skylark Buick. I paid cash when I purchased the car and have been the only owner. The car is serviced on a regular basis and has never been involved in a collision. Recently, the car had a problem with Flooding. After that problem was repaired, the airbags were deployed when the electrical system was reactivated. As a result, there was damage to the dashboard and windshield. During this ordeal, I did not have my car for a two week period of time.

While I am grateful to General Motors for replacing the airbags and windshield without cost to me, I feel that General Motors should pay the remainder of the bill. This car has never been involved in a collision. Six years of age alone is not a valid reason for a car to leak. If all of the car problems are age related, why was the car recently recalled for a defect in the starter?

On April 22, 2002, I wrote a letter to [REDACTED] General Manager of Buick, requesting reimbursement. On May 3, 2002, I received a call informing me that there will not be any reimbursement for my problem. I was ill at the time and do not recall the name of the person who called. There was no written follow-up letter after the phone call. I still feel that this problem is due to a defect in the vehicle and am seeking your help with this problem. I have enclosed copies of the bills that I paid for your perusal.

6. The amount of loss involved in this complaint: \$ 655.92. Please provide a breakdown of these losses:

April 11, 2002	\$465.12
April 18, 2002	\$190.80

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[REDACTED]
Signature*

May 24, 2002
Date

* This certification must be signed by the person completing the form.

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).