State of Wisconsin
Scott McCallum, Governor

Department of Agriculture, Trade and Consumer Protection
James E. Harsdorf, Secretary

June 5, 2002

COPIED

566258

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: **File 402558** *(Refer to this number when contacting our agency)*
[redacted]
REEDSBURG WI [redacted]

Dear Sir/Madam:

I received a complaint from [redacted] regarding an unsatisfactory transaction with your business.

I am forwarding a copy of this complaint to you. After reviewing the complaint, please send your written response to [redacted] and to our office within two weeks.

Your written response is important so your position can be included in the Bureau's permanent record.

Thank you for your cooperation and prompt response. Please contact me if you have any questions.

Sincerely,

Trina L. Kluever
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Voice Mail: 608-224-4996/Fax: 608-224-4939
E-Mail: trina.kluever@datcp.state.wi.us

Enc.:

C: National Highway Traffic Safety Administration
Center for Auto Safety
Wisconsin Department of Transportation

RECEIVED
02 JUN 25 AM 8:15
OFFICE
DEFECTS INVESTIGATION

Department of Agriculture, Trade and Consumer Protection

Motor Vehicle Repair

WDATCP
MAY - 7 2002
SOUTHWEST REGIONAL OFFICE
TRADE & CONSUMER PROTECTION DIVISION

To Businesses:
We encourage consumers to use this form when they first contact you with a problem. Please take this opportunity to promote your business by quickly working out this dispute.

1. How do we contact you?

Name: (Mr.) Mrs. Miss Ms.) [redacted] [redacted] [redacted]
(circle one) (first) (middle) (last)

Home Phone: ([redacted] Work Phone: [redacted] ext. — Email: [redacted]

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home (Work) Best time: anytime

Address: [redacted] PO Box: — Apt.# —

City: Reedsburg State: WI. Zip: [redacted] County: Sauk

2. What business is your complaint against?

Name of business or repair shop: General Motors

Address: _____ PO Box: _____ Apt.# _____

City: _____ State: _____ Zip: _____ County: _____

Phone: ( ) _____ Name of person you talked to: _____ Title: _____

Information about your complaint

3. Date of transaction: Month: _____ Day: _____ Year: _____
4. Type of vehicle involved: Make: GMC Model: Sonoma Year: 2000
   VIN#: 1GTDT19W4Y8[redacted]
5. At the time of the repair, was the vehicle covered by a salvage certificate? ..... Yes ☐ No ☒
6. How did you deliver your vehicle to the shop? ☐ Drove it in ☐ It was towed ☐ It was towed and I was along
7. What repairs did you ask the shop to do? _____
8. Were instructions written on the original repair order? ..... Yes ☐ No ☐
9. How did you first order the repairs? ☐ By telephone ☒ In person, by speaking to a shop representative
   ☐ By written instructions ☐ Other, explain _____
10. Did you receive a price estimate before the work was started? ..... Yes ☐ No ☐
    If yes: List amount of estimate $ _____
    Was the estimate written on the original repair order? ..... Yes ☐ No ☐
    Did you sign the estimate section of the work order? ..... Yes ☐ No ☐
11. Did you receive a copy of the original repair order before repairs were started? *(enclose copy if available)* ..... Yes ☐ No ☐
12. Were additional repairs performed? ..... Yes ☐ No ☐
    If yes: List the additional repairs: _____
    Did the shop provide a new total estimate for all repairs? ..... Yes ☐ No ☐
    Did you approve the additional repairs? ..... Yes ☐ No ☐
    How did you approve? ☐ By phone ☐ In person
13. In your opinion, did the shop:
    Recommend repairs that were not needed? ..... Yes ☐ No ☐
    Make repairs without permission? ..... Yes ☐ No ☐
    Force you to pay for repairs that were done without your permission? ..... Yes ☐ No ☐
    Fail to return replaced parts upon request? ..... Yes ☐ No ☐
    Charge for repairs that were not made? ..... Yes ☐ No ☐
    Charge for repairs that were not needed? ..... Yes ☐ No ☐
    Fail to perform the repairs in a satisfactory manner? ..... Yes ☐ No ☐
    Refuse to honor a written guarantee? ..... Yes ☐ No ☐

IMPORTANT: More questions on the back page (over)

14. Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? .....Yes ☐ No☐
15. List the amount of the final repair bill: $_____(excluding sales tax and towing)
16. When repairs were finished, did you receive a final invoice itemizing the parts and labor? *(enclose copy if available)* Yes ☐ No☐
17. Did you contact the business about your complaint? ___ Yes X No When? _____ What happened? _____
18. Have you filed this complaint with another agency? ___ Yes X No Agency name? _____ What happened? _____
19. Have you contacted a private attorney? ___ Yes X No Have you started court action? ___ Yes ___ No

20. Describe your complaint in detail. (Please provide copies of any papers, including the invoices, contracts, proof of payment, warranties.) Attach additional sheets if necessary. I own a 2000 GMC Sonoma 4x4, I Received a 36K OR 3 year warranty, WITH IT, I am 1000 miles from this warranty, and I have had eight different major Problems. I feel That I will keep having more mechanical problems with this Truck.

21. How do you feel your complaint should be resolved? *(please be specific)* I would like to have an extended warranty That will cover me to the end of my loan without paying an additional 1500.00 dollars that I was quoted.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature: [redacted] Date: 5-2-02

Return this form and copies of your papers to our office located nearest to the business:

NORTHWEST REGIONAL OFFICE	SOUTHEAST REGIONAL OFFICE	NORTHEAST REGIONAL OFFICE	SOUTHWEST REGIONAL OFFICE
3610 Oakwood Hills Pkwy	10930 W Potter Rd Ste C	200 N Jefferson St Ste 146A	PO Box 8911
Eau Claire WI 54701	Milwaukee WI 53226-3450	Green Bay WI 54301	Madison WI 53708-8911
(715) 839-3848	(414) 266-1231	(920) 448-5110	(608) 224-4960
FAX: (715) 839-1645	FAX: (414) 266-1235	FAX: (920) 448-5118	FAX: (608) 224-4963

If the business is located outside of Wisconsin return this form to our Consumer Information Center:

DATCP - CONSUMER INFORMATION CENTER
PO Box 8911
Madison WI 53708-8911
(800) 422-7128
FAX: (608) 224-4939 TDD: (608) 224-5058
EMAIL: datcphotline@datcp.state.wi.us
WEBSITE: http://datcp.state.wi.us/

Truck Problems

1. No grease in front ball joints, dry from the factory, they tried to say it was my fault.

2. Oil cooler lines went bad. Had to be replaced.

3. Rear differential pinion seal was bad. They replaced it but I still have a bad growl from the rear end when I accelerate. I assume I will see this problem again.

4. Left door rattles. Was not repaired.

5. Left and right upper door hinge bushings are bad. They refused to replace them.

6. The 4-wheel drive computer has been replaced twice.

7. The front actuator motor for the 4-wheel drive was replaced once.

8. The 4.3-liter engine has a rattle when it is cold and also has a rocker arm noise when it is hot. This problem was completely ignored.

The two GM dealers that I have dealt with are 1. Carlson's in Reedsburg, WI. 2. Trecek in Portage, WI.