



STATE OF WISCONSIN
DEPARTMENT OF JUSTICE

PEGGY A. LAUTENSCHLAGER
ATTORNEY GENERAL

Daniel P. Bach
Deputy Attorney General

RECEIVED
NOV 22 2005

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17 W. Main Street
P.O. Box 7857
Madison, WI 53707-7857
www.dsj.state.wi.us

OFFICE OF DEFECTS
INVESTIGATION

November 15, 2005

Norman Y. Mineta, Secretary
U.S. Department of Transportation
400 7th Street, S.W.
Washington D.C. 20590

Kathleen DeMeter, Director
NHTSA
Office of Defects Investigation
400 7th Street S.W.
Washington D.C. 20590

Re: GMC SUV Recall

Dear Secretary Mineta and Director DeMeter:

I am writing to you about a disturbing trend taking place in recent years with respect to automobile recalls. When auto manufacturers first began to recall defective motor vehicles, those recalls were national in scope. In recent years, however, auto manufacturers have issued regional and even local recalls. Unfortunately, these regional recalls exclude many defective vehicles that should otherwise be eligible for recall repairs.

A recent example of this inconsistent decision-making is General Motors' 14-state recall of 1999 through 2002 and possibly some 2003 models of the Chevrolet Avalanche, Silverado, Tahoe, and the GMC Sierra, Yukon and Yukon XL. These SUV's have experienced significant braking problems. The antilock braking systems and brake sensors of these SUV's have failed, apparently due to a design defect combined with the introduction of winter road salt, snow and water. I am troubled and disappointed that General Motors has issued this recall for some customers, but denied it for all the other customers, including those in Wisconsin who purchased and own these particular Chevrolet and GMC SUV's.

In America's highly mobile society, people frequently drive from state to state and they relocate in other states. Moreover, as a result of the many internet auto sales websites, new and used motor vehicles, including SUV's, are often bought, sold and delivered across state-lines. This is another reason why these vehicle repair recalls should be national recalls, and not regional or local recalls that are limited to just a few states.

PE05-020

General Motors Corp., has limited its recall to 14 states with the apparent excuse that they had more reports about braking problems from owners in those 14 northern states. Why were there more reports in those 14 states? The answer may be that this problem was first reported in Canada, where winter driving conditions are generally more prominent. Crashes and brake failures occurred, complaints were filed, and a recall was initiated by General Motors - Canada. That prompted publicity in the Canadian media. Media reports were picked up across the border into New York State, spawning more publicity. The New York media reports were seen in surrounding states. Hence, more complaints were undoubtedly reported in those 14 states where earlier publicity generated more consumer reporting. That, however, does not mean that the other states' GMC SUV owners have not experienced similar brake problems as well, or that they could not reasonably be expected to do so.

Consumers seldom file complaints when they are not made aware that their auto repairs were the result of faulty manufacturing or design flaws. The failure by GMC to notify the SUV owners of this problem would certainly contribute to an under-reporting of complaints. This recall should not be based solely on complaints submitted to NHTSA or GM Service Centers. The decision by GMC is both unfair and illogical.

It is bad enough when GMC fails to issue a nation-wide auto defect recall in order to prevent vehicle crashes. Beyond the safety consideration, this decision also penalizes the SUV owners financially, as they have to pay for defective brakes and/or brake sensors for which they were not informed and had no fault in causing.

I understand that NHTSA has received many letters from The Center For Auto Safety, States' Attorneys General and other organizations that have presented rational arguments in opposition to these questionable regional recalls. Copies of two of these letters are enclosed for your review.

The enclosed September, 4, 1998, NHTSA letter signed by Kenneth Weinstein reported, on page three, that a regional recall related to corrosion by road salt should include 21 states and Washington D.C. Wisconsin was included then in that determination. Why were Wisconsin consumers not included in this most recent recall? This practice of GMC picking and choosing specific states for a recall is not defensible. NHTSA should certainly do what it can to oppose such a selective, discriminatory practice by an auto manufacturer.

I understand that NHTSA is currently monitoring data about this particular GMC SUV recall. I have, therefore, enclosed similar consumer complaints from Wisconsin owners of these SUV's. While reviewing these complaints filed with the Wisconsin Department of Agriculture, Trade and Consumer Protection, we found some related complaints that were not even addressed by this limited recall. These involve virtually identical braking problems on Chevrolet pickup trucks. The under-chassis of Chevrolet pickups and Chevrolet SUVs have startling similarities that should be addressed. We have enclosed eight consumer complaints for your review.

Kyle DeVries filed the following complaint regarding his 2000 Chevrolet Silverado:

In December of 2000 I was approaching a Subway sandwich shop when the brakes failed. I hit the building and caused \$1,400 damage to my truck and \$892 to the building. After the accident the brakes worked fine again. The truck was taken to Heather Chevrolet and they found nothing. At that time GM refused any liability for this. In early May my girlfriend went through an intersection and the brakes worked again after that. We brought the truck to Bergstrom Chevrolet and they found 14 fault codes in the brake system and found a bad brake switch. GM still refuses responsibility.

Please note that the second braking incident occurred in May when salt is no longer on the roadways. The point is that these brake defects and resulting accidents can and do occur in a variety of weather conditions and geographic locations.

I would also cite the NHTSA Civil Action in which General Motors agreed, on July 22, 2004, to pay a \$1 million civil penalty to settle charges of failing to conduct a timely automobile recall to correct another safety defect with respect to windshield wiper failure in other GM autos manufactured in 2002 and 2003. That matter was governed by 49 U.S.C. §§ 30118(c)(2), 30119(c)(2); 49 CFR Part 573.

An argument can certainly be made that GMC has engaged in a pattern of failure to conduct timely recalls, thereby endangering the traveling public as well as imposing unnecessary service repair costs on owners of General Motors vehicles.

In conclusion, I ask that NHTSA exhort GMC to expand this recall nationwide, so all owners of these SUV's can be notified of this problem, in order for the necessary repairs to be made. I encourage the U.S. Department of Transportation and NHTSA to be proactive in advocating that recalls of this nature be national in scope.

Thank you for your help on behalf of Wisconsin consumers.

Very truly yours,


Peggy A. Lautenschlager
Attorney General

Enclosures

c: The Center For Auto Safety

June 6, 2002

**Dr. Jeffrey Runge, Administrator
National Highway Traffic Safety Administration (NHTSA)
400 7th Street SW
Washington DC 20590**

Dear Dr. Runge:

On May 15, CAS wrote you about how outrageous geographic recalls have become when NHTSA says, "It's not hot in Death Valley and it doesn't snow hard in Buffalo." CAS pointed out how NHTSA attempted to cover up the inadequacy of geographic recalls by withholding the city and state information on the public domain website and from the Vehicle Owner Questionnaires (VOQs). This makes it very difficult for the public to analyze the inadequacies of geographic recalls. An agency that does its job should not make it difficult for the public to determine whether it is doing its job.

CAS has filed a number of Freedom of Information Act requests to document the safety hazards of geographic recalls and to discover the basis for NHTSA covering up the evidence of hazards by making it difficult for the public to learn about defect failures in states outside the geographic recall states. One of the requests sought "any and all records relating to the redaction of personally identifiable information from all investigatory files maintained by NHTSA's Technical Information Services." This covers the redaction policy on VOQ's since they often provide the basis for an investigation.

In response, NHTSA Associate Chief Counsel Heidi Coleman stated the agency could find only two documents and provided one. (Attachment A, .PDF) The released February 10, 1992 policy document reflects the agency's current policy according to Ms. Coleman since her search uncovered no subsequent policy documents. If this is in fact the case, and we have no reason to doubt Ms. Coleman's representation, the agency is violating its own policy by redacting city and state from VOQ's as shown by the enclosed examples. (Attachment B, .PDF)

CAS requests the agency to investigate why the policy to keep the city and state in the VOQ's has been violated and to restore this information to all VOQ's and letters from consumers as provided for in the February 10, 1992 policy statement. CAS repeats its request to place the city and state on each complaint summarized on the complaint data base on NHTSA's Website.

I look forward to your response to this letter and our May 15 request that NHTSA revert to its prior policy of requiring every state recalls.

Sincerely

Clarence M. Diflow
Executive Director

June 21, 2002

**Dr. Jeffrey Runge, Administrator
National Highway Traffic Safety Administration (NHTSA)
400 7th Street SW
Washington DC 20590**

Dear Dr. Runge:

On May 15, CAS wrote you about how outrageous geographic recalls have become when NHTSA says, "It's not hot in Death Valley and it doesn't snow hard in Buffalo." CAS pointed out how NHTSA attempted to cover up the inadequacy of geographic recalls by withholding the city and state information on the public domain website and from the Vehicle Owner Questionnaires (VOQs). CAS has now learned that GM is using confidential agreements with consumers who are victimized by geographic recalls to help NHTSA cover up the inadequacy of such recalls.

CAS has also learned that NHTSA is accepting temporal as well as geographic limitations to safety recalls to the benefit of manufacturers and the detriment of consumers in dereliction of its Congressional mandate to protect the public. Although it is well known that a recall may affect only a portion of a model year, it is virtually unheard of for a manufacturer to claim that only skipping, random months of production are affected by a defect. In recalling the 1996-97 4-wheel drive Blazer, Jimmy and Bravada, (T-trucks) GM not only limited the recall to "Salt-belt States," but also limited it to the months of November 1995, June 1996 and October 1996 claiming that the warranty claims rate was high in those months but not others. (Attachment A, .PDF, is GM's recall report and NHTSA's memo accepting it.) By NHTSA and GM's own position, this is a corrosion defect where failures occur only after exposure so that warranty data are not a good indicator of a defect. It is very likely that many, if not most, of the failures will occur after the 3 year/36,000 mile warranty expires. The scattering of these limited data is nothing more than an artifact of the randomness of small samples.

As shown by the enclosed redacted letter (Attachment B, .PDF) from a consumer who experienced a ball joint failure and personal injury crash in a 1997 GMC Jimmy, GM is requiring consumers to sign a confidential agreement not to disclose the settlement terms to any third party. Fortunately, before accepting the settlement this very sharp consumer notified the Maine Attorney General who in turn notified CAS. Note that NHTSA had no crashes and only 4 injuries when it closed the investigation, presumably in the three months covered by the recall. This one outside the recall scope crash obviously changes NHTSA calculus. NHTSA promised to monitor this recall to verify its effectiveness. Has the agency done so because we have found dozens of reports of ball joint failures on 1996-97 GM T-models in the agency's own complaint data base? At a minimum, NHTSA must ask GM for all reports of crashes, failures, repairs and parts sold regardless of whether covered by warranty.

Sincerely

Clarence M. Ditlow
Executive Director



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

AES (2)

SMC

WEE

J.S. Glassman Fax 873-6745

L.H. Goldfarb 485-13-65

S. Bultynck 485-06-48

File (original)

400 Seventh St., S.W.
Washington, D.C. 20360

SEP 4 1998

**CERTIFIED MAIL
RETURN RECEIPT REQUESTED**

Susan M. Cischke, Executive Director
Vehicle Compliance and Safety Affairs
Chrysler Corporation - CIMS 482-00-91
800 Chrysler Drive
Auburn Hills, MI 48326-2757

NSA-11jdw

Dear Ms. Cischke:

Last year I sent letters to the major motor vehicle manufacturers in which I pointed out the concerns of the National Highway Traffic Safety Administration (NHTSA) regarding safety recalls in which the manufacturer had limited the geographic scope of the recall. In that letter, I noted that, as a general matter, safety-related defects must be remedied on a nationwide basis, unless the manufacturer can justify a limited geographic scope.

Since that time, NHTSA has considered the matter in depth and has developed the following policy guidelines with respect to such "regional recalls." The primary objective of this policy is to ensure that the owners of all vehicles for which a safety defect may cause adverse safety consequences have the opportunity to obtain a free remedy from the manufacturer.

NHTSA Regional Recall Policy

In the past, manufacturers have proposed to conduct regional recalls under the following two general circumstances: (1) when the consequences of the defect occur as the result of a short-term or single exposure to a particular meteorological condition; and (2) when the consequences of the defect generally occur only after long-term or recurring exposure to environmental conditions. One common example of the latter category is a recall for a defect related to corrosion caused by road salt, but it also includes defects related to long-term exposure to temperature extremes or other environmental factors.

(1) Short-Term Exposure to Meteorological Conditions

While it is true that these conditions are more likely to occur in some regions of the United States than in others, they can occur on an occasional basis over a widespread area. Moreover, if only a single or brief exposure to a particular condition can lead to a safety problem, vehicles from throughout the country will be at risk if they are temporarily located or operated within the designated "high-risk" area (e.g., on a business or vacation trip). In the past, safety-related defects of this nature have almost always been addressed by nationwide recall campaigns.

W.R. EDWARDS

SEP 11 1998

S.M. CISCHKE

SEP 11 1998



In recognition of the fact that the likelihood of experiencing a safety problem as a result of this type of defect is relatively low in certain regions of the country, NHTSA believes that in some cases it may be permissible for a manufacturer to modify the content of the owner notification letter that is sent to owners in those areas. Therefore, notwithstanding 49 CFR 577.8 ("Disclaimers"), the agency may act favorably on requests by manufacturers to include language in the letters to owners of vehicles in "low-risk" states (or portions of states) that indicates that the defect is unlikely to cause a safety problem if the vehicle is not exposed to the meteorological condition at issue. However, the letter must make it clear that the owner will be able to obtain a free remedy for the defect if he or she wishes.

We note that owners of vehicles that are unlikely to experience the specified meteorological condition would usually not be motivated to have the recall work completed. Therefore, ODI would not normally request a manufacturer to conduct a follow-up notification campaign solely on the basis of a low nationwide recall completion rate, and it would not include such recalls in its computation of average recall completion rates.

(2) Long-Term Exposure to Environmental Conditions: Proposals to conduct regional recalls in cases where the consequences of the defect occur only after recurring exposure to environmental factors raise different issues, since intermittent trips or freakish weather conditions will not create a safety problem. In such cases, if the manufacturer is able to demonstrate that the relevant environmental factor (or factors) is significantly more likely to exist in the area proposed for inclusion than in the rest of the United States, NHTSA will approve a regional recall. ~~_____~~

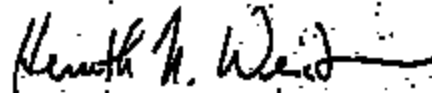
When such a regional recall is approved by the agency, the manufacturer will be required to send a notification letter to the owners of subject vehicles currently registered in the designated states (or portions of states) and, in some cases, to the owners of vehicles originally sold in the designated states. The manufacturer will only have to provide the free recall remedy to those vehicles. However, since it is possible that other vehicles may be exposed to the condition in question (e.g., because they are located in "border states" near the states covered by the recall or because they are regularly driven in those states), manufacturers must assure that vehicles from outside the designated area that experience a problem due to the defect are taken care of appropriately. We note that some manufacturers have implemented such a program by notifying their dealers that if a vehicle not covered by the recall exhibits the problem in question, the dealer should contact an appropriate official within the company to obtain approval to provide the recall repair to the consumer at no charge. In addition, since vehicles that are registered outside of the designated states at the time of the original notification campaign may subsequently be sold to residents within those states, in most cases, the agency will require manufacturers to conduct at least one follow-up notification, usually after two or three years, to ensure that owners who move into the area in question after the original notification campaign are aware of the recall and of the need to have the recall work completed.

During the past 10 years, the Office of Defects Investigation (ODI) has concurred in proposals by several manufacturers to conduct regional recalls to address safety problems caused by corrosion due to long-term exposure to road salt. Such salt is used predominantly in states located in the Northeast. However, different manufacturers have designated different states for inclusion in such recalls, without attempting to justify the particular states selected. We have reviewed several factors, including the use of road salt in the various states and the past practices of vehicle manufacturers, and have determined that, at a minimum, vehicles originally sold in or currently registered in the following states must be included in any regional recall related to corrosion caused by road salt:

Before closing, I wish to reiterate that, as I noted in my previous letter on this subject, manufacturers must discuss all proposals to limit the geographic scope of any recall with ODI prior to making any public statements regarding that scope.

If you have any questions concerning these issues, please contact Mr. Jonathan White of ODI at (202) 366-5226.

Sincerely,



Kenneth N. Weinstein
Associate Administrator
for Safety Assurance



Department of Agriculture, Trade and Consumer Protection

Consumer Complaint

25 1999

To Business:

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]

Home Phone: 301-1 [Redacted] Work Phone: 228112 [Redacted] ext. of Apt. #

Best time: DAYTIME

PO Box: Apt. #

City: OWEN WI 54400 Zip: County:

Name of business: GM CHEVROLET DIVISION

Address: PO BOX 747 PO Box: Apt. #

City: TROY MICHIGAN Zip: 48007-7047 County:

Phone: 800 222-1020 Name of person you talked to: AMY SHANDO Title: CUSTOMER SERVICE MANAGER

BRIAN GREEN

3. Which of the following best describes your first contact with the business: (check one)

- Person from business came to my home
- Person from business called me
- Business sent me information in the mail
- I attended a convention or trade show
- I went to the business
- I telephoned the business
- I responded to a radio or TV ad
- I responded to a printed advertisement

4. When did the first contact occur? month: JULY day: 15th year: 19 99

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-64 65 or older

6. What product or service did you buy? (please be specific) CHEVROLET S-10 PICKUP TRUCK

7. Was it advertised? (circle one) No Yes Date: Where:

8. Did you sign a contract? (circle one) No Yes Date: Number on contract, policy or receipt:

9. If yes, where were you when you signed the contract?

10. Amount paid: \$ N/A by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one)

- At my home
- Over the telephone by credit card
- By mail
- At the company's place of business
- At a convention or trade show
- In someone else's home

12. Did you contact the business about your complaint? Yes No When? MAY, 1999 What happened?

13. Have you filed this complaint with another agency? Yes No Agency name? What happened?

14. Have you contacted a private attorney? Yes No Have you started court action? Yes No

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail. IN JULY 1999 AN ARTICLE APPEARED IN THE NEWSPAPER ABOUT A RECALL OF CHEV. S-10 PICKUPS. IT QUOTED A GM ENGINEER WHO SAID THAT THEY HAD BAD ANTI-LOCK BRAKE SWITCHES. I CALLED CHEV IMMEDIATELY & THEY TOLD ME THEY WOULD BE SENDING OUT LETTERS BY 8/15/99. I CONTINUED TO CALL 2-3 TIMES WEEKLY UNTIL THEN. ON 8/17/99 I DEMANDED ACTION BUT WAS TOLD BY ANY SHANDO THAT MY PHONE CALL WOULD GO NO FURTHER THAN HER & REFUSED TO NAME HER SUPERVISOR OR GIVE ME HER EXTENSION. GM'S FILE # 990464460. V.I.N. # 1G CCT 19 Z 2 MO [REDACTED]

16. How do you feel your complaint should be resolved? (please be specific) I WOULD LIKE CHEV TO LET TO REPLACE THE ANTI-LOCK BRAKE SENSOR SWITCH AT NO CHARGE TO ME.

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: 8/23/99

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

- | | | | |
|--|--|---|--|
| NORTHWEST REGIONAL OFFICE
3610 Oakwood Hills Pkwy
Eau Claire WI 54701
(715) 839-3848 | SOUTHEAST REGIONAL OFFICE
10930 W Potosi Rd Ste C
Milwaukee WI 53226-3450
(414) 266-1231 | NORTHEAST REGIONAL OFFICE
200 N Jefferson St Ste 146A
Green Bay WI 54301
(920) 448-5110 | SOUTHWEST REGIONAL OFFICE
PO Box 8911
Madison WI 53708-8911
(608) 224-8060 |
|--|--|---|--|

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: datcp@doit.wisconsin.gov
WEBSITE: <http://badger.state.wi.us/agencies/datcp>



State of Wisconsin
Tommy G. Thompson, Governor

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

September 23, 1988

GENERAL MOTORS CORP
PO BOX 7047
TROY MI 48007-7047

RE: File 356119 (Refer to this number when contacting our agency)

[REDACTED]
OWEN WI [REDACTED]

[REDACTED]
OWEN WI [REDACTED]

Dear Sir/Madam:

I received a complaint from [REDACTED] and [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 [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. Kuever
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Voice Mail: 608-224-4996
Fax: 608-224-4939
E-Mail: ktuev1@wheel.datcp.state.wi.us

Enc.:

C: National Highway Traffic Safety Administration
Center for Auto Safety



State of Wisconsin
Tommy G. Thompson, Governor

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

September 23, 1999

[REDACTED]
OWEN W [REDACTED]

RE: File 356119 (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 7047
TROY MI 48007-7047

Dear [REDACTED]

Thank you for your complaint about General Motors Corp. I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three year period. It also will assist us in monitoring the business community for unfair business practices.

Thank you for bringing your complaint to our attention. Please contact me if you have any questions.

Sincerely,

Trina L. Kuever
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Voice Mail: 608-224-4996
Fax: 608-224-4939
E-Mail: kluevtl@wheel.datcp.state.wi.us

OCT - 7 1999



September 30, 1999

DEPARTMENT OF AGRICULTURE,
TRADE AND CONSUMER PROTECTION
MS. TRINA L. KLUEVER
P.O. BOX 8911
MADISON, WI 53708-8911

[REDACTED]
OWEN, WI [REDACTED]

RE: 990464460

Dear Ms. Kluever:

This letter is in response to your inquiry regarding [REDACTED] file number 356119. Your correspondence was dated September 23, 1999.

Currently General Motors has not issued a recall on the Anti-Lock Braking System. We are still working with the National Highway Transportation Safety Administration to specify the terms of the recall, and which vehicles are to be covered; as recalls are Vehicle Identification Number specific. We currently have no information regarding the terms of this recall or what components are to be replaced. We also have no information as to what type of financial assistance will be provided through this recall or as to when the recall will be issued. Therefore, Chevrolet Motor Division is not in a position to grant [REDACTED] request. If a recall is issued, owners whose vehicles are covered under this warranty will be notified by first class mail.

We appreciate the opportunity to explain our position to your office. We have also forwarded a copy of this correspondence to [REDACTED] IF you have any questions, please contact our office at the toll-free number listed above.

Sincerely,

A handwritten signature in cursive script that reads "Ryan Kacir".

Ryan C. Kacir
Customer Assistance Department

RCK/0012



Department of Agriculture, Trade and Consumer Protection

Motor Vehicle Repair

SEP - 5 2000

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.)

Home Phone:

Work Phone:

ext.

Email:

Phone me between 8:00 A.M. and 4:00 P.M. at:

Home

Work

Best time:

Address:

PO Box:

Apt.#

City: Fort Atkinson

State: WI Zip:

County: Jefferson

2. What business is your complaint against?

Name of business or repair shop:

General Motors / Recall Notice

Address:

PO Box:

Apt.#

City:

State:

Zip:

County:

Phone:

(800) 462-8583

Name of person you talked to:

Amy

Title:

Customer Service?

Information about your complaint:

3. Date of transaction:

Month:

July 2000

Day:

Year:

4. Type of vehicle involved:

Make:

Jeep - AMC

Model:

4WD

Year: 94

VIN#:

1GKAT13W0R2

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 _____ No _____ When? _____ What happened? _____
18. Have you filed this complaint with another agency? _____ Yes _____ No _____ Agency name? _____ What happened? _____
19. Have you contacted a private attorney? _____ Yes _____ 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 rec'd a notice of recall on 4WD Jimmy's -
 I had ^{experienced} ~~experienced~~ problems with the brakes + ABS
 > like indicator - (spend over \$6000+) trying
 to fix the problem. Never felt safe in car
 All gm said (went to the motor) a switch
 was the recall + all ~~the~~ the cost was
 @ \$2500. I feel I spent much more
 time + money trying to solve the
 problem + would like to be compensated
 for my bills.

21. How do you feel your complaint should be resolved? (please be specific)

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: _____ Date: _____

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

NORTHWEST REGIONAL OFFICE 3610 Oakwood Hills Pkwy Eau Claire WI 54701 (715) 839-3848 FAX: (715) 839-1645	SOUTHEAST REGIONAL OFFICE 10930 W Potter Rd Ste C Milwaukee WI 53226-3450 (414) 266-1231 FAX: (414) 266-1235	NORTHEAST REGIONAL OFFICE 200 N Jefferson St Ste 146A Green Bay WI 54301 (920) 448-3110 FAX: (920) 448-3118	SOUTHWEST REGIONAL OFFICE PO Box 8911 Madison WI 53708-8911 (608) 224-4960 FAX: (608) 224-4963
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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: datcp@dotline@wheel.datcp.state.wi.us
 WEBSITE: <http://datcp.state.wi.us/>

QTY.	PART NO. AND DESCRIPTION	PRICE
1	ABS Shim and Assembly Used	210.00
1/2	Brake fluid	10.00
1	Master Cylinder 101933	55.40
1	Turn Rotor	10.00
1	4wd Axle Selector Switch	24.55
	Smith Motor Sublet	70.75



RELIABLE AUTO REPAIR, L.L.C.

215 Janesville Avenue
Fort Atkinson, WI 53538
920-563-3977

No: 5872

NAME	CUSTOMER COMPANY	DATE
[Redacted]	Key	10-8-99
OR	ORIGIN WRITE-UP	A.M. P.M.
YEAR MAKE AND MODEL	VEHICLE IDENT	TERMS
94 GMC Jimmy		
MOTOR NUMBER	ODOMETER	
4.3	61762	

DESCRIPTION OF WORK	AMOUNT
LUBRICATION <input type="checkbox"/> CHANGE OIL <input type="checkbox"/> OIL FILTER <input type="checkbox"/> TUNE UP <input type="checkbox"/>	
TRANSMISSION <input type="checkbox"/> DIFFERENTIAL <input type="checkbox"/> WASH <input type="checkbox"/> POLISH <input type="checkbox"/>	
Repair Brakes w/out Stop Truck, Pedal goes to floor, Replace ABS Controller & master Cylinder Bod. Bleed air out of system.	90.00
Replace Faulty Axle Selector Switch	35.00

OTHER BE CONTINUED ON OTHER SIDE

TOTAL PARTS 380.70

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs but call me before continuing if the price will exceed \$

3. I do not want an estimate

Do you want the replaced parts you are entitled to? Yes No Call when vehicle is ready
Payment will be made by Cash Credit Card Charge Yes No

Motor vehicle repair trade practices are regulated by Wis. Adm. Code Chapter As 132, Administered by the Trade Division, Wis. Dept. of Agriculture, 801 W. Bassey Rd., Madison, 53713

The vehicle received without fault to last customer contact.

SHOP REPRESENTATIVE SIGNATURE

LITERALS OF GAS	Paid	TOTAL LABOR	125.00
LITERALS OF OIL	Disove	TOTAL PARTS	380.70
lbs. OF GREASE	10-8-99	ACCESSORIES	
		GAL. OF OIL OR GREASE	
		OUTSIDE REPAIRS	
		TAX	505.70
		Thank You	27.81
		TOTAL	533.51

I hereby authorize the above repair work to be done using only all necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repair charges. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

SIGNATURE



RELIABLE AUTO REPAIR, L.L.C.

215 Janesville Avenue
 Fort Atkinson, WI 53538
 920-563-3977
 1-888-825-6490

No 5740

QTY.	PART NO. AND DESCRIPTION	PRICE
1	MT-78 Battery	75.00
1	Belt K60956	36.10
6	Spark plugs	21.00
1	Fuel filter	18.00
1	PCV Valve	4.40
1	Air filter	7.60
1	Rpd. ster. cap	9.00
1	Cool Tech	4.80
2	Clamps	2.00
5	Oil Filter	10.00
1	Shoes QUA 514R	23.00
1	Spring	16.60
2	Turbochargers (Motor Oil)	18.00
1	Oil Filter	8.00
1	Pinion Seal	5.00
		16.75
	TOTAL PARTS	275.55

Customer Name: **Fort Atkinson**
 License: **94 Gm e**
 Driver: **Jimmy**
 Date: **9-3-99**
 Time: **AM. P.M.**
 License Number: **61060**

DESCRIPTION OF WORK	AMOUNT
LUBRICATION <input checked="" type="checkbox"/> CHANGE OIL <input checked="" type="checkbox"/> OIL FILTERS <input checked="" type="checkbox"/> TUNE UP <input checked="" type="checkbox"/>	6.00
TRANSMISSION <input type="checkbox"/> DIFFERENTIAL <input type="checkbox"/> WASH <input type="checkbox"/> POLISH <input type="checkbox"/>	
Check over	
Flush Cooling System (w/ water)	4.00
Tune up Replace Plug Fuel filter	50.00
PCV Valve	10.00
Replace Belt	4.50
Relin Rear Brakes Replace Check Spring	63.00
Relin Turb. Ac	12.00
ABS Lite Code 81 Adjust Brake Switch	45.00
Repad Rear Pinion Seal	46.05

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.
 2. Please proceed with repairs but call me before continuing if the price will exceed \$100.
 3. I do not want an estimate.

Do you want the replaced parts you are entitled to? Yes No
 Call when vehicle is ready: Yes No
 Payment will be made by Cash Credit Card Charge

Motor vehicle repair trade practices are regulated by Wis. Adm. Code Chapter Ad-132, Admin. Code by the Trade Division, Wis. Dept. of Agriculture, 801 W. Washington Ave., Madison, 53713.

 SHOP REPRESENTATIVE SIGNATURE

LITERALS. OF GAS @
 LITERALS. OF OIL @
 POUNDS OF GREASE @

TOTAL LABOR: 281.55
 TOTAL PARTS: 275.55
 ACCIDENTER
 -- SEE OIL AND GREASE
 OUTSIDE REPAIRS

PAID
Case 3108
9-3-99

TAX: 30.64
Thank You
 TOTAL: 557.10

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

 SIGNATURE




Notice

PONTIAC · GMC

Division of General Motors Corporation

G99041-S
July, 2000

Dear GMC Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1991-1996 4-wheel drive (4WD) Jimmys and 1994-1996 4WD Sonoma pickup trucks. Some of these vehicles exhibit a condition in which a switch that signals the antilock brake system (ABS) module when the vehicle is in 4WD may malfunction. The ABS module is designed with two different operating algorithms: one for two-wheel drive (2WD) operation and another for 4WD drive operation. This allows the ABS system to compensate for the braking torque applied to the rear wheels through the drivetrain when the vehicle is in 4WD drive. When the vehicle is in 2WD, a malfunctioning switch may send an incorrect signal to the ABS module. If this occurs during an ABS stop, a somewhat longer stopping distance could result. If this occurred when minimum stopping distance was required, it could result in a vehicle crash.

What Will Be Done: Your GMC dealer will install a new transfer case selector switch, wiring harness, and an additional switch to ensure that the ABS receives the 4WD signal only when the drivetrain is in 4WD. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 30 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer: Please contact your GMC dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your GMC dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the GMC Customer Assistance Center at 1-800-462-8782. The deaf, hearing impaired, or speech impaired should call 1-800-462-8583 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

If, after contacting the GMC Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-365-0123).



GM OWNER: Present this card to your GM dealer to help identify the correction required to your vehicle.
 PLEASE CHECK (X) THE APPROPRIATE BOX IF ANY OF THE CONDITIONS LISTED BELOW ARE APPLICABLE.
 SUPPLY THE INFORMATION REQUESTED AND RETURN IN THE ENVELOPE PROVIDED.

- I have never owned this vehicle Vehicle damaged beyond repair Vehicle stolen and not recovered
 Campaign Completed on Date ____/____/____ by Self Other Vehicle Sold/Traded/Returned to:

00000119383
 99041 1GKDT13W2R2 [REDACTED] G-1

[REDACTED]
 FORT ATKINSON, WI [REDACTED]

 NAME OF DEALER/SALE

 ADDRESS

 CITY STATE ZIP CODE

 AREA DEPT PHONE NUMBER

 OTHER SERVICE

Enclosure

Portac-GMC Division
 General Motors Corporation

Customer Reply Card: The attached customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the attached and mailing it in the postage paid envelope.
 We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

21528

18934

INVOICE



WENTWORTH

MOTORS, INC.

WEST MAIN & HIGHWAY 181
P.O. BOX 720
SUN PRAIRIE, WISCONSIN 53190-0720
(608) 281-7878
(608) 837-2800
www.wentworthmotors.com



PAGE 1

SERVICE ADVISOR: 32 JEFFREY J. SCHMACKER

GMC

YEAR	MAKE-MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
94	GMC S15 JIMMY 4WD 4D	1GKDT1E2Z8		79952/79952		
MODEL DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	FIN. DATE
94		WAIT 11AUG00		0.00	CASH	11AUG2000
READY		OPTIONS: DLR:10818				
11AUG00	11:28	11AUG00				
RECALL		TYPE		NET	TOTAL	

RECALL: OPEN RECALL
V0358 RECALL 9904:

1 88880028 SWITCH KI

FC: 96

PART#: 88880028

QTY: 1

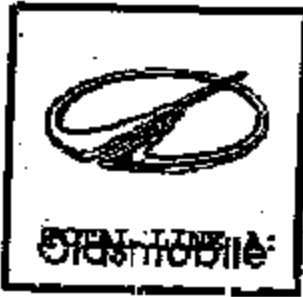
TYPE:

AUTH CODE:



PONTIAC

LABOR: 0.00 OTHER: 0.00



(N/C)
(N/C)

0.00

COMPLETED RECALL: RECALLED SWITCH

CAMPAIGN 9904

V99 DEFENSE WARR CAMPAIGN



(N/C)

0.00

SALES TAX	
REGISTRATION	
TITLE	
SALES TAX	
REGISTRATION	
TITLE	
TOTAL DUE	

CUSTOMER COPY



State of Wisconsin
Tommy G. Thompson, Governor

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

October 3, 2000

[REDACTED]
[REDACTED]
FORT ATKINSON WI [REDACTED]

RE: File 371779 (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

Dear Ms Ward:

Thank you for your complaint about General Motors Corp. I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three year period. It also will assist us in monitoring the business community for unfair business practices.

Thank you for bringing your complaint to our attention. Please contact me if you have any questions.

Sincerely,

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



State of Wisconsin
Tommy G. Thompson, Governor

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

October 3, 2000

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 311779 (Refer to this number when contacting our agency)

[REDACTED]
FORT ATKINSON WI [REDACTED]

Dear Sir/Madam:

I received a complaint from Jacquelyn Ward 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 Jacquelyn Ward 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. Kuever
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Voice Mail: 608-224-4996/Fax: 608-224-4939
E-Mail: trina.kuever@datcp.state.wi.us

Enc.:

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

**GMC**

October 11, 2000

State of Wisconsin
Department Of Agriculture
C/O Trina Kluever
Division of Consumer Protection

Re: [REDACTED] 371779
GMC File: C01852724

Dear Ms. Kluever:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her GMC. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a GMC owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED] concerns, we will be in contact with you to discuss this matter further. If you have any further questions, please contact me at 1-800-231-1841 x57078 between 9:00 a.m. and 4:00 p.m. Eastern Standard Time weekdays, and I will be happy to assist you.

Sincerely,

Andrew Caputo
Customer Relationship Manager

General Motors Corporation
MSX International, 1464 John A. Papales Drive, Lincoln Park, MI 48146

**GMC**

November 9, 2000

State of Wisconsin
Department of Attorney General
C/O Trina Kluever
Division of Consumer Affairs

Re: [REDACTED]
AG File: 371779
GM File: 01852724

Dear Ms. Kluever,

Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her 1994 GMC Jimmy. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience [REDACTED] may have experienced.

We feel our customers have the right to expect long-term, reliable performance from their GMC products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper-to-Bumper coverage on the 1994 GMC Jimmy is 3 years or 36,000 miles which ever comes first. We regret that because Ms. Ward's vehicle is 44,000 miles beyond the warranty, and the vehicle was repaired under campaign 99041, we cannot comply with her request for reimbursement.

If you have any further questions, please contact me at 1-800-231-1841 x57078 between 8:00 a.m. and 4:00 p.m. Eastern Standard Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

Andrew Caputo
Customer Relationship Manager



State of Wisconsin
Tommy G. Thompson, Governor

Department of Agriculture, Trade and Consumer Protection
Ben Brancel, Secretary

December 26, 2000

[REDACTED]
FORT ATKINSON WI [REDACTED]

RE: File 371779 (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

Dear [REDACTED]

I received the enclosed response from General Motors Corp concerning the complaint you filed with our office.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three year period. It will also assist us in monitoring practices of the business community.

Thank you for bringing your complaint to our attention. Please contact me if you have any questions.

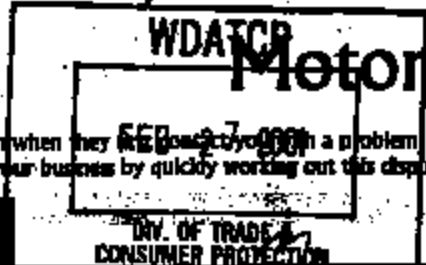
Sincerely,

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

Enc.:



Department of Agriculture, Trade and Consumer Protection



Motor Vehicle Repair

To Businessmen: We encourage consumers to use this form when they have a problem. Please take this opportunity to promote your business by quickly working out this dispute.

1. How do we contact you? Name: (Mrs. Mrs. Miss Ms.) Home Phone: Work Phone: Email: Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: After 8:30 AM Address: City: Dodgeville State: WI Zip: County: IOWA

2. What business is our complaint against? Name of business or repair shop: Hallada Motors + General Motors Address: 306 E Leffler City: Dodgeville State: WI Zip: 53533 County: IOWA Phone: 408 935-2353 Name of person you talked to: Terry Douglas Title: Service Manager

3. Date of transaction: Month: 1-2-3-8 Day: 1-22-3 Year: 1999 4. Type of vehicle involved: Make: Chevrolet Model: Chevy K1500 Year: 1997 VIN#: 2GCEK19R3V

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? Fix Brakes That Grab + Slide 8. Were instructions written on the original repair order? NAT. Sure But I think so. 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 (warrant)

10. Did you receive a price estimate before the work was started? Work wasn't started. Yes No If yes: List amount of estimate \$ 2,000.00 - 3,000.00 Also not working - 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? Once - Seat Belt / A.C. - A.C. Replaced Assy - Replaced Headlight 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

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: \$1100 - 2 year warranty (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 No
- When? July 2000 What happened? Tell to call 4 PM TO see if covered
18. Have you filed this complaint with another agency? Yes No
- Agency name? Just Consumer Protection What happened? in Prog
19. Have you contacted a private attorney? Yes No
- How 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.

The Steering control sensor was also repaired under warranty. This was also a danger while driving - Sudden jerking to the right.

Had the truck in several times for the Braking System - Grabbed, felt soft when coming to a stop feeling like it may not stop. Needed rotors & pads replaced. Hallada Motors said nothing was wrong at all until after the warranty ran out. Then stated verbally that "Something is wrong with the A.B.S. system"

21. How do you feel your complaint should be resolved? (please be specific) I believe since I had this vehicle in for repair so many times before the warranty ran out, that it should be covered under warranty. General Motors or Hallada Motors will neither one cover the charge of repairing the ^{Auto} Braking Brakes. I paid 2700+ for this vehicle thinking it should not cost this much for repair.

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.

air conditioner compressor should be replaced w/ a new one.

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

Your signature:  Date: 11-24-00

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

- | | | | |
|--|---|--|---|
| NORTHWEST REGIONAL OFFICE
3610 Oakwood Hill Pkwy
Eau Claire WI 54701
(715) 839-3848
FAX: (715) 839-1645 | SOUTHEAST REGIONAL OFFICE
10930 W Potter Rd Ste C
Milwaukee WI 53226-3450
(414) 266-1231
FAX: (414) 266-1235 | NORTHEAST REGIONAL OFFICE
200 N Jefferson St Ste 146A
Green Bay WI 54301
(920) 448-5110
FAX: (920) 448-5118 | SOUTHWEST REGIONAL OFFICE
PO Box 8911
Madison WI 53708-8911
(608) 224-4960
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: datcp@online.wheel.datcp.state.wi.us
WEBSITE: <http://datcp.state.wi.us/>

Phone (608) 935-3602

February 25, 2001

To Whom This May Concern: Consumer Protection

When we purchased our 1997 Chevrolet, Z-21 4X4, 3 door pick-up truck with the vin number of 2GCEK19R3V [REDACTED] brand new from Schmit Motors in Viroqua, WI. We thought we had the world by the tail, stretching our budget to the limit since we had just bought a farmette a couple of years prior to this.

It didn't take us long to realize that this truck had some mechanical problems.

First of all we found the brakes were grabbing whenever they got damp. It didn't need to be raining or have to drive thru a puddle for them to grab, just damp, foggy, snowy, or rainy weather. We returned the truck to Schmit Motors and they found nothing wrong. Maybe some dirt or something got in them. They cleaned them and sent us home. A few weeks later we took the truck back to Schmit Motors for the same problem. They found a leak in the brake line, repaired it and told us that should take care of it. But if we need further service we needed to take it to someone else because they had sold out. This is when we decided to take our truck to Hallada Motors in Dodgeville, WI because it was much closer. The brakes were no better so we took the truck to them to check. Also at this time the truck was pulling to the right when going around curves. Hallada's replaced the steering control sensor without charge since it was under warranty, but to them the brakes seemed o.k. After taking the truck home the brakes still grabbed under the same conditions and since we didn't get any satisfaction in correcting them we continued to drive it, very cautiously. Then the brakes seemed to get worse. When coming to a stop, just before stopping, the brakes would feel spongy or soft, making the driver think the truck may not stop. Again we took the truck to Hallada's for repair. Again we were told they couldn't find anything wrong.

After the warranty had expired, the mechanic told us something was wrong with the automatic braking system. (abs) and unless the warning light on the dash came on they couldn't tell what was wrong by hooking up to the computer. The only way to find out what was wrong would be by trial and error and could cost us \$2,000.00 or more to find what's wrong. At this time the air conditioning compressor had also quit working. Another expense. Then the oil leak in the oil cooling lines showed up.

To me this seems like a lot of unusual repairs in a truck that has not been abused and for the amount of money we paid for it, it should not need these expensive repairs. Also take note that on 8-3-99 the truck was taken in for brake repair to Hallada's again. The booster assembly was replaced, but on 8-30-99, less than 1 month later, we took the truck to Dan's Auto Centre for him to check the brakes. He found the brake pads had worn thru to the rotor and had grooved the rotor and also showed us that the rotor had "hot spots" in the metal that would explode making the rotor rough and wearing the brake pads earlier than normal use would do. When I took the defective rotors to Hallada's to show them, they refused to reimburse me stating that they could not tell those rotors came off our truck. Needless to say, I am very disappointed with their service or their mechanical abilities to repair our truck brakes properly. They also should have noticed the worn brake pads and before the rotors were grooved on the 8-3-99 visit.

Enclosed, please find a copy of the letter I have sent to Hallada's, some of the repair orders and also computer printouts that Dan's Auto Centre gave to me that was available to all dealers warning of [REDACTED] possible problems with our vehicle. We also have taken the truck in other times (3-4) without a work order being given. Only checked with nothing wrong and returned.

This truck has been unsafe to drive almost from the time we purchased it. Just last Friday, 2-23-01, I was backing out of a parking place at Wal-Mart and the brakes did not stop the truck in time. I lightly bumped into a truck parked behind me, no damage was done, but lots of cautious defensive driving is needed at

all times. Sometimes something serious is going to happen.

Also enclose please find a copy of the letter I sent to Hallada's for a response to which I received nothing. And a copy of the guaranty of delivery, signed by Mr. Hallada himself.

I know the Wisconsin Lemon Law says I could possibly get a new truck, but all I really want, is for someone to repair the brakes to work properly and to replace the air conditioning compressor.

thank you for your time and consideration in this matter.

Sincerely,

A large black rectangular redaction box covers the signature and name of the sender. The box is positioned to the right of the word "Sincerely," and extends downwards and to the left, partially overlapping the word "Sincerely,".

SENDER'S COPY ONLY

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

Article Addressed to:

*Halle Motors - Chevrolet
310 E. Luffkin St
Dodgeville, WI
53533*

POST OFFICE USE ONLY

A. Received by (Name Print Check) B. Date of Delivery

[Redacted] *1-12-01*

C. Agent
 Addressee

D. If delivery address different from item 17 Yes
If YES, enter delivery address below: No

[Redacted]

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail G.O.D.

4. Restricted Delivery? (Extra Fee) Yes

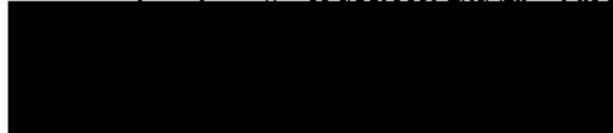
2. Article Number (Copy from service label)
7000 7670 012 7887 0264

UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box.



Dodgeville, WI



~~CONFIDENTIAL~~

DENNIS & JOAN MILLARD
4623 HEENAN RD.
DODGEVILLE, WI 53533

January 10, 2001

Hallada Motors
310 East Leffler St.
Dodgeville, WI 53533

To Whom This May Concern:

In September of 1997, we bought a 1997 Chevrolet Pick-up Truck with the vin #2GCEK19R3V [REDACTED] from Schmit Motors in Viroqua, WI. Shortly after purchase, the brakes grabbed whenever they got wet. This made it very dangerous to drive. The first and maybe the second time we took it to Schmit motors for them to check the brakes. After that we took the truck to Hallada Motors because Schmit Motors had gone out of business and we were told to take it to our nearest dealer.

Unfortunately service was not performed satisfactorily because we had the truck in for brake repair several times and never totally got them fixed so they would not grab in wet weather. Really, no service was done at all most times. All that we were told was that some dirt had probably gotten in them possibly causing the problem. After the warranty ran out, we took the truck to Dan's Auto Centre in Mineral Point, WI. He showed us that the rotors were bad and also defective. We replaced them and returned the defective rotors to Hallada's. The Service Manager told us there was nothing they could do because an unauthorized service person had done the repair and that voided the defective rotor. Dan's Auto Centre repair man was an ex-general motors service man. Dan's also told us that the automatic braking system (ABS) was going at this time and if we took it to an authorized service center they should be covered under warranty. We then returned to Hallada Motors again and was told it could be possible that they were bad but not for sure. The warranty ran out at 36,000 miles and at this time we had 48,000 miles on the truck. I also thought that for as many times we had it in for brake repair and never got the repair fixed, that it would be repaired under warranty. Again was told no, but I could call an 800 number of General Motors to see if they would cover the repair. Also told no, due to not purchasing the continued warranty. The air conditioning compressor also quit working at about 40,000 miles and we were told that also was not covered by warranty. To me, the air conditioner compressor, if not defective, should work for several years. We now have 2 high pressure oil hoses leaking, that will cost between \$100.00 and \$150.00 to repair them. I realize that this is routine repair, but it seems to me that they should also last longer than 61,000 miles on a new 4x4 off road pick-up truck that cost \$30,000.00 or more.

Therefore, to solve the problem without further todo, we would like the ABS brakes repaired correctly and the air conditioning compressor replaced. Enclosed find copies of the repairs that we had done at Dan's Auto Centre and you have the rest of the copies of all repairs and trips in to Hallada Motors. There were a couple of times we had it in to check and a work order was not made out. Just a verbal statement of nothing wrong.

We are looking forward to hearing from you on this matter within 3 weeks or Jan. 31, 2001 with a suggestion as to how we can come to an agreement on these repairs without seeking a third party assistance. Contact [REDACTED] at the above address or by phone [REDACTED] day [REDACTED] evenings. [REDACTED] days or [REDACTED] evenings. Thank You

Sincerely,

285151

HALLADA CHEVROLET-BUICK
310 E LEFEBL ST.
DODGEVILLE, WI 53533
(608) 935-2353



SERVICE DEPT. HOURS
MON.-FRI. 7:30 - 8:00
SAT. 8:00 - 12:00

INVOICE TO

DRIVER/OWNER INFORMATION -- (INVOICE: C02679)

DODGEVILLE

DODGEVILLE

HOME:

HOME:

FOR OFFICE USE

VEHICLE INFORMATION

ADV: 545 DOUGLAS, INVOICE: PRELIM CUS W C TO
INVOICED AT: 01/08/99 11:23:49

VIN 26CEK19R3V1285151 LICENSE NUMBER: WI 8W6-456
97 CHEVROLET PICKUP K1500 1CMB

ODOMETER IN: 28595

DATES BEGIN: 01/06/99 DONE: 01/08/99

CONCERN 52 PASS/SIDE SEAT BELT WILL NOT RETRACT
CORRECTION NO CHARGE
FACTORY TECH: 625 - DEAR, BRIAN
TYPE: C

OPERATION TECH HOURS AMOUNT
NC 625 .6 .00

TOTAL CHARGE FOR CONCERN .00

CONCERN 53 CHECK BRAKES
CORRECTION NO CHARGE
FACTORY TECH: 625 - HARMIS, PAUL
TYPE: C

OPERATION TECH HOURS AMOUNT
NC 625 .6 .00

TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C02679

PAYMENT DISTRIBUTION FOR INVOICE C02679

TOTAL CHARGE .00

CASH DUE .00
TOTAL CHARGE .00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST

WAR - WARRANTY

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TERRY DOUGLAS

PAGE 1
LAST PAGE

MALLADA CHEVROLET-BUICK
310 E LEFFLER ST.
DODGEVILLE, WI 53633
(608) 935-2353



SERVICE DEPT. HOURS
MON.-FRI. 7:30 - 5:00
SAT. 8:00 - 12:00

285 151

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: C03356	
[REDACTED]		[REDACTED]	
DODGEVILLE		DODGEVILLE	
HOME: [REDACTED]		HOME: [REDACTED]	
FOR OFFICE USE		VEHICLE INFORMATION	
ADV: 645 DOUGLAS, INVOICE: PRELIM CUS W C TO		VIN 20CEK19A3V1 [REDACTED] LICENSE NUMBER: WI [REDACTED]	
INVOICED AT: 02/24/99 14:33:54		97 CHEVROLET PICKUP K1500 ICAB	
ODOMETER IN: 32200			
DATES BEGIN: 02/24/99 DONE: 02/24/99			
CONCERN 52 FEAR BRAKES GRAB, IN DAMP WEATHER		OPERATION	TECH HOURS AMOUNT
CORRECTION CLEANED AND ADJUSTED BRAKES		NC	625 .0 .00
FACTORY TECH: 625 - BEAU, BRIAN		TOTAL CHARGE FOR CONCERN .00	
TYPE: C		GRAND TOTALS	
SUMMARY OF CHARGES FOR INVOICE C03356		PAYMENT DISTRIBUTION FOR INVOICE C03356	
TOTAL CHARGE .00		CASH DUE .00	
		TOTAL CHARGE .00	
ATTENTION: THE FOLLOWING INVOICES ALSO EXIST			
WAR - WARRANTY			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE TERRY DOUGLAS			
PAGE 1			
LAST PAGE			

H HALLADA CHEVROLET-BUICK

310 East Leffler Street Phone 935-2353
Dodgeville, Wisconsin 53533

Yes Yes



REFUR NO.	CUSTOMER PARTICIPATION	DEALER PARTICIPATION	REFUR TOTAL

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW:

X _____

(PRINT) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON _____ DATE _____

INVOICE TO: [REDACTED] ORDER/OWNER INFORMATION -- INVOICE: W05356
 DODGEVILLE MI [REDACTED] DODGEVILLE MI [REDACTED]
 HOME: [REDACTED] HOME: [REDACTED]

FOR OFFICE USE: ADV: 645 DOUGLAS, INVOICE: PRELIM WAR W TO VIN 20CEK19R3V LICENSE NUMBER: MI [REDACTED]
 INVOICED AT: 08/03/99 09:29:14 97 CHEVROLET PICKUP K1500 XCAB
 ODOMETER IN: 33589

CONCERN	CAUSE	CORRECTION	PART NUMBER	DESCRIPTION	QTY	LIST	SELL	TECH HOURS	AMOUNT
51	BRAKE PEDAL IS HARD, ALSO SOUND LIKE AN VACUUM LEAK WHEN APPLYING BRAKES	BOOSTER ASSEMBLY, HYDRAULIC POWER BRAKE - REPLACE	000 018029874	*BOOSTER	1	213.49	213.49	1.4	62.09
FACTORY		TECH: 625 - BEAU, BRIAN		FAIL CODE : 40					
		CURT CONC : 08							
		FP-018029874							

SUBTOTAL	
PARTS	213.49
LAB-MECHANICAL	62.09
TOTAL CHARGE FOR CONCERN	275.58

TYPE: W

SUMMARY OF CHARGES FOR INVOICE W05356	
PARTS	213.49
LAB-MECHANICAL	62.09
TOTAL CHARGE	275.58

PAYMENT DISTRIBUTION FOR INVOICE W05356	
TOTAL CHARGE	275.58
FAC WARRANTY	275.58

IF YOU HAVE ANY QUESTIONS - PLEASE SEE TERRY DOUGLAS

ON LINE SERVICE INVOICING BY [REDACTED] COMPUTER SERVICES, INC.

QTY	VEN	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT
2	15	141443 Front Rotors	68.88
1	15	36943 PADS	39.95
<p>6006.07 6 Month WARRANTY PARTS ONLY</p> <p>PASID CASH 3400</p>			
TOTAL PARTS			108.83



DAN'S AUTO CENTRE
 1050 Fountain Street
 MINERAL POINT, WI 53645
 (808) 987-5277 (OARS)
 Thank You

15386

DATE 8/26/90	AM PM PM	DATE PROMISED	AM PM
CODE	CHECK METHOD BY		
WR PHONE	EXT.		
HOME PHONE			
LICENSE NO.	WISCONSIN		
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	MILES		
TERMS			

NAME	[REDACTED]		
ADDRESS	[REDACTED]		
CITY	STATE	ZIP	
DRIVER LICENSE NO. TRC983			
VEHICLE REG. V.L.N.			

REVISION REQUESTED / DESCRIPTION OF WORK	AMOUNT
Brake Noise.	
PADS Down to metal Right side	
pad rotor.	
Recompenal PADS AND Rotors	47.60
Renew Rotor and PADS cleaned caliper sliders bleed front system	
Test Drive All OK	

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. Disclosure of Regulation - Motor Vehicle Repair practices are regulated by chapter ACP 132, Wis. Admin. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade & Consumer Protection, P.O. Box 8911, Madison, WI 53708-8911. Payment is due at completion of work. A penalty of 1.5% per month will be added to the unpaid balance.

ESTIMATED COSTS			TOTAL LABOR
PART	LABOR	TOTAL	47.60
AUTHORIZED BY			TOTAL PARTS
			108.83
DATE	TIME	CALLED BY	PHONE
			SUPPLIES
			7.95
			GAS, OIL AND GREASE
			DISPOSAL
			164.38
			TAX
			9.84
			TOTAL
			173.48

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery of my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE _____

SAVE OLD PARTS
 YES NO

Brakes and Traction Control: All Technical Service Bulletins

~~Brake Lead / Pull and Front Brake Wear~~

File In Section: 05 - Brakes

Bulletin No.: 99-05-24-001A

Date: September, 1999

TECHNICAL

Subject:

Brake Lead/Pull and Front Brake Wear

(Replace Front Brake Pads and/or Rear Brake Shoes)

Models:

- 1992-99 Chevrolet and GMC C/K Cab Chassis, Crew Cab, and Pickup Models with Power Brakes (RPO J88)
1992-99 Chevrolet and GMC C/K Suburban Models with 8600 # GVW (RPO C6P)
1996-2000 Chevrolet and GMC G Vans with Power Brakes (RPO JD7 & J88) and GVW's of 7,700 # up to 9,500 # (RPO's C3F, C6P, & E23)

This bulletin is being revised to update information in the Models Section and Correction Information. Please discard Corporate Bulletin Number 99-05-24-001 (Section 5 - Brakes).

Condition

Some owners may comment about the vehicle leading or pulling to either side while applying the brakes, and premature front brake wear, especially vehicles that have been used to tow a heavy load.

Cause

The condition may be caused by wearing of the front brake material. Improvements to the above conditions can be gained through brake material modifications. On the Suburban models, the best performance from this new brake material can be achieved with replacing the brake combination valve.

Correction

Replace the rear brake shoes with P/N 18029651. **THIS FIX DOES NOT APPLY TO THE 13 x 2-1/2 BRAKE; DURASTOP(TM) P/N 18029650, OR ANY OTHER SIZE.** On Suburban models, a brake combination valve must be replaced. **ALL OTHER MODELS (C/K, G Van), NO BRAKE COMBINATION VALVE CHANGE IS REQUIRED.**

Refer to the Drum Brakes or Hydraulic Brakes subsection of the appropriate Service Manual. For G2/G3 Series Vans only (with GVW's of 7,700 # up to 9,500 # - RPO's C3F, C6P, E23) also replace the front brake pads with P/N 12471685. Refer to the Disc Brakes subsection of the appropriate Service Manual.

Important:

The new front brake pad material has been selected for improved wear characteristics. Some customers may experience increased brake noise from this brake pad and should be advised that some squeal is a characteristic of this particular material.

Important:

If you encounter disc brakes that are extremely worn on the inboard side, with very little wear to the outboard side, verify the clearance between the caliper and the steering knuckle bracket stops.

MEASURE THE CLEARANCES INDIVIDUALLY AND ADD THE CLEARANCES TOGETHER FOR TOTAL CLEARANCE BEFORE REMOVING THE CALIPER. If the caliper (total clearance) to the steering knuckle stops is under 0.26 mm (0.010 in), correct this by filing metal off at the steering knuckle stops in order to obtain a total clearance of 0.26 to 0.60 mm (0.010 to 0.024 in). **DO NOT FILE METAL OFF OF THE CALIPER.** Refer to the Disc Brakes subsection of the appropriate Service Manual for additional information on this procedure.

Brakes and Traction Control: By Symptom

(Warranty) BRAKE Rotor Service Procedure

Bulletin No.:
00-03-22-002

File In Section:
05 - Brakes

Date:
February, 2000

Subject:
Brake Rotor Warranty Service Procedure

Models:
1995-2000 Passenger Cars and Light Duty Trucks

This bulletin outlines GM's standard procedures and guidelines for brake rotor service and brake wear.

IMPORTANT:

Certain conditions may apply to individual vehicles regarding specific repairs which differ from those outlined in this bulletin. Refer to these specific repairs in applicable bulletins.

Original equipment rotor surfaces are ground to ensure smooth finish and parallelism between mounting and friction surfaces. New rotors **SHOULD NOT** be resurfaced before installation. When rotor turning is necessary, it is essential that you use a high quality brake lathe. Rotors, when remounted on the hub, should have less than 0.080 mm (0.003 in) lateral runout. Brake rotors should only be turned when one of the following rotor surface conditions exist:

1. Severe scoring - depth in excess of 1.5 mm (0.060 in).
2. Pulsation concerns from:
 - ^ Lateral runout in excess of 0.080 mm (0.003 in).
 - ^ Thickness variation in excess of 0.025 mm (0.001 in).
 - ^ Excessive corrosion on rotor braking surfaces.

Rotors are not to be resurfaced in an attempt to correct the following conditions:

- Noise/squeal
- Cosmetic corrosion
- Routine pad replacement
- Discoloration/hard spots

Explanation of Brake Rotor Warranty Service Procedure

- ^ Rotor refacing during normal pad replacement is not necessary.
- ^ Rotor refacing for cosmetic corrosion is unnecessary. Clean up of braking surfaces can be accomplished by 10-15 moderate stops from 62-75 km/h (35-40 mph) with cooling time between stops.
- ^ Rotor service is ineffective in correcting brake squeal and/or premature lining wear out and should not be used to address these conditions unless specifically directed by a service bulletin.
- ^ When installing new rotors, **DO NOT** reface them. If a new rotor has more than 0.080 mm (0.003 in) lateral runout when properly mounted on the hub, it may be machined using an approved on-car lathe.

~~Note~~

on the 21. of Nov.

for oil change

Notice oil leak

from the oil cooler lines
of the oil filter adaptor.

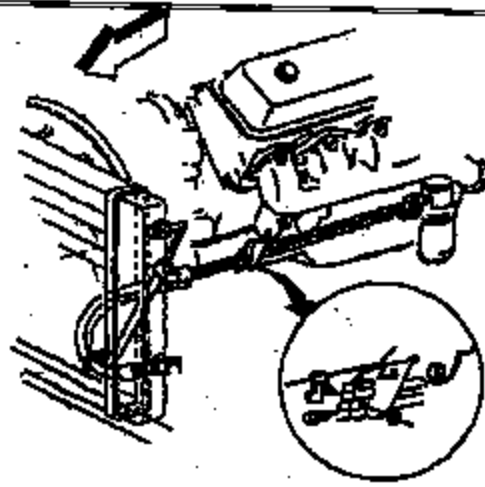
Needs new lines

from the ADAPTER to the
front cooler

Price 5 Auto Centre

1427.00

by Ray



69.00



POSTAGE
PAID
\$0.31



Department of Agriculture,
Trade and Consumer Protection

P.O. Box 100

Wash. D.C. 20503



State of Wisconsin
Scott McCallum, Governor

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

April 4, 2001

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 380954 (Refer to this number when contacting our agency)

[REDACTED]
DODGEVILLE 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



State of Wisconsin
Scott McCallum, Governor

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

April 4, 2001

[REDACTED]
DODGEVILLE WI [REDACTED]

RE: File 380954 (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-6170

Dear [REDACTED]

Thank you for your complaint about General Motors Corp. I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three year period. It also will assist us in monitoring the business community for unfair business practices.

Thank you for bringing your complaint to our attention. Please contact me if you have any questions.

Sincerely,

Tina L. Kluever
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Voice Mail: 608-224-4998/Fax: 608-224-4939
E-Mail: tina.kluever@datcp.state.wi.us



Fax Transmittal

From: Amanda Warner
Phone: 1-800-231-1841 ext. 57234
FAX: (813) 635-4156

To: Trina L. Kluever
FAX: (608) 224-5045

RE: [REDACTED]
VIN: 2GCEK19R3V1 [REDACTED]

Total Pages: 2
(including this page)

**GMC**

April 23, 2001

State of Wisconsin
Bureau of Consumer Protection
C/O Trina L. Kluver
Consumer Specialist

Re: [REDACTED]
File: 380954
Division: Chevrolet

Dear Ms. Kluver:

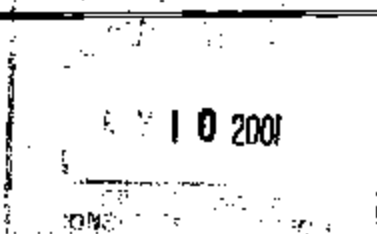
Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

Amanda Warner
Customer Relationship Manager



Fax Transmittal

From: Amanda Warner
Phone: 1-800-231-1841 ext. 57234
FAX: (813) 635-4156

To: Trina L. Kluever
FAX: (608) 224-4939

RE: [REDACTED]
FILE: 380954

Total Pages: 2
(including this page)

**GMC**

May 4, 2001

State of Wisconsin
Bureau of Consumer Protection
C/O Trina L. Kluever
Consumer Specialist

Re: [REDACTED]

File: 380954

Division: Chevrolet

Dear Ms. Kluever:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her 1997 Chevrolet Pickup. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience [REDACTED] may have experienced.

We feel our customers have the right to expect long-term, reliable performance from their Cadillac products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper-to-Bumper coverage on the 1997 Chevrolet Pickup is 3 years or 36,000 miles which ever comes first. We regret that because [REDACTED] vehicle is approximately 24,000 miles beyond the warranty, we cannot comply with his request for repair. Please note that the brake rotors and pads are considered to be maintenance items.

We believe all available information was carefully evaluated and all considerations allowed before this decision was reached.

If you have any further questions, please contact me at 1-800-231-1841 x57234 between 8:00 a.m. and 4:00 p.m. Eastern Standard Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

Amanda Warner
Customer Relationship Manager



State of Wisconsin
Scott McCallum, Governor

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

June 20, 2001

[REDACTED]
DODGEVILLE WI [REDACTED]

RE: File 380954 (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

Dear [REDACTED]

I received the enclosed response from General Motors Corp concerning the complaint you filed with our office.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three year period. It will also assist us in monitoring practices of the business community.

Thank you for bringing your complaint to our attention. 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.:

**Complaint/inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

FEB - 4 2002

Moore, Tom S DATCP

From: teresahogan@worldnet.att.net
To: hotline@datcp.state.wi.us
Subject: DATCP Hotline E-mail

Complaint or inquiry received via email, internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection

Date Sent: 2-3-2002

Your Information

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
P.O. Box:
City/State: Little Suamico, WI
Zip Code: [REDACTED]
County: Oconto
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at Work
Best time to call:

Information about the business your complaint is against:

Business Name: General Motors
Business Address:
Address Line 2:
City/State: , none
Zip Code:
County:
Phone:
Name of the person you talked to: Customer Service Rep
Time of the person you talked to: Customer Service Rep
What product or service did you buy?: 1999 Chevy Silverado

Information About Your Complaint:

Which of the following best describes your first contact with the business?: I went to the business
When did contact first occur?: Feb 2000
How old is the person who had contact with the business?: 18-64
Was the item advertised?: Not Advertised
When:
Where:
Contract Number:
Amount paid: 28,000.00
Amount paid by: Other
Where did you pay the business?: At the place of business
Did you contact the business about your complaint?: no

Please describe your complaint:

When my truck is in 4-wheel drive, and I accelerate quickly, then let up on the gas, the antilock brakes kick in without touching the brake pedal. This only happens when there is snow/ice on roads. Basically I have no control of the

**Complaint/Inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

breaking and I feel that I should. I have contacted local GM dealers about this problem and they agree that there is a problem. General Motors Technical Support has told the local dealer that they are aware of the problem but they don't plan on doing anything to correct it. This is unacceptable because I believe this creates a serious safety hazard.

How do you feel this complaint should be resolved?

I would like this defect repaired/fixd. My full warranty is finished April 1st. I have been trying to get this repaired since Feb 2000, so I'm hoping to have it fixed during the warranty period because I don't know what will happen after the warranty runs out.



State of Wisconsin
Scott McCallum, Governor

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

March 7, 2002

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File # 397891 (Refer to this number when contacting our agency)

[REDACTED]
LITTLE SUAMICO 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. Kuever
Consumer Specialist

BUREAU OF CONSUMER PROTECTION

Voice Mail: 608-224-4996/Fax: 608-224-4939

E-Mail: trina.kuever@datcp.state.wi.us

Enc.:

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



State of Wisconsin
Scott McCallum, Governor

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

March 7, 2002

[REDACTED]
LITTLE SUAMICO WI [REDACTED]

RE: File 397891 (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

Dear [REDACTED]

Thank you for your complaint about General Motors Corp. I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three year period. It also will assist us in monitoring the business community for unfair business practices.

Thank you for bringing your complaint to our attention. Please contact me if you have any questions.

Sincerely,

Trina L. Kuever

Consumer Specialist

BUREAU OF CONSUMER PROTECTION

Voice Mail: 608-224-4996/Fax: 608-224-4939

E-Mail: trina.kuever@datcp.state.wi.us



MAR 29 1998

Fax Transmittal

From: Amanda Warner
Phone: 1-800-231-1841 ext. 57234
FAX: (866) 215-6750

To: Trina L. Kluever
FAX: (608) 224-4939

RE: [REDACTED]
File #: C06559614

Total Pages: 2
(including this page)

**GMC**

March 27, 2002

State of Wisconsin
Department of Agriculture, Trade and Consumer Protection
Bureau of Consumer Protection
Attention: Trina L. Kluever
Consumer Specialist
2811 Agriculture Drive
PO Box 8911
Madison, WI 53708-8911

Customer: [REDACTED]
Reference number: 397891
Request: C06559614

Dear Ms. Kluever:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 1999 Chevrolet Silverado. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconveniences [REDACTED] may have experienced.

Based on your comments, we again reviewed [REDACTED] case with our Central Office Staff and find that he has filed with the Better Business Bureau Autoline. General Motors is a participant in the Better Business Bureau Autoline process and will abide by any decision rendered by an Arbitrator in this matter. Please note any decision made by an Arbitrator would be binding on General Motors, but not on [REDACTED].

If you have any further questions, please contact me at 800-231-1841 extension 57234 between 8:00 a.m. and 4:00 p.m. Eastern Time Monday through Friday and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

Amanda Warner

Amanda Warner
Customer Relationship Manager

LC0302-T/

General Motors Corporation
1425 Pacific Drive Auburn Hills, MI 48326



3/17/2002

March 27, 2002

State of Wisconsin
Department of Agriculture, Trade and Consumer Protection
Bureau of Consumer Protection
Attention: Trina L. Kluever
Consumer Specialist
2811 Agriculture Drive
P.O. Box 8911
Madison, WI 53708-8911

Customer: [REDACTED]
Reference number: 397891
Request: C06559614

Dear Ms. Kluever:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 1999 Chevrolet Silverado. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience [REDACTED] may have experienced.

Based on your comments, we again reviewed [REDACTED] case with our Central Office Staff and find that he has filed with the Better Business Bureau Autoline. General Motors is a participant in the Better Business Bureau Autoline process and will abide by any decision rendered by an Arbitrator in this matter. Please note any decision made by an Arbitrator would be binding on General Motors, but not on [REDACTED].

If you have any further questions, please contact me at 800-231-1841 extension 57234 between 8:00 a.m. and 4:00 p.m. Eastern Time Monday through Friday and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

Amanda Warner
Customer Relationship Manager

LC0302-T/agp



State of Wisconsin
Scott McCallum, Governor

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

April 23, 2002

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 397891 (Refer to this number when contacting our agency)

[REDACTED]
LITTLE SUAMICO-WI [REDACTED]

Dear Sir/Madam:

Please advise me of the progress being made to resolve this complaint.

Thank you for your cooperation and prompt response.

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.:

FAX

777 3022

TO: Trina Kluever

Company:

Fax Number: 6082244939

Phone Number:

FROM:

Fax Number:

Phone Number:

NOTES:

Date and time of transmission: Tuesday, April 30, 2002 4:02:54 PM

Number of pages including this cover sheet: 02



GM

April 30, 2002

State of Wisconsin
Department of Agriculture, Trade & Consumer Protection
Bureau of Consumer Protection
Attention: Trina L. Kluever
Consumer Specialist
2811 Agriculture Drive
PO Box 8911
Madison, WI 53708-8911

Customer: [REDACTED]
Reference number: 397891
Request: C06559614

Dear Ms. Kluever:

Thank you for your recent correspondence regarding Matthew Hogn. We are sorry he is dissatisfied with his 1999 Chevrolet Silverado. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience [REDACTED] may have experienced.

Based on your request, we again reviewed [REDACTED] case with our Central Office Staff. He has pursued this matter through the Better Business Bureau's Arbitration process. During the arbitration the Arbitrator awarded repairs to [REDACTED]'s vehicle. Therefore, we are in agreement with the position previously provided by the Better Business Bureau Arbitrator to [REDACTED] and we support this decision. Please note the representative working with [REDACTED] in our Alternative Dispute Resolution department received an acceptance letter from [REDACTED] on April 25, 2002 and is currently working with the [REDACTED] and a local Chevrolet dealership to resolve [REDACTED] concerns. We believe every consideration was given and available information was carefully evaluated before this decision was reached.

If you have any further questions, please contact me at 800-231-1841 extension 57234 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

<signature:warner>

Amanda Warner
Customer Relationship Manager

General Motors Corporation
1426 Pacific Drive Auburn Hills, MI 48326

SALE

JOE VAN HORN CHEVROLET
8008 COUNTY HWY C
PLYMOUTH, WI 53073
TID: D0000205272



Joe Van Horn Chevrolet

P.O. Box 238 - 3008 CTH C
PLYMOUTH, WI 53073

Phone - (820) 883-8361 • (820) 467-2201

(800) 238-1416

www.vanhornchev.com



Goodwrench

TIME: 09:36 PM DATE: 01/12/05

MERCHANT #: 45520030599

VS X000000000000000

INVOICE: 000007000

APPROVAL CODE: 00-4269 SER: 002

TOTAL AMOUNT: \$304.27

VEHICLE NO: 19037	PLATE NO: 13 959	REGISTRATION DATE: 01/12/05	VEHICLE ID NO: CTCS101482
LABOR RATE	VEHICLE NO: 77,712	COLOR: 07	STOCK NO:
01/CHEVROLET TRUCK/SILVERADO 1500/7		DELIVERY DATE:	DELIVERY LABEL:
VEHICLE ID NO: 26CEK19T311		DEALER DEALER NO:	PRODUCTION DATE:
P.L.#:		01/12/05	REPRINT# 1

LABOR & PARTS
 ABS ACTIVATES AT SLOW SPEED STOPS
 FOUND ABS SENSORS HAD RUST ON THEM. CLEANED RIGHT SENSOR AND
 REPLACED LEFT ABS SENSOR. SENSOR BROKE DUE TO RUST. CHECKED
 OPERATION. OK. ABS WORKING PROPERLY NOW.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	15112379	SENSOR 4.710 A	110.34	110.34
JOB # 1 TOTAL PARTS					110.34
JOB # 1 TOTAL LABOR & PARTS					319.12

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	VIND	ENVIRONMENTAL DISPOSAL CHARGES		5.31
JOB # 1	COUP	SERVICE COUPON DISCOUNT		-34.65
TOTAL - MISC				-29.34

TOTALS	PRICE
TOTAL LABOR	208.78
TOTAL PARTS	110.34
TOTAL SUBLET	0.00
TOTAL G.O.B.	0.00
TOTAL MISC CHG.	5.31
TOTAL MISC DISC.	-34.65
TOTAL TAX	14.49
TOTAL INVOICE \$	304.27

(NOTE: * INDICATES LIFETIME GUARANTEED PART)
 PAYMENT RECEIVED BY: **TS** ON: **1/12/05**
 CASH CHECK # CHARGE
 VISA M/C AMEX DISCOVER

IMPORTANT
 YOU MAY RECEIVE A SATISFACTION SURVEY FROM CHEVROLET
 IN THE NEXT FEW WEEKS. THIS IS OUR "REPORT CARD." IF FOR ANY
 REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE
 CONTACT OUR SERVICE MANAGER, RICK BLAIR, BODYSHOP
 MANAGER, DAN RIZZI, OR SHANNON O'HARA MARKETING DIRECTOR.
 YOUR COMPLETE SATISFACTION IS OUR #1 CONCERN.....

STATEMENT OF DISCLAIMER
 This factory warranty constitutes all of the warranties
 which apply to the sale of this hardware. The dealer
 hereby expressly disclaims all warranties either
 express or implied, including any implied warranty of
 merchantability or fitness for a particular purpose.
 Dealer neither assumes nor anticipates any other
 person to assume for liability in connection with
 the sale of this hardware.

NOTICE: You are entitled to inspect or receive any
 components, parts, or accessories replaced or
 removed by this shop.

MATERIALS: ALL PARTS NEW UNLESS SPECIFIED
 (USED, REBUILT, RECONDITIONED, RECYCLED)

WARRANTY: SEE CARD - LIFE-SPAN CHARGES APPLY TO SOME
 * EXCEPT FOR SERVICE CHARGES

Motor vehicle repair services are provided by dealer JOE VAN HORN CHEVROLET, 8008 County Hwy C, Plymouth, WI 53073. Dealer authorized by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 6641, Madison, Wisconsin 53766-0641.

REPAIRS MADE TO YOUR VEHICLE MAY HAVE
 REQUIRED THE USE OF ONE OR MORE REPLACEMENT
 PARTS SUPPLIED BY A SOURCE OTHER THAN THE MAN-
 UFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES
 APPLICABLE TO THESE REPLACEMENT PARTS ARE
 PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR
 OF THE REPLACEMENT PARTS RATHER THAN BY THE
 MANUFACTURER OF YOUR MOTOR VEHICLE.

SERVICE HOURS:
 MONDAY - FRIDAY
 7:30 AM - 8:30 PM
 SATURDAY
 8:00 AM - 12:00 PM

YOU MAY RECEIVE A SATISFACTION SURVEY
 FROM CHEVROLET IN THE NEXT FEW WEEKS.
 THIS IS OUR "REPORT CARD." IF FOR ANY
 REASON YOU CANNOT GRADE US "COM-
 PLETELY SATISFIED," PLEASE CONTACT OUR
 SERVICE TEAM IMMEDIATELY.

YOUR COMPLETE SATISFACTION IS OUR #1
 CONCERN.....

CUSTOMER SIGNATURE

Joe Van Horn

CUSTOMER COPY

END OF INVOICE | 08:28pm

Frank T. Cook
7113 So Main St.
Belgium, WI 53518



D.O.I.
Concerning Protection Domain
Case of Ben Dahl
17 W. main St.
P.O. Box 7857
Madison WI 53707-7857

OCT 03 2005

53707-7857



-----Original Message-----

From: Soletski, Richard

Sent: Wednesday, September 28, 2005 9:18 AM

To: Supple, Chuck; Boardman, Adam; Anderson, James - DMV

Cc: Passehl, Nancy

Subject: RE: GM SUV Recall

I received a call yesterday from

[REDACTED]
Milwaukee [REDACTED]
[REDACTED]

He had seen the article in the paper, and had my number because of a bond claim we had just forwarded to DHA for him. He had brake problems on his Chevy truck, which he said was one of these models. His original complaint was against the dealer because he complained almost immediately after purchase that the brakes "weren't right". However, I recommended the bond claim based on the fact that Scott Selbach discovered the dealer charged for, but did not submit \$2,100 for a service plan. The dealer, Metro Chev., is no longer in business and was bought out by Bergstrom.

I printed out info for NHTSA and suggested Mr. Poetz file a complaint/report with them, and possibly also contact GM and his federal legislators.

Rick Soletski

Dealer Section, WisDMV

608.267.3635

richard.soletski@dot.state.wi.us



Department of Agriculture, Trade and Consumer Protection

SEP 19 2005

Consumer Complaint

Please attach the best copy (both sides) of all documentation that supports your complaint, such as invoices, receipts, contracts, cancelled checks, advertisements/catalog pages showing item ordered, lease documents, telephone bills.

1. How do we contact you? [Redacted]

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

Home Phone: [Redacted] Work Phone: [Redacted] ext. () or () ext. ()

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: 9:AM TO 2:PM

Address: [Redacted] PO Box: [Redacted] Apt.# [Redacted]

City: NEKOOSA State: WIS. Zip: [Redacted] County: JUNEAU

2. What is your complaint about?

Name of business: GENERAL MOTORS CHEVROLET DIVISION

Address: [Redacted] PO Box: [Redacted] Apt.# [Redacted]

City: [Redacted] State: [Redacted] Zip: [Redacted] County: [Redacted]

Phone: () Name of person you talked to: [Redacted] Title: [Redacted]

3. Which of the following best describes your first contact with the business: (check one)

- Person from business came to my home
Person from business called me
Business sent me information in the mail
I attended a convention or trade show
I went to the business
I telephoned the business
I responded to a radio or TV ad
I responded to a printed advertisement
Internet
Email

4. When did the first contact occur? month: [Redacted] day: [Redacted] year: [Redacted]

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) 1999 CHEVROLET TAHOE

7. Was it advertised? (circle one) No Yes Date: [Redacted] Where: [Redacted]

8. Did you sign a contract? (circle one) No Yes Date: [Redacted] Number on contract, policy or receipt: [Redacted]

9. If yes, where were you when you signed the contract? [Redacted]

10. Amount paid: \$ [Redacted] by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one)

- At my home
Over the telephone by credit card
By mail
At the company's place of business
At a convention or trade show
In someone else's home
Internet

12. Did you contact the business about your complaint? X Yes When? [Redacted] What happened? [Redacted] No

13. Have you filed this complaint with another agency? X Yes Agency name? [Redacted] What happened? [Redacted] No

14. Have you contacted a private attorney? X Yes Have you started court action? X Yes No

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail. WHEN YOU DRIVE SLOWLY, LIT
AROUND IN A PARKING LOT LOOKING FOR A PLACE
TO PARK, THE BRAKES MAKE A NOISE AND
WHEN YOU HIT THE BRAKES THEY ARE A LITTLE
SPONGY AND THEN THEY GRAB.

1999 CHEV. TAHOE TRUCK
ID # 1GNEK13R9XJ [REDACTED]

16. How do you feel your complaint should be resolved? (please be specific) MY UNDERSTANDING
IS THAT GM HAS A RECALL ON IN OTHER STATES
BUT NOT IN WISCONSIN. MY TAHOE HAS A BRAKE PROBLEM
AND IS JUST AS DANGEROUS IN WISCONSIN AS IN ILLINOIS

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: 9-12-05

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

NORTHWEST REGIONAL OFFICE 3610 Oakwood Hills Pkwy Eau Claire WI 54601 FAX: (715) 839-6645	SOUTHEAST REGIONAL OFFICE 10930 W Potter Rd Ste C Milwaukee WI 53226-3450 (414) 266-1231 FAX: (414) 266-1235	NORTHEAST REGIONAL OFFICE 200 N Jefferson St Ste 146A Green Bay WI 54301 (920) 448-5800 FAX: (920) 448-5888	CONSUMER INFORMATION CENTER 2811 Agriculture Dr PO Box 8911 Madison WI 53708-8911 (608) 224-4976 FAX: (608) 224-4939
---	---	--	---

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

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939
TDD: (608) 224-5058

EMAIL: datcpHotline@datcp.state.wi.us
WEBSITE: www.datcp.state.wi.us

General Motors announces recall of 800,000 pickups, SUVs

By KEN THOMAS

WASHINGTON — General Motors Corp. said Tuesday it was recalling about 800,000 sport utility vehicles and pickup trucks in 14 northern states because corrosion was affecting the antilock brake system, leading to more than 200 low-speed crashes.

GM, the world's largest automaker, said the recall involved the 1999-2002 model years of the Chevrolet Avalanche, Chevrolet Silverado, Chevrolet Tahoe, GMC Sierra, GMC Yukon and GMC Yukon XL.

In separate moves, Hyundai Motor Corp. issued a recall of the 2006 Sonata sedan, and the government announced an investigation of the 2002 Jeep Liberty.

The National Highway Traffic Safety Administration opened an investigation in late 2005 of more than 1.2 million pickups and SUVs in 20 states because of questions over the antilock brakes. The investigation is pending.

GM spokesman Alan Adler said salt corrosion and road grime can wedge its way into a plastic piece that covers the ABS sensor near the wheel hub.

The corrosion leads the sensors to activate the ABS system at speeds of about 4 miles per hour to about 11 mph, requiring a longer stopping distance. The ABS system is generally started at speeds of 15 to 20 mph. Adler said.

GM said there have been 228 crashes reported through the end of May, including 10 minor injuries; the most recent data available. No fatalities have been reported.

The company recalled about 100,000 pickups in eastern Canada in November 2004 from the same model years because of the condition in the antilock brakes.

The recall involves less than 20 percent of the vehicles built during the four model years. The states include: Connecticut, Illinois, Indiana, Maine, Massachusetts, Michigan, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont and West Virginia.

Last spring, NHTSA said it was investigating the recall in the 14 states covered by the recall

and six others: Delaware, Iowa, Maryland, Missouri, Minnesota and Wisconsin. The District of Columbia was also included in the investigation.

Adler said the company decided to issue the recall in the 14 states based upon incident rates. GM and the government have received more than 700 complaints about the problem.

A specific recall date has not been announced, but the company will notify owners, who will be instructed to take their vehicles into dealerships to have the trucks repaired for free.

Hyundai, meanwhile, said it was recalling about 30,000 2006 Sonata sedans because of problems with the driver's seat belt getting caught up with a knob used to recline the front seat. The problem was identified during tests by the Insurance

Institute for Highway Safety.

Hyundai spokesman M. Johnson said the company was conducting the recall "to ensure the quality and safety of our vehicles."

NHTSA also said it was opening an investigation into the 2002 Jeep Liberty amid complaints about problems with the seat belt buckle. The probe will involve more than 200,000 vehicles.

The government said it has received seven complaints from owners about the seat belt buckle, including problems securing the latch in the buckle.

Max Gales, a DaimlerChrysler AG spokesman, said the automaker would work with the agency during the investigation and identify any necessary actions.



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- 5 Speed Combination
- 24 Cycles
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- No-Frost Refrigerator
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- 2 Adjustable Crispers
- Snack Tray
- 3 Adjustable Gallon Door Bins

90 Days Same As Cash With Approved Credit

We will be closed September 7th thru September 11th

BAUER'S APPLIANCE LLC

**Complaint/inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Burt, Jeanne E DATCP

From: jjdev@charter.net
Sent: Thursday, May 31, 2001 7:31 PM
To: datcphdline@datcp.state.wi.us
Subject: Consumer Complaint Form Results

Complaint or Inquiry received via email, internet by the
Wisconsin Department of Agriculture, Trade and Consumer Protection

Your Information

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
P.O. Box:
City/State: Waupun, WI
Zip Code: [REDACTED]
County: Dodge
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at Home
Best time to call: Fridays

Information about the business your complaint is against

Business Name: Chevrolet
Business Address: PO Box 7047
Address Line 2:
City/State: Troy, MI
Zip Code: 48007-7047
County: ?
Phone: 800-222-1020
Name of the person you talked to: ??
Title of the person you talked to: ??
What product or service did you buy? 2000 Chev Truck

Information About Your Complaint

Which of the following best describes your first contact with the business? Printed Ad
When did contact first occur? ??
How old is the person who had contact with the business? 18-54
Was the item advertised? no
When: ??
??
Contact Number: ??
Amount paid: 24000
Amount paid by: Other
Where did you pay the business? At the place of business
Did you contact the business about your complaint? no

**Complaint/Inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Please describe your complaint

In December of 2000, I was approaching a Subway Store when my brakes failed. The pedal went to the floor and ended up hitting the building. There was \$891 damage to the building and \$1500 damage to the truck. The truck was sent to a dealer to get checked out and they did not find anything wrong with the brakes. We went through GM assistance with this and they refused to claim any responsibility. We even had a witness to the accident and the police report pictures showed no skid marks. Then on May 2 the brakes failed again and my girlfriend ended up going through a stop sign. There was nothing coming so there was no damage or injury. My sister was in the truck so again we had a witness. We then sent the truck to another dealer and GM was notified right away. This dealer found 14 fault codes in the antilock brake system and found the brake switch was bad and was replaced. The service manager said that this would cause the events that happened. After GM reviewed this case, they refused to accept any responsibility again.

How do you feel this complaint should be resolved?

All we are asking for is for GM to pay the damages to the building and the truck. I have not submitted this to my insurance company because I am only 19 yrs old and this would cause my insurance to go up.



State of Wisconsin
Scott McCallum, Governor

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

June 13, 2001

[REDACTED]
WAUPUN WI [REDACTED]

RE: File 385704 (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

Dear [REDACTED]

Thank you for your complaint about General Motors Corp. I have written to the business to try to assist you to find a solution to your complaint. I asked them to review your concerns and then contact me to discuss what may be done to resolve your complaint. The company may also contact you directly.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three year period. It also will assist us in monitoring the business community for unfair business practices.

Thank you for bringing your complaint to our attention. Please contact me if you have any questions.

Sincerely,

Trina L. Kuever
Consumer Specialist

BUREAU OF CONSUMER PROTECTION
Voice Mail: 608-224-4996/Fax: 608-224-4938
E-Mail: trina.kuever@datcp.state.wi.us



State of Wisconsin
Scott McCallum, Governor

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

June 13, 2001

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 385704 (Refer to this number when contacting our agency)

WAUPUN WI

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. Kuever
Consumer Specialist

BUREAU OF CONSUMER PROTECTION
Voice Mail: 608-224-4998/Fax: 608-224-4939
E-Mail: trina.kuever@datcp.state.wi.us


Enc.:

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

JUN 19 2001



Fax Transmittal

From: Anissa Walters-Johnson 
Phone: 1-800-231-1841 ext. 57085
FAX: (813) 635-4156

To: Trina Kluever
FAX: (608) 224-4939

RE: 
AG# 385704

Total Pages: 2

**GMC**

June 19, 2001

State of Wisconsin
Office of the Attorney General
Consumer Affairs Division
Attn: Trina L. Kluever
P.O. Box 8911
Madison, WI 53708

Re: [REDACTED] 385704
Chevrolet File: CD4603767

Dear Ms. Kluever:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review [REDACTED] concerns, we will be in contact with you to discuss this matter further.

If you need to contact me for any reason, feel free to call me at 1-800-231-1841 ext. 57085. I can be reached between 8:00 a.m. and 4:00 p.m. weekdays Eastern Time.

Sincerely,

Arista Walters-Johnson
Customer Relationship Manager



State of Wisconsin
Scott McCallum, Governor

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

July 2, 2001

GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

RE: File 385704 (Refer to this number when contacting our agency)

WAUPUN W [REDACTED]

Dear Sir/Madam:

I have not received your reply to the complaint filed by [REDACTED]

Please send your written response within seven days. If you do not have a copy of the complaint, please call me at the telephone number below.

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

Sincerely,

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



Department of Agriculture, Trade and Consumer Protection

Motor Vehicle Repair

JUL 2 2001

To Businesses:
We encourage customers 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.

Name: (Mr) Mrs. Miss Ms. _____
(circle one) (first) (middle) (last)
Home Phone: (920) _____ Work Phone: () _____ ext. _____ Email: _____

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: After 5:00 P.M.

Address: _____ PO Box _____ Apt.# _____

City: Wauson State: WI Zip: _____ County: Dodge

2. What business is your complaint against?

Name of business or repair shop: General Motors Corporation

Address: Chevrolet Customer Assistance Center PO Box: 7047 Apt.# _____

City: Troy State: MI Zip: 48007-7047 County: _____

Phone: () 1-800-221-1020 Name of person you talked to: Phone Rep Title: _____

3. Date of transaction: Month: _____ Day: _____ Year: _____

4. Type of vehicle involved: Make: Chevrolet Model: 1500 Silverado Year: 2000
VIN: _____

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? Look at the brakes, and fix them.

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

Fall 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

Fall to perform the repairs in a satisfactory manner? The First Time It Was in the Shop Yes No

Refuse to honor a written guarantee? Yes No

NOTICE:
 THE CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP. DATE OFFERED BACK: 1-1

CUSTOMER NO. 31914	ADVISOR FREDERICK THERRIEN 2312	TAG NO. 45	DATE OFFERED BACK 05/16/01	INVOICE NO. CTCS7674
	LABOR RATE 283.30	22312	WHITE/	STOCK NO.
	VARIABLE		DELIVERY DATE	DELIVERY MILES
	00/CHEVROLET TRUCK/K1500 PICKUP/K1500		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE NO. 2-6-LEN 19 TXY 1		05/14/01	REPRINT# 1
MAUPON, W	FTE NO.	P.O. NO.		MESSAGE OUT

LABOR & PARTS
 JOB # 1 05CTZ

BRAKES

TECH(8)12085
 C/STATES THIS HAS HAPPENED TWICE. ONCE IN DEC AND ONCE LAST WED. PUSH BRAKE PEDAL NO BRAKING POWER, PEDAL PULSATES LIKE ABS IS KICKING IN, AND YOU DO NOT STOP. BOTH TIMES THIS HAD NO BRIGHT WERE DRY, NO ABS LIGHT. HEATHER CHU HAS LOOKED AT THIS ONCE. PEDAL ALSO GUES TO THE FLOOR WHEN THIS HAPPENS.
 FAULTY BRAKE SWITCH.
 TEST DRIVE VEH: COULD NOT CONFIRM COMPLAINT. PULLED HISTORY CODE C0281, 14 FAILURES IN HISTORY. CH BULLETINS. NONE, FOLLOWED FLOW CHARTS. REMOVED AND REPLACED BRAKE SWITCH. TEST DRIVE ALL OK. SERVICE MANAGER DROVE VEH 60MI. ALL OK.

WARRANT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15038393	SWITCH 2.447	
				JOB # 1 TOTAL PARTS
				JOB # 1 TOTAL LABOR & PARTS

WARRANT
0.00
0.00

G.O.G. & SUPPLIES
 JOB # 1 FREIGHT (PARTS)

TOTAL - 606

WARRANT
0.00

COMMENTS
 CND WILL NEED BACK 0-1 THUR.

TOTALS

PLEASE MAKE CHECK PAYABLE TO BERGSTROM FOND DU LAC	TOTAL LABOR....	0.00
...CHECKM.....CASH	TOTAL PARTS....	0.00
...VISA/MASTERCARD.....DISCOVER CARD	TOTAL SUBLET...	0.00
HOW SATISFIED WERE YOU WITH OUR SERVICE? WE'D LIKE TO KNOW	TOTAL G.O.G....	0.00
WHEN IS THE BEST TIME TO CONTACT YOU.....AM.....PM	TOTAL MISC CHG.	0.00
EMAIL ADDRESS.....DO NOT CALL	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

GM GOODWRENCH SERVICE PLUS!
 BERGSTROM FOND DU LAC - GM GOODWRENCH SERVICE
 PLUS DEALER OFFERING OUR TRAINING, QUALITY PARTS AND SERVICE AND FACTORY-TRAINED TECHNICIANS. PLUS UP-FRONT PRICING, COURTESY TRANSPORTATION, AND LIFETIME GUARANTEE ON PARTS AND LABOR! (ELIGIBLE PART DENOTED WITH "G")

CUSTOMER SIGNATURE

THANK YOU WE APPRECIATE YOUR BUSINESS
BERGSTROM AUTOMOTIVE

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National Institute for
**AUTOMOTIVE
SERVICE
EXCELLENCE**

Holiday

Oldsmobile • Buick • Pontiac • GMC • Cadillac
Chrysler • Dodge • Jeep



ESTIMATE OF
REPAIR COST

P.O. Box 188 Hwy. 41 & 23 West Frontage Rd.

POND DU LAC, WISCONSIN 54938-0188

Phone: Service (920) 823-8444 - Body Shop (920) 823-8450

NAME: [REDACTED] PHONE: [REDACTED] DATE: 3/1/00

YEAR: 2000 MAKE: Chevy LICENSE NO. [REDACTED] SPEEDOMETER: [REDACTED] MTR NO. [REDACTED]

INSURANCE CARRIER: [REDACTED] ADJUSTER: [REDACTED] PHONE: [REDACTED] CAR LOCATED AT: [REDACTED]

SER No. 20CEKMTX [REDACTED]

OPERATIONS	PART No.	PARTS	LABOR
Replace front Bumpers (chrome)	12472946	341.70	1.8
Replace grille panel	15747824	294.80	.5
Replace upper bumper pad (black)	15050703	91.00	INC
Replace lower air deflector	15768313	74.75	INC
Replace RH fog lamp	15060951	83.68	.3
Repair Head panel			1.5
Replace LH tow hook	15709128	15.30	.2
Align front bumper. Braces open		44.00	
Refinish as required & clear coat		75.00	3.0
		321.20	7.3
		1341.43	
		Tax 67.07	
		1408.50	

INSURED PAYS \$ _____ INS. CO. PAYS _____ F.O. No. _____

INS. CHECK PAYABLE TO _____

The above is an estimate, based on our inspection, and does not cover additional parts or labor which may be required after the work has been opened up. Occasionally, after work has started, worn, broken, or damaged parts are discovered which are not evident on first inspection. Quotations on parts and labor are current and subject to change.

EST. MADE BY _____

TOTALS	
WRECKER SERVICE	
TAX	
TOTAL OF ESTIMATE	

AUTHORIZATION FOR REPAIR. You are hereby authorized to make the above specified repairs to the car described herein.

SIGNED _____ DATE _____

1020

on 5-22-01

Pay to the Order of Terry Corra's \$ 872.00

Eight Hundred - Ninety - Two ⁰⁰/₁₀₀

For Subway Wall

AT THE END OF THE LINE, WRITE THE NAME OF THE BANK OR FINANCIAL INSTITUTION

NY 29

FOR DEPOSIT ONLY
SUBWAY OF NEW YORK INC
APR 1997/07/00


3535457109

JUL 24 2001



11-01 11:11 3CVD

Fax Transmittal

From: Anissa Walters-Johnson 
Phone: 1-800-231-1841 ext. 57085
FAX: (813) 635-4156

To: Trina Kluever
FAX: (608) 224-4939

RE: 
AG# 385704

Total Pages: 2

**GMC**

July 23, 2001

State of Wisconsin
Office of Attorney General
Attn: Trina Khaver

Re: [REDACTED] 385704
Chevrolet File: C04603767
VIN: 2GCEK19TXY [REDACTED]

Dear Ms. Khaver:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry he is dissatisfied with his 2000 Chevrolet Silverado. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience and frustration [REDACTED] may have experienced.

The following information may help explain some of the factors involved in brake wear.

The front brake pad lining used in today's Chevrolet is far different than what was used in the past. Front brake pad linings in Chevrolet vehicles manufactured today contain no asbestos. Most vehicles manufactured in past years used a lining containing asbestos. There are many factors behind the change in the design of today's braking systems; federal government guidelines, service life, noise level, stopping ability, fade resistance and environmental effects.

Therefore, automobile manufacturers have moved into a new era in brake pad composition, balancing long lasting metallic materials with softer materials, which offset brake "squeal" inherent in a more metallic pad. This new material is much safer to the environment because of the elimination of asbestos, but a trade off might be shorter pad life, depending on braking usage and conditions. There are also many other factors that influence the length of time between brake replacements such as road and traffic conditions and individual driving habits.

Brake pad replacement due to wear is considered maintenance, which is not the manufacturer's responsibility. Due to the factors discussed above, we are unable to fulfill [REDACTED] request for assistance.

Please note that [REDACTED] filed a Product Allegation on his vehicle stating that his brakes failed. However, a subsequent inspection at Dave Heather Chevrolet demonstrated that the brakes were operating as designed and in accordance with General Motors Specifications.

If you have any further questions, please contact me at 1-800-231-1841 ext. 57085 between 8:00 a.m. and 4:00 p.m. Monday through Friday, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,


Anissa Walter Johnson
Customer Relationship Manager

General Motors Corporation
MSX International, 1464 John A. Popelar Drive, Lincoln Park, MI 48146



State of Wisconsin

Scott McCallum, Governor

Department of Agriculture, Trade and Consumer Protection

James E. Harsdorf, Secretary

August 16, 2001

[REDACTED]
WAUPUN WI [REDACTED]

RE: File 385704 (Refer to this number when contacting our agency)
GENERAL MOTORS CORP
PO BOX 33170
DETROIT MI 48232-5170

Dear [REDACTED]

I received the enclosed response from General Motors Corp concerning the complaint you filed with our office.

I have recorded your complaint in our computer database, and it will be included in information provided to consumers who inquire about the business for a three year period. It will also assist us in monitoring practices of the business community.

Thank you for bringing your complaint to our attention. 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.: