

10106625

11-2004

NYS200

AS YOU CAN SEE I'M NOT HAPPY  
WITH THE TAIL GATE ON MY TRUCK & THE  
CABLE REPLACEMENT DIDN'T FIX THE PROBLEM  
THE CABLE ON THE RIGHT SIDE HAS SO  
MUCH SLACK IN IT - THAT IT ISN'T HOLDING  
UP ANYTHING. I HAVE 1 STRAP HOLDING  
ME & ANY LOAD I PUT ON MY TRUCK  
& I DO USE MY TRUCK TO HAUL -  
THAT'S WHAT I BOUGHT IT FOR -

IT IS STILL VERY UNSAFE &  
NO ONE WILL DO ANY THING TO FIX  
IT. ALL I WANT IS FOR SOMEONE  
TO FIX MY TRUCK SO I FEEL SAFE  
USING IT & I WILL CALL & WRITE TO  
ANY ONE THAT WILL LISTEN

THE LAST DEALER THAT PUT ON  
2 NEW STRAPS SAID THAT'S ALL WE  
CAN DO FOR YOU, THAT'S SO - SO WRONG,

THIS IS A REAL PROBLEM THAT  
COULD GET SOMEONE HURT OR KILLED -

IT NEEDS FIXED NOW -

I'LL BE WAITING TO HEAR FROM YOU.  
WHAT IS MY NEXT STEP TO SOLVE THIS  
SERIOUS PROBLEM -

Jessica  
12/13/04

CHESTER

WV

**STADIUM**

**Superstore**



292 W. STATE ST. • SALEM, OH 44460

**NICK BADER**  
Service Consultant

(330) 332-4683

Toll (800) 439-8613

Fax (330) 332-8605





Customer Assistance Center

Chevrolet Division  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170

October 9, 2003

Chester, WV

Service Request: S1-146104230

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2001 Chevrolet Silverado. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Shana Crews  
Customer Relationship Manager

MN0001-T/klw

10-22-03  
PURCHASED 10-9-2000  
BROKE 6-6-03  
REPAIRED 9-18-03  
NOT  
MILEAGE 14838  
STILL DOESN'T OPEN OR SHUT RIGHT  
CABLE LOOSE 1 TIME  
3 TIMES IN  
HARRIET  
CHV  
035692



# Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

Chester WV

Home telephone: (304) 387-2767

Change to: ( )

Please provide us with your preferred Email address:

Dear [REDACTED]:

Our records indicate that you had your **2001 Silverado serviced at Stratton Chevrolet on September 15, 2003**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Stratton Chevrolet.

Sincerely,

Charles F. Ugolino  
Director of Operations

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2001 Silverado, and return the questionnaire.

**\*\*PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON SEPTEMBER 15, 2003, COMPLETE THIS SURVEY.\*\***

## About Your Chevrolet Dealership's Service Department

- |                                                                                                                          | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                          | Yes                                 | No                       | Does Not Apply/Not Required         | Don't Know               |                          |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly? .....                                                           | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                          |                          |
|                                                                                                                          | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |                                                                                                                              | Completely Satisfied     | Very Satisfied           | Satisfied                   | Somewhat Satisfied                  | Not At All Satisfied     |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|-----------------------------|-------------------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                              | Yes                      | No                       | Does Not Apply/Not Required | Don't Know                          |                          |

☐ Service Department was too busy

☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?

OIL & LUBE OK - TAIL GATE  
PROBLEM NOT FIXED

Completely Satisfied    Very Satisfied    Satisfied    Somewhat Satisfied    Not At All Satisfied

☐    ☐    ☐    ☒    ☐

Yes    No

☒    ☐

14. Were you given a copy of the completed repair order/invoice? .....

Yes    No    Don't Know/ Not Sure

☐    ☒    ☐

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....

### Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Stratton Chevrolet? .....

Completely Satisfied    Very Satisfied    Satisfied    Somewhat Satisfied    Not At All Satisfied

☐    ☐    ☐    ☒    ☐  
Definitely Would    Probably Would    Might/ Might Not    Probably Not    Definitely Not

17. Would you recommend this dealership for service? .....

I'M TELLING EVERYONE TO BUY  
DODGE FORD & IMPORTS

Completely Satisfied    Very Satisfied    Satisfied    Somewhat Satisfied    Not At All Satisfied

☐    ☐    ☐    ☐    ☒

18. Overall, how satisfied are you with your 2001 Silverado? .....

19. Are you ... ☒ Male    ☐ Female

I STILL HAVE TAIL GATE  
SAFETY PROBLEM

20. Your age ... ☐ Under 25    ☐ 25 - 34    ☐ 35 - 44    ☐ 45 - 54    ☒ 55 - 64    ☐ 65 or older

21. May we include your name when providing this survey information to your dealership? ☒ Yes    ☐ No

22. Do you have any other comments/recommendations about Stratton Chevrolet?

THEY ARE HELPFUL & COURTEOUS BUT MY  
TAIL GATE IS STILL NOT FIXED TO MY  
SATISFACTION

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

OTHER WORK  
DONE IS  
FINE

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

1GCGK29U91Z 28616

21342264526 5373650330 072075

057 2

☐ Please check this box if you no longer own/lease this 2001 Silverado, and return the questionnaire.

**\*\*PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON SEPTEMBER 15, 2003, COMPLETE THIS SURVEY.\*\***

### About Your Chevrolet Dealership's Service Department

- |                                                                                                                          | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                          | Yes                                 | No                       | Does Not Apply/Not Required         | Don't Know               |                          |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly? .....                                                           | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                          |                          |
|                                                                                                                          | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied     |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### About Your Service Consultant/Advisor

- |                                                                                                                              | Completely Satisfied     | Very Satisfied                      | Satisfied                   | Somewhat Satisfied                  | Not At All Satisfied     |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-----------------------------|-------------------------------------|--------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ..... | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                              | Yes                      | No                                  | Does Not Apply/Not Required | Don't Know                          |                          |
| 6. Were you <u>offered</u> transportation options? .....                                                                     | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/>            |                          |
|                                                                                                                              | Completely Satisfied     | Very Satisfied                      | Satisfied                   | Somewhat Satisfied                  | Not At All Satisfied     |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                        | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                              | Yes                      | No                                  | No Time Promised            |                                     |                          |
| 8. Was your vehicle ready by the original time promised? .....                                                               | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    |                                     |                          |

Please complete other side 

1GCGK29U91Z 28616  
21342264526 00000113566 072075

057 1

CSI 101321

## About Your Service Consultant/Advisor - Continued

- |                                                                                                | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied                |
|------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? .....                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

## About Service Delivery

- |                                                                        | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied                |
|------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with:      |                          |                          |                          |                                     |                                     |
| - The time it took to complete the transaction? .....                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle? .....                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| - The condition in which it was returned? .....                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
|                                                                        | Yes                      | No                       |                          |                                     |                                     |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> |                          |                                     |                                     |

IF NO, why not? (check all that apply)

- ☐ Condition explained - repair not necessary  
☒ Work performed did not correct the problem  
☐ Service Department could not duplicate problem  
☐ Service Department was too busy

- ☐ Parts not available  
☐ I declined repair  
☐ Other (please specify) SEE NOTE  
☐ Don't know

- |                                                                                                                                              | Completely Satisfied                | Very Satisfied                      | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied     |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit?<br><i>OIL &amp; LUBE OK - TAIL GATE PROBLEM NOT FIXED</i> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|                                                                                                                                              | Yes                                 | No                                  |                          |                                     |                          |
| 14. Were you given a copy of the completed repair order/invoice? .....                                                                       | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                          |                                     |                          |
|                                                                                                                                              | Yes                                 | No                                  | Don't Know/ Not Sure     |                                     |                          |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....                  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                                     |                          |

## Summing Up Your Experience

- |                                                                                                | Completely Satisfied     | Very Satisfied                      | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied                |
|------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Stratton Chevrolet? ..... | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
|                                                                                                | Definitely Would         | Probably Would                      | Might/ Might Not         | Probably Not                        | Definitely Not                      |
| 17. Would you recommend this dealership for service? .....                                     | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |
| <i>I'M TELLING EVERYONE TO BUY DODGE FORU &amp; IMPORTS</i>                                    |                          |                                     |                          |                                     |                                     |
| 18. Overall, how satisfied are you with your 2001 Silverado? .....                             | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |

19. Are you ... ☒ Male ☐ Female

20. Your age ... ☐ Under 25 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☒ 55 - 64 ☐ 65 or older

21. May we include your name when providing this survey information to your dealership? ☒ Yes ☐ No

22. Do you have any other comments/recommendations about Stratton Chevrolet?

*I STILL HAVE TAIL GATE SAFETY PROBL.*



BBB AUTO LINE

November 3, 2003

Re:CC1 CHV0356922 :Dotson vs Chevrolet Motor Division 1GCGK29U91Z

Chester, WV

Dear

We would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after a thorough review of the claim you submitted, it has been determined that your claim is ineligible for arbitration because your vehicle exceeds the age requirements set out in the manufacturer's *Program Summary*.

If you have any questions, you may contact me at 800.955.5100.

Sincerely,

Bought  
Oct 12-2002  
BROKE 6-6-03  
FIXED 9-17-03

11-7-03

Omar Quevedo at Extension 515  
CC: Alice Blair

4200 Wilson Blvd., Suite 800, Arlington, VA 22203

Phone: 800.955.5100

Fax: 703.247.9700

THE LEFT REAR TAIL GATE CABLE BROKE ON MY 2001 CHEV SILVERADO - THE TAIL GATE FELL ON MY BUMPER AND BENT BOTH HINGGES ON THE RIGHT SIDE AND SCRATCHED THE TAIL GATE.

THE CABLE IS SEALED IN PLASTIC. THE PLASTIC SEAL LEAKED - THE CABLE WAS RUSTED

330  
537  
3151 THE DEALER AT STRATTON CHEV IN BELOIT, OHIO REPLACED BOTH HINGGES AND BOTH STRAPS BUT THE LEFT STRAP IS THE ONLY ONE HOLDING THE TAIL GATE, THE RIGHT STRAP HAS TOO MUCH SLACK IN IT AND IT IS NOT HOLDING ANY WEIGHT ON THE TAIL GATE,

THE LEFT STRAP IS THE ONE THAT BROKE ALREADY ON ME

THE DEALER SAID HE CALLED SOMEONE AND THEY SAID CHEVROLET IS AWARE OF THE PROBLEM THAT GOES CLEAR BACK TO 1999 TRUCKS. THE GUY SAID NOTHING CAN BE DONE ABOUT THIS PROBLEM - THATS STUPID.

I CAN'T LOAD MY LAWN TRACTOR OR MY FOUR WHEELER AND FEEL SAFE, WHAT GOOD IS A \$30,000 TRUCK IF I CAN'T HAUL ANYTHING IN IT? I BOUGHT A 2500 TO USE, NOT TO LOOK AT,

IF I GET HURT WHEN THE STRAP BREAKS AGAIN YOU WILL BE IN COURT.

THIS WILL BE DOCUMENTED AS A  
KNOWN PROBLEM THAT HAS NOT BEEN  
CORRECTED.

THE DEALER HAD MY TRUCK FOR 3 1/2  
DAYS AND I SPENT 6 HOURS AND \$50 IN  
GAS RUNNING BACK AND FORTH ON THIS  
MESS, ONLY TO STILL HAVE TOO MUCH  
SLACK IN MY RIGHT STRAP ON MY  
TAIL GATE. THIS IS AN ACCIDENT WAITING  
TO HAPPEN. IT NEEDS FIXED AND SOON

I'VE BOUGHT GM VEHICLES ALL MY  
LIFE BUT I BOUGHT MY WIFE A FORD  
EXPEDITION EDIE BAUER AND THIS DEAL MIGHT  
HAVE ME LOOKING AT SOMETHING ELSE  
THAT IS DEPENDABLE AND SAFE.

14,000<sup>MILES</sup> ON MY TRUCK AND I CAN'T  
BE SAFE WHEN I'M USING IT, THAT'S  
SAD AND UNCALLED FOR IN THIS DAY AND  
AGE AND PRICE OF THIS VEHICLE.

PLEASE FIX MY TRUCK. WHEN IT BREAKS  
AGAIN IT PROBABLY WON'T BE UNDER WARRANTY  
AND I KNOW YOU DON'T CARE ABOUT THAT  
EITHER. NOT A VERY HAPPY CHEV OWNER (FOR AXI)  
COMPETITION IS OUT THERE. DO YOU WONDER WHY  
PEOPLE SWITCH WITH THIS GOING ON?

1GCGK29U91Z [REDACTED]  
SELLING DEALER 28616

[REDACTED]  
[REDACTED]  
CHESTER WVA  
[REDACTED]

9-30-03

I SENT MY COMPLAINT LETTER TO  
GENERAL MOTORS  
DETROIT MI

SHANA CREWS CALLED ME 10-3-03 AND  
SAID GENERAL MOTORS COULD DO NOTHING  
ELSE TO SOLVE MY PROBLEM

10-22-03

STRATTON CHEVROLET SAID - NOTHING ELSE COULD BE DONE TO FIX MY TAILGATE. NEW CABLES AND HINGES INSTALLED, STRATTON DOESN'T HAVE A BODY SHOP ON SITE,

THE LEFT STRAP THAT BROKE HAD A PLASTIC SEAL ON IT THAT LEAKED AND THE STRAP RUSTED AND BROKE,

MY TRUCK WAS AT STRATTON SEPTEMBER 15-18-19-20. ON SEPTEMBER 22, 2003 I CALLED THEM AND THEY SAID THEY CALLED THE MANUFACTURE AND THEY TOLD STRATTON SERVICE MANAGER NOTHING ELSE WOULD BE DONE TO FIX MY TAILGATE,

10-27-03

ALICE BLAIR

1800 231 9841

#9

589-13

GENERAL BUSINESS RESOURCE CENTER  
MOTORS

11-24-03

THE PEOPLE AT STRATTON CHEV  
DO A GOOD JOB ON WHAT THEY CAN FIX,  
AS YOU SEE I FILED A COMPLAINT  
WITH GENERAL MOTORS AND THE BBB,

GENERAL MOTORS TOLD ME - SORRY  
ABOUT YOUR LUCK AND THE BBB TOLD  
ME I WAITED TO LONG TO FILE THE  
COMPLAINT BECAUSE MY TRUCK IS OUT OF  
WARRANTY NOW. IT WAS NOT OUT OF  
WARRANTY WHEN MY TAIL GATE BROKE  
AND IT WAS NOT OUT OF WARRANTY  
WHEN ATTEMPTED REPAIRS WERE MADE,

NOW I HAVE A \$35,000 TRUCK  
WITH ONLY 18,000 MILES THAT IS  
UNSAFE AND NO ONE CARES,

ONLY 1 STRAP IS HOLDING UP MY  
TAIL GATE - THE RIGHT STRAP IS TOO LOOSE  
AND IS NOT HOLDING ANY ~~WEIGHT~~ <sup>WEIGHT</sup> AT ALL.  
THIS IS UNSAFE AND MUST BE FIXED  
NOW.



## Customer Claim Form

Case Number : CHV0356922

Contact Date : 10/22/03

Start Date :

Have you contacted the mfr regarding your claim.? ☒ YES ☐ NO

### Customer Name Address

CHESTER, WV

Day Phone :

Fax Number:

Customer Contact Info:

Evening Phone:

E-mail address :

### Vehicle Information

Name(s) that appear on vehicle title: Mike Dotson

Is Vehicle titled to a business: no

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business : 0

Make: Chevrolet

Model: Pickup

Model Year: 2001 , Current Mileage: 14838

Vehicle Identification Number: 1GCGK29U91Z

Servicing Dealer/City/State : STRATTON CHEVROLET CO,

Selling Dealer/City/State : STRATTON CHEVROLET CO, BELOIT, OH

Insurance Carrier : STATE FARM Policy Number:

Has vehicle been in an accident/had body damage? Yes \_\_\_ No \_\_\_ X Date of accident:

Description of Damage :

### Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 10/09/00 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As : New

Leased As :

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name:

Leasing Company's Name:

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone: ( ) -

Phone:

Lienholder Acct #:

Leasing Company's Acct #:

### Resolution Sought

Consumer wants the vehicle repaired correctly.

Signature of Owner(s):

Date 10-27-03

I am authorizing any lienholder/lessor to disclose to the BBB AUTO LINE program all information relating to the financing or lease of the vehicle named on this Customer Claim Form.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

4-19-04

TO WHOM EVER

I TALKED TO A SHANA CREWS  
AROUND 10-3-03 ABOUT MY LEFT TAIL GATE  
STRAP THAT BROKE AND SHE SAID YOUR  
COMPANY WAS NOT AWARE OF ANY PROBLEM,  
THAT NO ONE HAD ANY COMPLAINTS.

ISN'T THAT SOME THING- NOW WE HAVE  
A TOTAL RECALL 2000-2004,

I DON'T LIKE BEING LIED TO. WHAT A  
JOKE THIS HAS BEEN.

REPLACED CABLES WILL JUST BE FINE -  
BUT MY RIGHT SIDE STRAP DOESN'T EVEN HELP  
HOLD UP THE TAIL GATE. IT HAS SO MUCH  
SLACK IN IT THAT IT IS USELESS. WHO IS  
GOING TO FIX THE PROBLEM. I'VE BEEN  
COMPLAINING ABOUT FOR 7 MONTHS?

IT IS REALLY GREAT YOU ARE NOW SO  
CONCERNED ABOUT MY SAFETY. WHEN I WROTE  
7 MONTHS AGO NO ONE CARED,

THE BETTER BUSINESS BUREAU WOULDN'T HANDLE  
MY PROBLEM BECAUSE MY WARRANTY WAS OUT  
10 DAYS. SOMEONE COULD HAVE BEEN KILLED  
OR SERIOUSLY INJURED BECAUSE OF THIS TOTAL  
MESS. JUST BECAUSE NO ONE CARED, THAT  
SEEMS TO BE THE EASY WAY OUT FOR A  
LOT OF YOU PEOPLE. THE LITTLE GUY - ME -  
STILL KNOWS WHAT IS GOING ON. WE ARE  
NOT STUPID.

YOU PEOPLE ARE VERY LUCKY NO ONE

IS SUING YOU. I GUESS THAT IS WHAT  
IT TAKES TO GET SOMEONE AT THAT BIG  
COMPANY JOB TO DO WHAT IS RIGHT IN  
THIS DAY WE LIVE.

I TRULY FELL SORRY FOR PEOPLE THAT  
TREAT THE CUSTOMER IN SUCH AN UNCARING  
MANNER.

I HOPE YOU PEOPLE LEARNED SOMETHING  
IN THIS - BUT I DOUBT IT. YOU ARE JUST  
UPSET YOU GOT CAUGHT, NOT ME - I COULDN'T  
BE HAPPIER RIGHT NOW - WHAT GOES AROUND  
COMES AROUND - YOU REAP WHAT YOU SOW.

I'M SO GLAD NO ONE GOT HURT BECAUSE  
OF YOUR LACK OF CONCERN OR STUPIDITY.

DON'T FORGET, I'LL BE WATCHING YOU,  
MY TRUCK STILL ISN'T FIXED RIGHT AND  
IT IS YOUR RESPONSIBILITY. FIX IT NOW!

CHESTER W D

## Customer Claim Form

**Customer Name:**

**Case Number:** CHV0356922

[illegible]

(Please indicate whether each problem is current)

MAY 5 866 952 4368 EXT 57347

# 1-214 010 246 MICKEYA DAVIS

815-5pm

VOICE MAIL 4-5-04 945AM

VOICE MAIL 100 PM

MAY 6 MICETA DAVIS CALLED- GO GET  
CABLES ON - WHAT IS THE PROBLEM?

MAY 14 MICETA DAVIS LEFT ME MESSAGE ABOUT

MAY 17 CALL 5-3535 MOUNTAIN CHEL NO OK NO

BODY SHOP

MAY 19 800 482 3331 COLUMBIANT CHEL AARON

~~1-214 010 246~~ PARTS NOT IN TILL JULY

MAY 19 CALL MICETA DAVIS AGAIN VOICE MAIL

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