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Added

10122227 5-31-05

Dear Sirs @ General Motors,

Hello. My name is [REDACTED] I own a 1981 Chevy Cheyenne C-10 pickup 1/2 ton, automatic. My vehicle is 24 years old. It is not an antique yet.

General Motors cant supply parts for my vehicle because "No longer available" It is not antique.

A Chevrolet dealer, Kendall Chev. of Eugene, OR made my vehicle unsafe because they had to use a different vehicles parts, because mine are "No longer Available"

I now have 450°F exhaust gases passing thru rubber hoses in my engine compartment. The dealership replaced my C-10 p/u exhaust manifold with a "Caprice" exhaust manifold.

I have expressed my safety concerns to both Kendall Chevrolet and Gen. Motors (Pablo Cabecubo) to no avail. I gave the Chevy dealer an option, aircraft or jet engine ductwork rated for high temp could be appropriate.

As far as I know, Gen Motors has not recalled Caprice exhaust manifolds. Would you feel safe knowing you can be exposed to Carbon Monoxide at any time because improper parts were used? The reason improper parts were used is because Gen. Motors was not able to supply "in use" vehicles parts.

I suppose I will have to contact Boeing or Lockheed or another aircraft manufacturer to try and obtain safe ductwork because Gen. Motors cant supply them.

For these reasons I am disputing the charges to my GM card. If my vehicle were antique, then GM would have the right to say no longer available. Its not an antique yet so GM is obligated to supply parts, Not the dealership.

My service request # is [REDACTED] a Kelly Kaiser, w/ GM @ 1-800-962-2868. Her supervisor Pablo Cabecubo told me not to call anymore to try and resolve this issue, that my disagreement is with the dealership. Complaint # 10122227

I have ^{also} registered a complaint with Fed. Consumer Vehicle Safety Hotline 1-800-424-9393. On line my complaint is @ www.NHTSA.DOT.GOV

OS (Dept of Trans) office of Defects Investigations
I have also called my local Better Business Bureau.

Please credit back my GM card
5466 4100 2129 7954 \$3,000.00

Thank You [REDACTED]

page 4 of 4 pages

Paul Skillern the owner of Kendall
Chev. Eugene OR his phone #
541-335-4001
541-335-4000

I left him many messages, and then
when I finally did get him on the
phone he didn't have time to talk to
me.

Duanne Farnham the gen. mgr.
of Kendall Chev
541-335 4814

I left messages with major
concerns and offered options to
them that they want consider.
I hope this gets their attention.

At this point, even I don't want
to do business at their dealership
because of the deception, and
rudeness I've received.

signed [REDACTED]

C:C: [REDACTED]



COMPLAINT #
10/22227

KENDALL

AUTOMOTIVE GROUP INC.

- ☐ Kendall Ford
- ☐ Kendall Acura / Honda
- ☐ Kendall Auto Center
- ☐ Kendall Hyundai
- ☐ Kendall Springfield

- ☒ Kendall Chevrolet
- ☐ Kendall Toyota
- ☐ Kendall Subaru
- ☐ Kendall Lexus

60135608

AGREEMENT AND ACKNOWLEDGEMENT OF GOOD WILL SERVICE

ACKNOWLEDGEMENT, made this 13 day of APRIL, year 05.

by [REDACTED] ("Owner"),

concerning certain herein-described repairs (the "repairs") made by Kendall Chev. ("Dealer") to Owner's

herein-described vehicle (the "vehicle").

MAKE	MODEL	YEAR	VIN NO.
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Owner hereby acknowledges, agrees, and represents the following: (1) The repairs to the vehicle are performed by Dealer as a voluntary, gratuitous, and good will service and not as a result of any express or implied contractual obligation or liability. (2) All express and implied warranties pertaining to the vehicle which have been heretofore disclaimed in any manner whatsoever by Dealer remain unchanged by Dealer's performance of the repairs. (3) Dealer's performance of the repairs shall not constitute or be deemed to be a course of performance or any waiver of Dealer's disclaimer of any express or implied warranties pertaining to the vehicle. (4) Dealer's performance of the repairs in no way obligates Dealer to perform any subsequent repairs to the vehicle.

General Description of Repairs:

Check Compression
one turn global adj.
A-1 Radiator Service
42.96 discount

X [REDACTED]
OWNER'S SIGNATURE

KENDALL

AUTOMOTIVE GROUP INC.

- ☐ Kendall Ford
- ☐ Kendall Acura / Honda
- ☐ Kendall Auto Center
- ☐ Kendall Hyundai
- ☐ Kendall Springfield

- ☒ Kendall Chevrolet
- ☐ Kendall Toyota
- ☐ Kendall Subaru
- ☐ Kendall Lexus

AGREEMENT AND ACKNOWLEDGEMENT OF GOOD WILL SERVICE

ACKNOWLEDGEMENT, made this 26th day of MAY, year 05

by [REDACTED] ("Owner"),

concerning certain herein-described repairs (the "repairs") made by

Kendall Chevrolet

("Dealer") to Owner's

herein-described vehicle (the "vehicle").

Chevrolet P/U 1981 16CDE14FEBZ 113 724
MAKE MODEL YEAR VIN NO.

Owner hereby acknowledges, agrees, and represents the following: (1) The repairs to the vehicle are performed by Dealer as a voluntary, gratuitous, and good will service and not as a result of any express or implied contractual obligation or liability. (2) All express and implied warranties pertaining to the vehicle which have been heretofore disclaimed in any manner whatsoever by Dealer remain unchanged by Dealer's performance of the repairs. (3) Dealer's performance of the repairs shall not constitute or be deemed to be a course of performance or any waiver of Dealer's disclaimer of any express or implied warranties pertaining to the vehicle. (4) Dealer's performance of the repairs in no way obligates Dealer to perform any subsequent repairs to the vehicle.

General Description of Repairs:

Repair Small Exhaust Leak in Front of Cat Converter
Tighten Oil Dip Stick Tube
Installed small clamp to reduce motion
of heat riser tube

[REDACTED]
OWNER'S SIGNATURE

Revised and Revised (1/1/00) (1/1/00)

[REDACTED]
AUTHORIZED SIGNATURE

KENDALL

AUTOMOTIVE GROUP INC.

- | | |
|--|---|
| ☐ Kendall Ford | ☒ Kendall Chevrolet |
| ☐ Kendall Acura / Honda | ☐ Kendall Toyota |
| ☐ Kendall Auto Center | ☐ Kendall Subaru |
| ☐ Kendall Hyundai | ☐ Kendall Lexus |
| ☐ Kendall Springfield | |

AGREEMENT AND ACKNOWLEDGEMENT OF GOOD WILL SERVICE

ACKNOWLEDGEMENT, made this 2 day of May, year 2005.

by [REDACTED] (Owner),

concerning certain herein-described repairs (the "repairs") made by Kendall Chevrolet (Dealer) to Owner's

herein-described vehicle (the "vehicle").

<u>81</u>	<u>Cher</u>		
MAKE	MODEL	YEAR	VIN NO.

Owner hereby acknowledges, agrees, and represents the following: (1) The repairs to the vehicle are performed by Dealer as a voluntary, gratuitous, and good will service and not as a result of any express or implied contractual obligation or liability. (2) All express and implied warranties pertaining to the vehicle which have been heretofore disclaimed in any manner whatsoever by Dealer remain unchanged by Dealer's performance of the repairs. (3) Dealer's performance of the repairs shall not constitute or be deemed to be a course of performance or any waiver of Dealer's disclaimer of any express or implied warranties pertaining to the vehicle. (4) Dealer's performance of the repairs in no way obligates Dealer to perform any subsequent repairs to the vehicle.

General Description of Repairs:

Engine Limitation

619796

[REDACTED]
OWNER'S SIGNATURE

[REDACTED]
AUTHORIZED SIGNATURE

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).