

September 7, 2005

2005 SEP 15 AM 9:03

General Motors Corporation
Customer Assistance Center
P.O. Box 33136
Detroit, MI 48232-5136

*Q28 to
10/30/2007*

Re: Service Request [REDACTED]
Attn: Tolana Mathis - Customer Relationship Manager

Dear Miss Mathis:

Please refer to my letter of July 6, 2005 and to your response of July 22.

Apparently, there has been a breakdown in communications regarding this matter which has left us somewhat perplexed. In an attempt to clarify the issue for us, following is a chronological listing of events, as we know them:

July 6 - My letter to Customer Assistance Center and NHSTA

July 18 - We received a call from CAC, by a gentleman whose name I failed to keep, with these comments:

- a. Receipt of my letter of 7/06/05 was acknowledged
- b. Tolana Mathis has been assigned as Manager
- c. Her phone number is 866-952-4368
- d. Her extension number is 58963
- e. File No [REDACTED] has been assigned
- f. VIN of the vehicle is requested
- g. Current mileage on the vehicle is requested

July 19 - I called the Tolana Mathis extension and left the current mileage as 5646 and VIN GM2G4WC53255 [REDACTED] GM on her answering machine, as she was apparently out of the office

July 21 - Tolana Mathis called to acknowledge that she is assigned to the issue, that the data transmitted on July 19 had been received and that the matter had been referred to the proper department

July 27 - Mrs. Griffin and the writer departed Arkansas for a trip to North Carolina, Virginia, Maryland and Tennessee, during which time all mail was being held at the Post Office

August 19 - We returned from our trip late in the evening

August 20 - Picked up all Held mail at the Post Office, among which was a letter from GMC dated July 22, 2005.

*Gene marie
9/29/05*

Imagine our surprise upon reading your opening paragraph, as follows:

"We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Buick LaCrosse. 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 truth, we have never been informed of any decision GMC or you have made in this matter and have never received any explanation of your or the GMC point of view.

It appears, in our view, that something is missing and that an adequate response should be forthcoming.

We would appreciate your attention to this matter. Your response may still be sent to me at:

[REDACTED]
Hot Springs Village
AR [REDACTED]

We note that since my first letter to GMC, the offending chrome strip across the middle of the dashboard has been concealed from the sun by a strip of black electrical tape. This is effective but not particularly attractive. We also note for your information that the current mileage is 9192.

Further, although we have received no response from NHTSA to our letter of July 9, we are forwarding a copy of this letter to them for their information.

Sincerely,

cc: NHTSA, U.S.DOT
Washington, D.C. 20590

[REDACTED]