

10172224

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2006 OCT 17 PM 3:10

Biloki M.S.
Sept 25th 2006

TO WHOM IT MAY CONCERN:

I OWN A 2003 CHEV VENTURA VAN
VIN # 1GN0X03E13 [REDACTED]

THIS VEHICLE IS EQUIPED WITH A 25 GALLON
PLASTIC GASOLINE TANK. (WITH NO PROTECTION
FROM ROAD HAZZARDS, (SUCH AS A METAL SKID PLATE
OR OTHER FORM OF PROTECTION)

IN A ROUTINE SAFETY INSPECTION IT
WAS POINTED OUT THE FRONT OF THE TANK HAD
SUFFERED DAMAGE DUE TO UNPROTECTED AREA.

THIS IMMEDIATELY BECAME OF GREAT CONCERN
TO ME AS FOR THE SAFETY OF MYSELF AND
FAMILY!

I HAVE BEEN BRUSHED OFF AND STONE
WALLED BY GM. THIS MAY BE THE FIRST
OF SUCH A COMPLAINT, BUT I BELIEVE IT
MERITS LOOKING INTO. (DONT WAIT FOR
AN INJURY OR DEATH TO OCCUR!)
ENCLOSED ARE PHOTO'S AND COPIES OF
CORRESPONDENCE I HAVE SENT TO DATE.
NO WRITTEN REPLY OR ASSURANCES OF
MY SAFETY RECEIVED AS YET!

Anna Maria
10/16/06

[REDACTED]
[REDACTED]
[REDACTED]
Biloki M.S.

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P.S. ANY HELP WILL BE APPRECIATED
MY VEHICLE IS AVAILABLE FOR
INSPECTION. PLEASE REPLY IN WRITING
IF AT ALL POSSIBLE AS I HAVE A HARD
TIME UNDERSTANDING WHAT IS SAID ON
THE PHONE

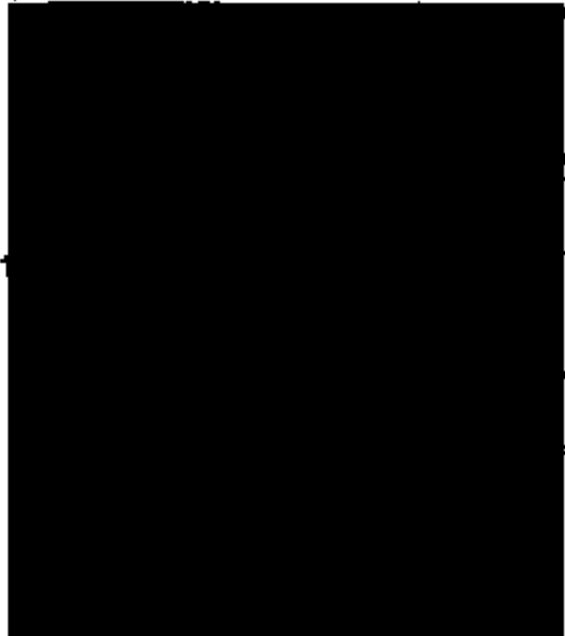


Biloxi, MS

Biloxi, MS

PHOTO'S, CORRESPONDENCE ENCLOSED.

cc. BBB. auto line council.
cc Chev assistance center
cc NHTSA.



LETTER TO GM
9/15/06

Stamp: Clerk

All sales final on stamps and postage.
Refunds for guaranteed services only.
Thank you for your business.
Customer Copy

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NOTICE: We collect personal information on this site.
To learn more about how we use your information, see our Privacy Policy

Gentlemen ??

Sept 15 2006.
Bellevue M.S.

I am enclosing a copy of the fax message I sent you on August 30th 2006 regarding the gas tank being in location prone to rupture by any object in the road way. This could result in my injury or death by fire or explosion in the front of the gas tanks please look into this matter before I burn BURN up and family gets sick from law suit against general motors.

I await your Reply.

Enclosed fax copies

C.C. ... N-H-T.S.A. U.S. Dept transportation

hp LaserJet 3030



PALM ISCE
2283886587
Aug-30-2006 7:52AM

Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
618	8/30/2006	7:50:59AM	Send	18669622868	0:54	1	OK

FAX TO GENERAL MOTOR'S ASSISTANCE 187

FAX # (866) 962-2868

FROM [REDACTED] PHONE [REDACTED]

SUBJECT SAFETY HAZZARD. [REDACTED]

PLEASE BE ADVISED I HAVE A 2003 CHEV
 VENTURA VAD (EXTENDED) WITH A 25 GALLON
 GAS TANK. THIS TANK HAS A METAL SHIELD
 FROM THE REAR TO WITHIN APPROX 24 INCHES
 FROM THE FRONT. THIS FRONT AREA IS
 UNPROTECTED AND COULD RUPTURE WHICH WOULD
 RUIN ME UP BEFORE I COULD GET OUT
 I BOUGHT THIS TO THE ATTENTION OF JASON
 THE SERVICE MANAGER OF (REDACTED) HOOB
 CHEV IN BILOXI MS. (228) 388-8006 HE AGREED
 IT IS UNSAFE BUT WAS LIKE THAT FROM
 THE FACTORY. THIS PROBLEM NEEDS TO
 BE ADDRESSED AND CORRECTED (AT ONCE)
 PLEASE ADVISE TO BELOW ADDRESS.

[REDACTED]
[REDACTED]
BILOXI MS. [REDACTED]

hp LaserJet 3030



PALM ISLE
2283886587
Oct-11-2006 8:12AM

Fax Call Report

Job	Date	Time	Type	Identification	Duration	Pages	Result
76	10/11/2006	8:10:32AM	Send	17032479700	1:42	3	OK

CONF. ☺

DATE 10/11/2006

FAX TO [REDACTED] B.B.B.

EXT. LINE

FROM [REDACTED]

I AM FAXING THE INFORMATION
YOU REQUESTED THANK YOU FOR
YOUR CONSIDERATION

[REDACTED]

[REDACTED] BILLY M.S. [REDACTED]

①

Customer Claim Form

Contact Date: 09/29/06

Start Date:

Case Number: CHV0663642

Have you contacted the mfr regarding your claim? YES NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? YES NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name & Address

BILOXI, MS

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

E-mail Address: _____

Customer Contact Info: _____

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Tom Fields

Vehicle Use: Personal Business Both Percentage of time vehicle used for business purposes: _____

Transmission Type: _____ Number of vehicles owned or leased by the business: _____

Make: Chevrolet Model: Venture MPV Model Year: 2003 Current Mileage: 10800 mi

Vehicle Identification Number: 1GNDX03E _____

Servicing Dealer/City/State: UNKNOWN, PRISTO, _____

Selling Dealer/City/State: Biloxi, MS

Insurance Carrier: _____ Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No Date of accident: _____

Description of Damage: ~~AB~~ DAMAGE SLIGHT BOTTOM FRONT OF GAS TANK

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

Purchase Date: 8-16-03 Mileage at purchase: 109,444 Lease Date: 01/01/03 Mileage at lease: 0

Purchased As: New Used Demo Leased As: New Used Demo

Is the vehicle in your possession? YES Is the vehicle in your possession? yes

Lienholder's Name: SELF Leasing Company's Name: _____

Address: _____ Address: _____

City/St/Zip: _____ City/St/Zip: _____

Phone: _____ Phone: () - _____

Lienholder Acct #: _____ Leasing Company's Acct #: _____

Customer's Desired Outcome (Describe what you want done to resolve your concern)

Customer wants the problem corrected. OR ADVISED VEHICLE IS SAFE TO DRIVE

(IN WRITING)

Signature of Titled Owner(s): _____ Date: _____

I am submitting this dispute for resolution under the BBB AUTO LINE Arbitration Rules. _____ and I agree to arbitrate the dispute under BBB AUTO

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

