



U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
 1-888-NASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

03 JAN 19 AM 11
 03-JAN-2007

Repository

Reference No.
 10177663

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: PASEDNA State: TX Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
 Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
 Signature of Owner: [REDACTED] Date: 1/25/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNDM19W9V8 [REDACTED]
 Make: CHEVROLET Model: ASTRO Model Year: 2000

Date Purchased: 11-DEC-02 Dealer's Name and Telephone Number: LES MARKS CHEVROLET Engine: No: Cylinders 6 Fuel Type: Gas
 Original Owner: Dealer's City: LAPORT State: TX Zip Code: 77572

Transmission Type: AUTOMATIC Antilock Brakes Cruise Control
 Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 170000 LATCHES/LOCKS/LINKAGES
 Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 18-OCT-2006 Failure Mileage: 57096 Failure Speed: brakes fail on uneven pavement under 25mph attached

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
 DOT No. (Example: DOTM19ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No
 Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* - THE CONTACT STATED THAT 2000 CHEVROLET ASTRO LS' LOCKS FAILED, NOT ALLOWING HER TO GAIN ENTRANCE TO THE VEHICLE ON OCTOBER 18, 2006. THE FAILURE WAS DUE TO THE DOOR LOCK ACTUATOR MELTING. THE CONTACT STATED THAT THE VEHICLE WAS TOWED TO EAGLE AUTOMOTIVE. THE MECHANIC REPLACED THE ACTUATOR, BUT REMOVED THE RELAY BECAUSE THE CIRCUIT WAS CONTINUOUSLY CLOSED. THE MECHANIC SAID THAT IF THEY DIDN'T REMOVE THE RELAY IT WOULD MELT THE ACTUATOR AGAIN. THE CONTACT STATED THAT SHE BELIEVED THE FAILURE WILL REOCCUR. THE CONTACT STATED THAT SHE WENT TO MONUMENT CHEVROLET AND ASKED FOR A PRINT OUT OF THE MAINTENANCE REPAIRS. THE CONTACT FOUND THAT THIS VEHICLE HAS BEEN REPAIRED ON APRIL 3, 2001 FOR BACK DOOR LOCKS AND AGAIN ON FEBRUARY 14, 2002 FOR THE SLIDING DOOR. THE ACTUATOR ASSEMBLY ON THE RIGHT WAS ALSO REPLACED ON THE DRIVER DOOR. THE CONTACT STATED THAT THE DRIVER DOOR AND THE SLIDING DOOR WERE THE ONLY DOORS ON THE VEHICLE THAT HAD FUNCTIONING LOCKS. THE CONTACT STATED THAT ALL OF THE OTHER DOOR LOCK HANDLES WERE STUCK AND COULDN'T BE PULLED TO LOCK OR UNLOCK THE DOORS. SHE HAS TRIED TO GET RESOLUTION FROM THE MANUFACTURER, AND THEY SAID THAT BECAUSE IT WAS NOT TOWED TO A DEALERSHIP THEY WOULD NOT REIMBURSE HER FOR ANY REPAIRS. THE MANUFACTURE WAS GIVEN A FILE #1-438966317. THE CONTACT ALSO SENT PICTURES TO THE MANUFACTURER OF THE BURNT OUT ACTUATORS AND WITH A CERTIFIED

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Ntnl. Hwy. Traffic Safety Admin.

Nat. Hwy. Traffic Safety Admin.

400 Seventh St., S.W.

Washington, D.C. 20590

To whom it may concern:

Enclosed is a photo of a door lock actuator that has melted. In fact, they all melted at the same time. I have electric locks, and it required being towed to a mechanic because I could get back into the van. After the actuator was replaced, the relay had to be removed due to the fact the actuator was still going crazy, and the new actuator would have done the same. Chevrolet will not acknowledge the serious threat it poses to the safety of consumers. God forbid one had been in the vehicle and it caught on fire.

Please take note of the fact the bumper to bumper warranty expired July 22, 2003: the extended

warranty I purchased at the time I purphased the van expired December 11, 2006.

I own a Chevrolet 2000 Astro Van that I have addressed Chevrolet with serious issues, Chevy has treated with disregard. My first issue was the brakes fail on uneven pavement 25 MPH, or less. I took it to Les Mark Chevrolet, they stated they could not reproduce the failure, I was told by a Chevrolet customer service representative, at the 800 number, "they were designed to do so". Again, Chevrolet was nonresponsive on the melting of the door lock actuators. Chevrolet did not respond to my letter they, received November 2, 2006, until December 20, 2006. Their mechanics from several Chevrolet dealerships have state they replace actuators all the time. One had just finished doing so on a two year old Tahoe, he stated. The woman I spoke with,

Ntnl. Hwy. Traffic Safety Admin.

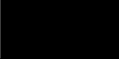
connected me to Aswad, on the 800 line, who told me that because I had not taken my van to the dealership they would not honor it under warranty. At this point I told him they were finding excuses not to deal with the problem.

When I spoke to customer service representative, Aswad at the 800 number, he stated he would schedule a call to the Shop Supervisor, but it was difficult during the holidays. Then he said he would see if they would absorb some of the cost, since my extended warranty had expired.

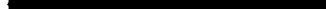
I was told by a Chevrolet customer service representative that legally they could deny the service records due to the privacy rights of the first owner. Therefore, all I have is limited proof of previous, yet a continuous problem. Please help in resolving this issue of safety, I am paying full coverage insurance and making payments on a van I don't even want to be in.

Sincerely,



Pasadena, TX 



e-mail: 



Notice to Manufacturer

October, 24, 2006

Attn.: current CEO of GMC

Chevrolet

P, O. Box 33170

Detroit, MI 48232-5170

1-800-222-1020

To whom it may concern,

I purchased a 2000 Chevy Astro from Les Marks Chevrolet on December 11, 2002. VIN 1GNDM19W9YB [REDACTED]. At the time of inspection on the lot. I asked the salesman about the rust on the seat bolts in the floorboard. he stated because we live in this climate and high humidity, it is common. At that time, a CARFAX was run. The CARFAX stated my vehicle was clear of Flood Title, as well as Salvage/Junk Title.

On March 13, 2003, I took my van in for service on my brakes when they failed. I was told there was nothing wrong. I pursued resolution with Chevrolet. The woman I spoke to informed me the brakes were designed to fail on uneven pavement under 25 MPH. I stated I wanted her statement on corporate letterhead, preferably the legal department, she refused.

On April 29, 2003 I had to take my van in for the transmission. At first, one of the service personnel told me there was nothing wrong. I refused the answer, insisted they take the time to look at it. The torque convertor was burnt.

Notice to Manufacturer

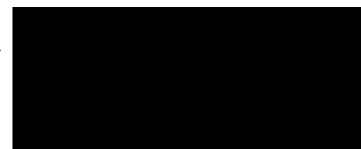
As of October 17, 2006, when I was locked out of my van, the cause being my door lock actuators melted, I had my van towed to a shop that replaced the part, then had to remove the relay because it was going crazy, so it would not burn out the part he had just installed. I brought my vehicle home, only to hear, yet, another relay burn out. I began to ask questions. When I called Chevrolet dealerships, their response was, "they wear out". These parts did not wear out, they burnt up and melted due to an electrical short. God forbid I had been locked into my vehicle and it caught fire.

I had a print out of the maintenance history of my vehicle to find this problem existed when it was still under manufacturer warranty, as well as covered by the Lemon Law. I am questioning why the problem was masked, not resolved. The validity of the CARFAX is also in question.

I went to Alliance Chevrolet, formerly Champion Chevrolet, for a print out, as well as Monument Chevrolet. I called Bill Herd Chevrolet, and spoke to a service representative, named Jason who refused to give me the maintenance record telling me, "it is illegal, and there is no record of the vehicle in their inventory". His final statement to me, "Chevy will not help you with a vehicle that old, and over 100,000 miles."

There needs to be a resolution to this issue. The vehicle is at the end of my driveway for fear it may catch fire. I am afraid to drive it, much less put gas in it.

Sincerely,



Letter to TX DOT

October 30, 2006

Texas Department of Transportation
Motor Vehicle Division
Consumer Affairs Section
P. O. Box 13044
Austin, TX 78711-3044

To whom it may concern,

I purchased a 2000 Chevy Astro in December of 2002. I have addressed the dealership several times pertaining to various issues that arose with this vehicle. In October something caused all my door lock actuators to fail, resulting in me being locked out of my vehicle. The assembly actually melted. I'm inclined to believe issues existed with the prior owner. I attempted to retrieve the notes as to why all the work was done. One dealership stated I needed to direct myself to Bill Heard Chevrolet, in Sugar Land, TX. I was denied. The Service Representative, Jason, at Bill Heard who stated, "it was illegal for him to disclose any information". He then stated, "my vehicle is six years old, assumed it had exceeded 100,000 miles, and Chevy will not do anything to help me". (During our conversation, he asked what my odometer read, I stated I was not certain.) All I am asking for are the notes the dealership made at the time it was serviced. The response I had been given seemed deceptive, which led me to call another Chevy dealership. Their service department speculated collision. When I asked if it had possibly flooded, she declined any other information.

I am in need of your assistance with this nightmare. I have enclosed all the supporting documentation I was able to collect. I am asking that if there is substancial cost, and/or extensive damage as a result of this, that my vehicle be replaced, not repaired.

Letter to TX DOT

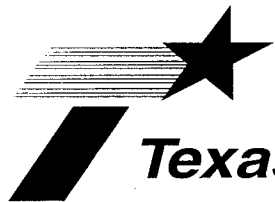
I am asking if this claim be covered under Texas Lemon Law, that Chevrolet absorb the cost. Thank you.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Pasadena, TX

A small black rectangular redaction box covering the address.A large black rectangular redaction box covering the address.



Texas Department of Transportation

MOTOR VEHICLE DIVISION ! CONSUMER AFFAIRS SECTION ! P.O. BOX 2293 ! AUSTIN, TEXAS 78768
(512) 416-4800 ! LEMON LAW INFORMATION (800) 622-8682 ! FAX (512) 416-4850

November 15, 2006

[REDACTED]
Pasadena, Texas [REDACTED]

RE: DOCKET NO. 07-0150 CAF

Dear [REDACTED]

This is with reference to your recent complaint involving problems you have experienced with your motor vehicle or towable recreational vehicle.

In reviewing your correspondence, it does not appear that you have alleged that there is a current defect in the vehicle that is covered by the original manufacturer's warranty. Since your complaint does not allege a warranty violation, the Motor Vehicle Division has no jurisdiction under the Texas Motor Vehicle Commission Code. Due to this fact, we are unable to pursue your complaint under the Texas Lemon Law. You may want to contact a private attorney to explore other legal rights you may have.

If you have any questions about the above information, please write to the above address or call (512) 416-4868.

Sincerely,

Robert Shrawder

Robert Shrawder
Case Advisor

RS:jc

Les Marks Chevrolet Mazda
La Porte, TX 77571

**CARFAX
CERTIFIED CAR™**



www.carfax.com

Print CARFAX Report

CARFAX Vehicle History Report Summary



GOOD NEWS! CARFAX search results confirm this 2000 CHEVROLET ASTRO VAN (1GNDM19W9YB [REDACTED]) qualifies for the **FREE \$5,000 CARFAX Clean Title History Guarantee**. By ordering this CARFAX Report, you have significantly reduced your risk of purchasing a vehicle with a costly hidden problem.

SECTION:	SECTION RESULTS:
1 Vehicle Specifications	1GNDM19W9YB [REDACTED] 2000 CHEVROLET ASTRO VAN
2 Title Check	Clean Title History Guaranteed
3 Odometer Rollback Check	No Odometer Rollback Detected
4 Problem Check	No Problems Found
5 Registration Check	Checked 7 types of vehicle registration
6 Vehicle History Details	4 Total Vehicle History Records Found

NOTE: This vehicle has not been inspected by CARFAX and it may have problems that have not been reported to CARFAX. CARFAX recommends a vehicle inspection by a professional mechanic.

How did CARFAX analyze this vehicle's history?

1 Vehicle Specifications

[INFO](#) | [TIP](#)

VIN: 1GNDM19W9YB [REDACTED]
Year/Make/Model: 2000 CHEVROLET ASTRO VAN

Body Style: EXTENDED SPORT VAN
 Engine: 4.3L V6 CPI OHV 12V
 Fuel: GASOLINE
 Driveline: REAR WHEEL DRIVE
 Carburetion: FUEL INJECTED
 Cylinders: 6
 Manufactured in: UNITED STATES

2 Title Check

[INFO](#) | [TIP](#)



GOOD NEWS! CARFAX search results confirm this 2000 CHEVROLET ASTRO VAN (1GNDM19W9YB [REDACTED]) qualifies for the CARFAX **FREE \$5,000 Clean Title History Guarantee.**

CARFAX analyzed this vehicle's title history to determine if any title documents were designated or marked with the following problems:

Problem Titles Checked:

Results:

Salvage/Junk

Checked - No Salvage/Junk Title Found

Rebuilt/Reconstructed

Checked - No Rebuilt/Reconstructed Title Found

Flood Damage

Checked - No Flood Damage Title Found

Damage Disclosure

Checked - No Damage Disclosure Found

Manufacturer Buyback (LEMON)

Checked - No Manufacturer Buyback Found

Exceeds Mechanical Limits (EML)

Checked - No EML Found

Not Actual Mileage (NAM)

Checked - No NAM Found

NOTE: Click [here](#) for a complete CARFAX Glossary.

3 Odometer Rollback Check

[INFO](#) | [TIP](#)



GOOD NEWS! CARFAX search results on this 2000 CHEVROLET ASTRO VAN (1GNDM19W9YB [REDACTED]) did not uncover a potential odometer rollback. CARFAX analyzed this vehicle's reported odometer readings to determine if any reading is less than a previously reported reading.

Date Reported:

Odometer Reading:

08/23/2000

15

12/06/2001

32,906

09/03/2002

42,479

4 Problem Check

[INFO](#) | [TIP](#)



GOOD NEWS! CARFAX search results on this 2000 CHEVROLET ASTRO VAN (1GNDM19W9YB [REDACTED]) did not uncover any of the following problems:

Problems Checked:

Accident

Salvage Auction

Failed Emissions Inspection

Fire Damage

Crash Test Vehicle

Grey Market Vehicle

Results:



Checked - No Accident Record Found



Checked - No Salvage Auction Record Found



Checked - No Failed Emissions Record Found



Checked - No Fire Damage Record Found



Checked - No Crash Test Vehicle Record Found



Checked - No Grey Market Vehicle Record Found

NOTE: Click [here](#) for a complete CARFAX Glossary.

5 Registration Check

[INFO](#) | [TIP](#)



CARFAX search results on this 2000 CHEVROLET ASTRO VAN (1GNDM19W9YB [REDACTED]) identify the types of state motor vehicle department registrations, other than private, that appear in this vehicle's history.

Registrations Checked:

Lease

Rental

Government

Taxi

Fleet

Commercial

Non-Profit

Results:



Checked - No Lease Registration Found



Checked - No Rental Registration Found



Checked - No Government Registration Found



Checked - No Taxi Registration Found



Checked - No Fleet Registration Found



Checked - No Commercial Registration Found



Checked - No Non-Profit Registration Found

NOTE: Click [here](#) for a complete CARFAX Glossary.

windshield

6 Vehicle History Details

[INFO](#) | [TIP](#)


The CARFAX database contains a total of 4 vehicle history records on this 2000 CHEVROLET ASTRO VAN (1GNDM19W9YE [REDACTED])

DATE REPORTED	ODOMETER READING	INFORMATION SOURCE	GENERAL COMMENTS
07/22/2000		Texas Motor Vehicle Dept. Webster, TX	Registered as private vehicle
08/23/2000	15	Texas Motor Vehicle Dept. Webster, TX Title #07920136751083543	Title issued Title or registration issued First owner reported First lien reported
12/06/2001	32,906	Texas Inspection Station Houston, TX	Passed emissions inspection
09/03/2002	42,479	Auto Auction	Sold at auction in Southwest Region Listed as a fleet vehicle

NOTES:

- Click [here](#) for a complete CARFAX Glossary.
- You have significantly reduced your risk of purchasing a vehicle with a hidden problem. However, CARFAX has not inspected this vehicle. There could be other potential problems with this vehicle have not been reported to CARFAX. CARFAX recommends a vehicle inspection by a professional mechanic.
- Not all titles issued represent a change in vehicle ownership. For example, a title could be issued to reflect an address change or correction.

 PRINT AND SAVE THIS GUARANTEE ALONG WITH THE FULL REPORT


[INFO](#) | [TIP](#)

\$5,000 Clean Title History Guarantee

A Three-Year, Transferable Protection Plan

CARFAX's \$5,000 Guarantee confirms this 2000 CHEVROLET ASTRO VAN (1GNDM19W9YE [REDACTED]) has a Clean Title History. This certificate is valid for **three years** from date of issue, and is **transferable!**

CARFAX \$5,000 Clean Title History Guarantee Terms:

Vehicle ID Number (VIN):	1GNDM19W9YE [REDACTED]
Year/Make/Model:	2000 CHEVROLET ASTRO VAN
Issue Date:	12/11/2002
Expiration Date:	12/11/2005

Three-year Protection Plan:

During the next three years, should you discover a problem title in this vehicle's history which was not included in this CARFAX Report, CARFAX will pay you 10% of the vehicle's wholesale value - up to \$5,000!

Transferable Protection:

This Guarantee is transferable should you sell this vehicle prior to the Guarantee expiration date. The new owner receives the same protection plan coverage for the balance of the Guarantee's term.

*CARFAX agrees to pay to the holder of this report 10% of the wholesale value of the car, up to \$5,000 if Section 2 of this report indicates a Clean Title History and a Branded Title actually exists for this vehicle. A Branded Title is defined as a passenger motor vehicle ownership document issued by the state that bears the word or symbol signifying that the vehicle was salvaged or junked; rebuilt or reconstructed; flood damaged; disclosed as damaged; bought back by the manufacturer; odometer exceeds mechanical limits; odometer was not the actual mileage; or any other symbol or word of like kind. Guarantee Certificate along with corresponding full report must be presented in order to be eligible for payment.

[View complete Terms and Conditions.](#)

CARFAX Disclaimer:

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®
[Contact Customer Service](#)

© 2002 CARFAX Inc., an R.L. Polk & Co. All rights reserved.
 C354396 - 11.Dec.2002 13:11:30

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1GNDM19W9YE [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	CM11006 -2000 ASTRO (PASS) VAN	Warranty Start Date :	07/22/2000
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	BILL HEARD CHEVROLET PO BOX 530 SUGAR LAND , TX 77487-0530 (281) 491-9000	Selling Source :	13 - CHEVROLET
		Site Code :	30636
		Business Associate Code :	114885
Service Contract :	Yes	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
--

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	07/22/2000	15 miles	07/22/2003	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	07/22/2000	15 miles	07/22/2006	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	07/22/2000	15 miles	07/22/2008	80015 miles
36/36000 FEDERAL EMISSION	07/22/2000	15 miles	07/22/2003	36015 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/29/2003	105871	0	K7000 - TRANSMISSION/TRANSAXLE ASSEMBLY - REPLACE	43592 miles
04/29/2003	105871	0	Z7904 - 4-DAY COURTESY TRANSPORTATION	43592 miles
02/04/2003	100185	0	L1225 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - LEFT TANK - REPLA	43033 miles
02/04/2003	100185	1	L1225 - SENDER/PUMP ASSEMBLY, FUEL (TANK UNIT) - LEFT TANK - REPLA	43033 miles
02/14/2002	229803	#	N3215 - ACTUATOR ASSEMBLY - DOOR LOCK - LEFT FRONT - REPLACE	35988 miles

02/14/2002	229803	#	R0773 - TAPE PLAYER (REMOTE) - REINSTALL TAPE PLAYER - RETURN TO A	35988 miles
02/14/2002	229803	#	N3214 - ACTUATOR ASSEMBLY - DOOR LOCK - RIGHT FRONT - REPLACE	35988 miles
02/14/2002	229803	#	B5000 - DOOR ASSEMBLY, SLIDING OR SWING OUT - SLIDING - RIGHT - AL	35988 miles
02/14/2002	229803	#	C4202 - CARPET, FLOOR - FRONT - R&R OR REPLACE	35988 miles
04/03/2001	212700	#	B6198 - LOCK, BACK DOOR - R&R OR REPLACE	19908 miles
04/03/2001	212700	#	C1335 - WEATHERSTRIP - LIFTGATE - ALIGN OR REPLACE	19908 miles
04/03/2001	212700	#	C4683 - CARPET, REAR COMPARTMENT FLOOR PANEL - REAR - R&R OR REPLA	19908 miles
04/03/2001	212700	#	R0772 - TAPE PLAYER (REMOTE) - REMOVE TAPE PLAYER - RETURN TO AC-D	19908 miles
11/09/1999	B42101	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

© 1998-2005 General Motors Corporation. All Rights Reserved.



CREDIT SERVICES AUTOMOTIVE LOAN

This communication is being sent to you in regards to a previous notice issued in your name for acceptance of an undisclosed amount of funding. We are attempting to reach you to confirm that you received paperwork concerning your pre-approval* for an auto loan from \$7,500 to \$40,000. Due to no response to our previous notice, Direct Lending Source has only allowed an additional 14 days for activation before your funding must be modified or withdrawn.

This is not a gimmick. Your loan simply needs to be activated.

As a fulfillment automobile lending source, Direct Lending SourceSM has simplified the lending process in order to put you into a new automobile without being deceived in the typical sales process involved at a dealership. **You do not** have to speak with a salesperson to activate your loan. Simply follow the three steps below and have a pen ready to notate your full loan amount on the voucher below. Don't go back and forth at a dealership - walk in with your voucher in hand and drive home in your new vehicle.

As for your current vehicle, should you decide to trade, **we have made arrangements to pay-off your current auto loan** in full when you purchase your new vehicle, **no matter how much you owe.**

STEP 1. CALL OUR SECURE TOLL-FREE ACTIVATION LINE AT **1-866-400-9308** AND ENTER YOUR PERSONAL APPROVAL CODE LOCATED ON THE VOUCHER ENCLOSED.

STEP 2. YOUR IDENTITY WILL BE VERIFIED AND YOUR PRE-APPROVED* LOAN AMOUNT WILL BE DISCLOSED. WRITE THE EXACT DOLLAR AMOUNT ON YOUR VOUCHER.

STEP 3. YOUR AUTHORIZED DEALER, **ALLIANCE CHEVROLET**, WILL BE NOTIFIED OF YOUR PRE-APPROVAL. SIMPLY PRESENT YOUR VOUCHER UPON ARRIVAL AND SELECT A VEHICLE TO DRIVE HOME.

The toll free activation line is fully automated for your convenience, and again, you don't have to speak to a salesperson. **However, If you would like to speak with a loan officer to expedite the process, you may contact Alan Parsons at 281-471-2424.** The paperwork can be started ahead of time and allow you to focus on looking at vehicles on the lot once you've arrived.

We encourage you to call today as this funding will be withdrawn and reallocated to another individual in 14 days.

We look forward to seeing you!

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE.

COMPLETE THIS SECTION UPON DELIVERY

3. Also complete 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.

1. Article Addressed to:
 Attn: current CEO
 CHEVROLET
 PO BOX 33170
 Detroit, MI 48232-5170

2. Article Number (Transfer from servicer)
 7005 3110 0003 4973 2779

4. Restricted Delivery? (Extra Fee) Yes No

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

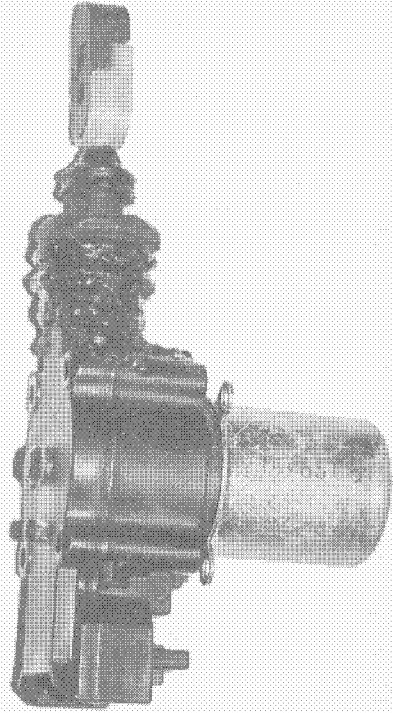
A. Signature Agent
Michael Parsons

B. Received by (Printed Name) Addressee
Michael Parsons Date of Delivery
Michigan November 2 2006

D. Is delivery address different from item 1? Yes No
 If YES, enter delivery address below:

790-5600
 AT 12380
 POUE
 38966317
 20,2006
 COLET
 S

POLICE Choice



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).