

CL-10194290-6176

Paul J. Lorelli, Esq.
Law Office of Paul J. Lorelli, Esq.
9521 Charlene Circle
Garden Grove, California 92841
(714) 530-9806 Fax (714) 530-7641

JUN 13 AM 7:37

May 31, 2007

Mr. Robert C. Stempel
President
General Motors Corporation
General Motors Building
Detroit, MI 48202

Re: [REDACTED]
2004 Cadillac Escalade
Service Request: 1-431509972
VIN: 1GYEK63N14R [REDACTED]

Dear Mr. Stempel:

This is to inform you that I represent [REDACTED] concerning a leased 2004 Cadillac Escalade from NABERS Cadillac car dealership located in Costa Mesa, California.

I must share with you their tragic experience with the purchase of one of your vehicles which is still unresolved because of the delays, indifference, disrespectful treatment, false statements and fraudulent information with one of your dealerships and your business Resource Center. The whole situation smells of consumer fraud and it would not be a surprise, if the truth be told, that the [REDACTED] were sold a used and/or wrecked vehicle.

This adventure, or for lack of a better word, mis-adventure began in August 2004 as stated in my letter dated August 15, 2006. (Attachment 1) In this letter, I outlined the horrible history that the [REDACTED] experienced after purchasing their Escalade and the problems with the exterior paint and the poor craftsmanship of the interior leather seats. They began the complaint process concerning the bad paint job and the fact that this new car had been damaged and repaired immediately after purchase, but to no avail. Nabers detailed the vehicle and only made matters worse. The [REDACTED] constantly complained about the paint and upholstery problems. Finally, on September 7, 2005, these complaints were sent and filed with GMAC. (See: Attachments 2 and 3).

mC
6/13/07
cc

The matter even went to non-binding arbitration with the Better Business Bureau Auto Line in February 2006. However, this process was tainted by being unduly influenced by a GM Field Service Manager, Mr. Gallagher, who seems to be an indisputable icon in the area of cause and affect on the damage to vehicles. It is furthermore suspect since the arbitrator viewed the subject vehicle in a heavy driving rain in order to make her decision. This rain would have obstructed anyone's ability to properly and carefully view the vehicle.

After sending my letter to GM, Brion Stevens, Legal CRM, contacted me via facsimile on September 8, 2006. It seemed as though GMC might be finally taking the [REDACTED] matter seriously and would take proper action. It was given service request number 1-431509972, the third service number to date. An offer to settle for \$4,500.00 was made by GMAC. (Attachment 4) It seemed like they were not as serious as we thought. I explained to Mr. Stevens that such an offer could not compensate the [REDACTED] for the damages on their vehicle. Mr. Stevens assured me the matter could be resolved if given the opportunity. A second offer was made by GMAC on October 10, 2006. (Attachment 5) I again explained that the [REDACTED] position under the Lemon Law and their original letter. I sent photographs of the vehicle and documentation from outside private sources concerning the casuse and cost to repaint the vehicle and the cause of the poorly worn leather seat which was due to use of inferior leather product and poor craftsmanship. (Attachment 6) Mr. Stevens again stated he wanted an opportunity to take care of the [REDACTED].

Instead, we were met with a letter from GMAC dated October 19, 2006 stating there was nothing else they could do. (Attachment 7) It now appeared that GMAC was reneging on its promise made by Brion Stevens when he stated, "I'M GOING TO TAKE CARE OF YOUR CLIENTS, THE GREENS, LIKE THEY TAKE CARE OF THEIR VEHICLES." This statement by Mr. Stevens assured me that the [REDACTED] would finally get the best treatment they so long deserved and to their satisfaction. Instead, communications became almost impossible with Mr. Stevens and his last correspondence concerning the matter was sent November 13, 2006. (Attachment 8) Not only did GMAC fail to take care of them, GM just dropped the [REDACTED] leaving their integrity in question. I was told that the [REDACTED] would be taken care by Mr. Stevens, not sold out. The bottom line is GMAC delayed us and deceived us. Shame on them. Also attached is a history or summary of warranty work performed on the [REDACTED] vehicle. (Attachment 9) In addition, attached is a list of problems related to the 2004 Escalade that never rose to the level of recall. The list is staggering!

It can only be said that enough ill treatment is enough. It's time for someone in your company to stand up and do the right thing for the [REDACTED] and do it quickly. At first, all they wanted was to have the vehicle repainted properly and professionally and to have their interior seating fixed with high quality leather. This is what they originally paid for. However, now they want the vehicle replaced or to have the remainder of their contract deemed paid in full. In addition, they wish to be repaid for any and all personal expenses paid concerning this nightmare including attorneys fees.

What else can be said? The [REDACTED] wanted and purchased a high priced quality vehicle, or so they thought. Now, they need to be compensated. NO MORE WAITING, NO MORE BLUNDERING, NO MORE DECEPTION, ONLY ACTION IS REQUIRED. No wonder American factories are closing. What happened to pride, quality and integrity?

You have twenty days from the date of this letter to respond. I truly believe if you put yourself in the [REDACTED] shoes, you will be horrified and embarrassed at how they have been treated, abused, and ignored.

Thank you for your concern and assistance with this matter. Please contact me if you wish to discuss this matter or if you have any questions.

Sincerely,



Paul J. Lorelli, Esq.

Attachments:

cc: Mark R. LaRue, North American V.P.
GM Corporation
300 Renaissance Center
Detroit, MI 48265-3000

Department of Consumer Affairs
Arbitration Certification Program
401 S Street, Suite 201
Sacramento, CA 95814

Department of Motor Vehicles (DMV)
Bureau of Investigations
18231 McDermott West, #100
Irvine, CA 92614

New Motor Vehicle Board
1507 21st Street, Suite 330
Sacramento, CA 95814

**Local District Attorney's Office
Office of the Attorney General
Public Inquiry Unit
1515 K Street
Sacramento, CA 95814**

**National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590]**

**Consumers for Auto Reliability and Safety (CARS)
926 J Street, Suite 523
Sacramento, CA 95814**

**Department of Insurance
770 L Street
Sacramento, CA 95814**

**ABC7 Broadcast Center
500 Circle 7 Drive
Glendale, CA 91201**

**CBS Studio Center
KCBS/KCAL Broadcast Center
4200 Radford Avenue
Studio City, CA 91604**

**NBC 11
2450 N. First Street
San Jose, CA 95131**

**Fox News
1211 Avenue of the Americas
New York, NY 10036**

Attachment 1

Paul J. Lovelli, Esq.
Law Office of Paul J. Lovelli, Esq.
9581 Charlene Circle
Garden Grove, California 92841
(714) 530-9806 Fax (714) 530-7641

August 15, 2006

Sonny Kapur
NABERS
2600 Harbor Boulevard
Costa Mesa, CA 92626

COPY

Re: [REDACTED]
2004 Cadillac Escalade

Dear Mr. Kapur:

This is to inform you that I represent [REDACTED] concerning a leased 2004 Cadillac Escalade from your car dealership.

The reason for this letter is to respectfully request and demand that said vehicle be exchanged with another Cadillac Escalade at no cost, penalty or fee to [REDACTED]. In the alternative, a request and demand is made for a total refund of costs paid to date in the amount of \$21,933.00 with the return of the vehicle. The justification for this exchange is supplied below.

The [REDACTED] began looking for an Escalade prior to August 2004. They did a lot of research as to its quality, safety, etc., especially since the cost of the vehicle was going to exceed \$57,000.00. The [REDACTED] have previously leased/purchased through GM before and have an excellent credit standing. As you will see, the [REDACTED] favor the GM vehicle product.

However, if I may, I believe it is important to give you a brief background on my clients. One of their hobbies and passions is the ownership and care of their vehicles. They own a 1956 Chevy Bel Air that is used strictly for shows or parades. The [REDACTED] also own a 1964 Chevy Panel Truck that they restored and use for short daily errands and travel. Last, the [REDACTED] own a 1985 Pontiac Fiero which has major high performance modifications. The [REDACTED] take great care and pride in their vehicles. They drive them carefully, keep them regularly serviced and repaired and keep them clean and covered. The Escalade is no exception. As you can see, the [REDACTED] are not your run of the mill car owners. The [REDACTED] know vehicles, take exceptional care of them and network with others who do the same. With that said, the following information is offered concerning the Escalade.

The [REDACTED] spent the better part of a day completing the paperwork concerning the lease/purchase of the Escalade at your establishment. When getting the vehicle, it was located on top of a parking structure, completely exposed to all the elements, for who knows how many days, weeks or months. The vehicle was filthy. As a result, a representative from your dealership said they would have the vehicle cleaned. It was now dark, they were tired and they were very hungry. Although they saw some missed spots, they took the vehicle because of the lateness of the hour and because they were just plain tired. They were promised that the vehicle would be taken care of when brought back.

Within the next few days, the [REDACTED] contacted your sales and service departments to complain about scratches and swirls all over the car. Your service center agreed to correct all the problems and a date was scheduled. However, the vehicle would be a month old with about 400 miles on the Odometer. What happened to [REDACTED] next is a travesty, unthinkable and unjustifiable.

When [REDACTED] returned to your dealership for the detail, she also turned in the GM Customer Survey that your employees had hounded the [REDACTED] to turn in. [REDACTED] was honest when filling out the survey based on their experience to date with your dealership. When attempting to get a gas voucher for filling out the survey, an employee of yours named, NOS, began a public verbal attack and assault at her in front of customers and other employees that would have insulted and embarrassed anyone. Mr. NOS told [REDACTED], a customer, to "get out" and "how would she think that he'd give her a voucher for free gas with all the terrible things she said about them on her survey." Obviously, Mr. NOS reduced [REDACTED] to tears. There are not enough words or adjectives to describe the indefensible act of aggression waged upon [REDACTED] by Mr. NOS. As a result of this outrageous and malicious attack on [REDACTED], she avoided your dealership except for needed repairs and a few car washes.

The above event is enough to justify the [REDACTED] demands, but wait, there's more!

On May 6, 2006, the [REDACTED] had to have the CD player replaced in the vehicle. While doing so, they purchased all the proper floor mats for the Escalade along with a front end bug deflector. Well, the bug deflector arrives, but in the wrong color. Still, your dealership convinces [REDACTED] to let them mount the bug deflector. When [REDACTED] objected to the bug deflector, the [REDACTED] were told they could remove it themselves and return it.

Not long after this, [REDACTED] notices that the Escalade is peeling or missing paint at various locations on the vehicle. [REDACTED] immediately contacted and visited your service representative. Your service representative confirmed the peeling and missing paint at all the different locations. The [REDACTED] have bent over backwards to have the Escalade inspected by a multitude of people. Six (6) weeks, alone, was spent waiting for the Regional representative to inspect the vehicle due

to his illness. Everyone agreed that the paint on the Escalade was peeling or missing, but all their EXCUSES theories varied. Some said, the paint has changed to water base; the vehicle must have been driven behind gravel trucks, or it's been caused by an outside influence.

I can tell you with great confidence, the [REDACTED] do not have an Orange County guide to the schedule or route of all gravel trucks so they can chose to drive behind them. They don't drive around and say, hey babe, there's a gravel truck, quick, let's drive behind it. I also do not believe there are aliens or strange outside influences causing any damage to the vehicle. The [REDACTED] are "car people" and their regular care of vehicles greatly surpasses the average person's care. Why can't someone step up and be a person of integrity and truth and admit the Escalade has a lousy paint job which should have been fixed? Even if the [REDACTED] had driven behind a gravel truck, how does this explain the peeling and missing paint located in areas other than the front of the vehicle? Will your experts claim thy drove backwards while behind a gravel truck? It's now been more than ten (10) months and the [REDACTED] are no closer to a resolution of this matter than when it started. Yet, the Escalade continues to peel more and more paint and deteriorate before everyone's eyes! This unfairness can continue no longer.

The [REDACTED] went through an alleged inspection with your Service Field Manager, Mr. Gallagher, which turned out to be a joke. The [REDACTED] then went through the frustration of arbitration. The arbitrator was a real estate appraiser who had Mr. Gallagher and Carl Tativa present. The inspection occurred outside while it was raining. The conclusion was that the peeling was due to "regular wear and tear." How convenient. There is an obvious spot on the rear of the vehicle that [REDACTED] pointed out that looks like it had been repaired before the [REDACTED] took possession of the vehicle. Needless to say, Mr. Gallagher did not agree.

Furthermore, one of the seats was replaced on February 14, 2006 because it was fraying. Again, the excuse given was that this is from "regular wear and tear." How can his be? We're talking about one of the top made cars made in America which is not cheap! So the [REDACTED] are now told to believe that after a short period of ownership, the pride of GM is falling apart due to regular "wear and tear?" It doesn't make any sense.

As stated over and over, the [REDACTED] are "car people". They take care of ALL their vehicles like prized possessions. If everyone took care of their vehicles like they do, car sales would be decreased. They don't own and restore classic cars just to destroy them. Can you imagine that they would volunteer their 1956 Chevy for a parade or enter it in a show looking like junk, much less being dirty?

Not only do they know cars, but they know and associate with others who know vehicles or have businesses associated with vehicles. The opinions of owners of vehicle repair shops are that the paint problem is primer related and that the spot on the rear is a bad "touch-up" job. Concerning the interior of the vehicle, the

opinion of a leather craftsman of 52 years is that the leather used in the Escalade is junk and an end cut. End cuts are not supposed to be used in such high end vehicles. He also states that it is evident that the leather was stretched when sewn on two of the other seats. Bottom line is that the leatherwork done on the Escalade is of poor material and craftsmanship.

I know this letter is long and I appreciate you taking the time to read it, but this pales to the long grudging, frustrating and humiliating experience the [REDACTED] have been forced to go through. Here is their stand, enough is enough and too much stinks! The [REDACTED] have tried to do things right, yet, they have been put through the ringer. It's now time to make things right. As a result, because the Escalade is at a point where repair is no longer a consideration due to the time and expense it would take and because they did want to lease/purchase a used vehicle or one of inferior quality, one reasonable solution is replacement of the vehicle without cost to the [REDACTED]. In the alternative, you may refund the total costs paid to date in the amount of \$21,933.00 with the return of the vehicle

You have twenty days from the date of this letter to respond. I truly believe if you put yourself in the [REDACTED] shoes, you will come up with the same conclusion.

Thank you for your concern and assistance with this matter. Please contact me if you wish to discuss this matter or if you have any questions.

Sincerely,

Paul J. Lorelli, Esq.

cc: George Shire
NABERS
2600 Harbor Boulevard
Costa Mesa, CA 92626

Mark R. LaRue, North American V.P.
GM Corporation
300 Renaissance Center
Detroit, MI 48265-3000

Attachment 2

Attachment 3

Called
GM several
times

Per
case needs to
be escalated
--- Arbitration
(8 00)458-80

File # 1-359629704 8-30-05 **GMAC**

P.O. Box 12699 Glendale AZ 85318-2699

File # 1-386343611 1-10-06 800-540-6821

September 7, 2005

[Redacted]
Westminster, CA [Redacted]

Account No.: 061-9055-88113
Vehicle: N04 Cadisescalade
VIN: 1GYEK63N14R [Redacted]

Dear [Redacted]:

This is in response to your complaint of September 7, 2005. We have referred your complaint to Cadillac, the manufacturer, and Nabers Pontiac GMC Buick Cadillac, advising them of the problem and requesting their assistance. You will be contacted by the manufacturer and arrangements will be made to review your concerns.

GMAC regrets any inconvenience you have encountered, and we hope that the matter will be promptly resolved to your satisfaction.

Sincerely,

Natalie [Signature]

Account Specialist

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

800-540-6821

September 7, 2005

Cadillac Customer Assistance
Product Complaint
P.O. Box 33169
Detroit, MI
48232-5169

Account No.: [REDACTED]
Vehicle: N04 Cadiescalade
VIN: 1GYEK63N14R [REDACTED]

Customer: [REDACTED]
[REDACTED]
[REDACTED]
Westminster, CA [REDACTED]

Dealer: Nabers Pontiac GMC Buick
Cadillac
2600 Harbor Blvd
Costa Mesa, CA 92626

The above lessee has written us a complaint letter (copy enclosed) regarding the leased vehicle. We are requesting your assistance in resolving the matter quickly in the interest of customer satisfaction. As GMAC is the owner of the vehicle, please send us a copy of all correspondence and/or instructions you send to the lessee concerning this vehicle.

Your cooperation is appreciated.

Sincerely,



Account Specialist

Enclosure

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

800-540-6821

PRODUCT COMPLAINT FACT SHEET

Customer: [REDACTED] **Account Number:** [REDACTED]
Telephone: [REDACTED] **Due:** 9/28/05
OSB: [REDACTED]

Dealer: Nabers Pontiac GMC Buick Cadillac

Vehicle: Retail Lease
 New Used

Description: N04 Cadiescalade

COMPLAINT RE: Dealer Product Other GMAC

TYPE OF WARRANTY: New Outside Dealer None

WARRANTY STILL IN FORCE? YES NO

HAS CS RETAINED AN ATTORNEY? YES NO

NAME OF ATTORNEY:

SUMMARY OF COMPLAINT: Customer is upset that paint on vehicle is rubbing off. Customer has been told by Dealer to complain to division. Customer states vehicle only has 5,000 miles and that there is no reason for the wear of paint that she is experiencing.

WILL CUSTOMER CONTINUE PAYMENTS: YES NO

Customer Referred to: Dealer Nabors Cadillac
 Manufacturer Cadillac Division
 O/S Warranty Co
 Arbitration
 CS Attorney

CALL TAKEN BY: Natalie M. Heger **DATE:** September 7, 2005

ACTION REQUESTED: Please resolve issue for customer.

Attachment 4



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

September 18, 2006

Paul Lorelli, Esq.
Law Office of Paul J Lorelli
9521 Charlene Cir
Garden Grove, CA 92841-3821

RE: [REDACTED]
Service Request: [REDACTED]
2004 Cadillac Escalade
Vehicle Identification Number: 1GYEK63N14R [REDACTED]
Customer Relationship Specialist: Brion Stevens

Dear Mr. Lorelli:

We regret that your client(s) are dissatisfied with their 2004 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Cadillac Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 4,500.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



Attachment 5

Paul Lorelli

From: <brion_stevens@gmexpert.com>
To: <lorelli2@msn.com>
Sent: Friday, October 13, 2006 4:43 AM
Subject: Re: [REDACTED]

Good Morning Mr. Lorelli,

I apologize, I completely forgot to send you the test e-mail. I'm glad yours came through and understand the mark I have set for GM and myself. I am confident that we will be able to reach an equitable resolution for all parties.

Look forward to hearing from you and will work on this end to determine what GM is willing to offer to settle the claim.

Thank You,
Brion

11/10/2006



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 10, 2006

Paul Lorelli, Esq.
Law Office of Paul J Lorelli
9521 Charlene Cir
Garden Grove, CA 92841-3821

RE: [REDACTED]
Service Request: [REDACTED]
2004 Cadillac Escalade
Vehicle Identification Number: 1GYEK63N14R [REDACTED]
Customer Relationship Specialist: Brion Stevens

Dear Mr. Lorelli:

We regret that your client(s) are dissatisfied with their 2004 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Cadillac Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 8,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.



GMC



Oldsmobile



Attachment 6

2057

DALE'S LEATHER
5950 WESTMINSTER BLVD.
WESTMINSTER, CA 92783
(714) 893-1339

CUSTOMER'S ORDER NO.	DEPT.	DATE: 5/22/06				
NAME [REDACTED]						
ADDRESS: [REDACTED]						
CITY, STATE, ZIP						
SOLD BY: Dale	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE RTD.	PAID OUT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	L-F SEAT CAR		
2	ECA DACOR		
3	HAS SWELLS IN IT.		
4	BAD PIECE OF		
5	LEATHER INSTALLED		
6	BY DEALER.		
7			
8	L-Back Seat stretched		
9	LEATHER ON INSTALLED		
10	R/R SEAT - MORE PADDING -		
11	Thank You		
12	Dale		
13			
14			
15			

RECEIVED BY:

Attachment 7



General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

October 19, 2006

Paul Lorelli, Esq.
Law Office of Paul J Lorelli
9521 Charlene Cir
Garden Grove, CA 92841-3821

RE: [REDACTED]
Service Request [REDACTED]
2004 Cadillac Escalade
Vehicle Identification Number: 1GYEK63N14R [REDACTED]
Customer Relationship Specialist: Brion Stevens

Dear Mr. Lorelli:

We have received your rejection of our settlement offer, dated October 10, 2006. After further review, we do not believe that additional adjustment of our settlement offer, dated October 10, 2006 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0103
V07052006



GMC



OLDSMOBILE



Attachment 8

Paul Lorelli

From: "Paul Lorelli" <lorelli2@msn.com>
To: <brion_stevens@gmexpert.com>; "Paul Lorelli" <lorelli2@msn.com>; "PAUL LORELLI" <PAUL.LORELLI@CUSTOMS.TREAS.GOV>
Sent: Friday, November 10, 2006 10:54 AM
Subject: Re: [REDACTED]

Brion,

Whew, thank you for finally responding. I know we are all busy and I'm trying not to be a bother. However, when I was getting no response after leaving so many messages, I believed that the matter had gone into an unresolved status and not to be addressed again.

I also understand that my client's are not your only matter or concern, but I must be able to answer them, especially when they are asking about what's going on? It would be very hard for me to tell them, well, I've left 10 messages with no response. Other than that, every things going well. I don't think I'd be serving my clients well by doing so. That is why I call. I only want to get a status and I've enjoyed our conversations.

If it's alright with you, I'd like to set up a schedule when I can call or write to you on a regular basis to keep up-to-date. Please let me know what would be convenient for you that will increase my chances of getting a response.

Thank you for your time and kind consideration of our concerns. Hope all is well.

God bless and have a great weekend. Hug a veteran.

paul

----- Original Message -----

From: brion_stevens@gmexpert.com
To: lorelli2@msn.com
Sent: Tuesday, November 07, 2006 1:46 PM
Subject: Re: [REDACTED]

Good Afternoon Mr. Lorelli,

I certainly don't intend to give any silent treatment, however I stay extremely busy and have not received any response from our local counsel regarding their suggestion after review of the pictures that you were kind enough to send. Once I have spoken to them and have a better idea of what I will be able to offer in order to settle the claim. Please do not feel that I am ignoring you I am just trying to get as much work done in each day as humanly possible. Again I will notify you once I have received a response from my local counsel and I will also call them tomorrow to find out if they have looked at the pictures and if they have a recommendation.

Thanks,
Brion Stevens

11/10/2006

Paul Lorelli

From: <brion_stevens@gmexpert.com>
To: <lorelli2@msn.com>
Sent: Monday, November 13, 2006 5:08 AM
Subject: Re: [REDACTED]

Good Morning Mr. Lorelli,

I intend to speak to my local counsel regarding the pictures you have sent and will contact you at the number I have at 12:00 noon CST, which would be at 10:00 a.m. your time. At this time I do not believe GM is willing to increase the amount offered for settlement as the vehicles repair history does not meet requirements of California Lemon Law and GM is willing to continue repairs under the written limited warranty.

Brion Stevens, Legal CRS

12/14/2006

Attachment 9

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 :	1GYEK63N14R [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	6K15706 -2004 ESCALADE	Warranty Start Date :	08/28/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	NABERS PONTIAC GMC BUICK CADILLAC OLDSMOBILE 2600 HARBOR BLVD COSTA MESA , CA 92626-5228 (714) 444-5200	Selling Source :	12 - CADILLAC
		Site Code :	36103
		Business Associate Code :	164026
Service Contract :	Yes	Branded Title :	No
		Warranty Block :	No
		FDI 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

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	Yes	XM Radio ID	PVPD40RD	XM Status	Active	Refer to Help page for details or: http://www.gm.xradio.com or (800)556-3600. In Canada, http:// xradio.ca or (877) 438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
48/50000 BUMPER TO BUMPER	08/28/2004	27 miles	08/28/2008	50027 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	08/28/2004	27 miles	08/28/2010	100027 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/28/2004	27 miles	08/28/2012	80027 miles
48/50000 CALIFORNIA EMISSIONS	08/28/2004	27 miles	08/28/2008	50027 miles

84/70000 CALIFORNIA SELECT COMPONENT

08/28/2004

27 miles

08/28/2011

70027 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/16/2006	455972	#	J6355 - POWERTRAIN CONTROL MODULE TRANSMISSION REPROGRAMMING WITH	15025 miles
05/16/2006	455972	#	N9524 - MODULE, DRIVER SEAT - REPROGRAM	15025 miles
05/16/2006	455972	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	15025 miles
02/14/2006	448451	#	C6870 - COVER AND/OR PAD, FRONT SEAT CUSHION - RIGHT - R&R OR REPL	10188 miles
02/14/2006	448451	#	C7050 - COVER AND/OR PAD, FRONT SEAT BACK CUSHION - RIGHT - R&R OR	10188 miles
02/14/2006	448451	#	C6871 - COVER AND/OR PAD, FRONT SEAT CUSHION - LEFT - R&R OR REPLA	10188 miles
02/14/2006	448451	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	10188 miles
05/19/2005	423716	#	R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	4186 miles
05/19/2005	423716	#	R0760 - RADIO, REMOVE AND REPLACE	4186 miles
11/20/2004	406354	#	N0673 - BULBS, OSRVM MIRROR (LEFT) - REPLACE	732 miles
04/02/2004	A74474	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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DEX-COOL(R) Coolant - New Leak Detection Dye J 46366 - Replaces J 29545-6

DEX-COOL(R) Coolant - New Leak Detection Dye J 46366 - Replaces J 29545-6

TECHNICAL SERVICE BULLETIN

Reference Number(s): 05-06-02-002, Date of Issue: May 11, 2005

Affected Model(s): 1996-2005 All General Motors Passenger *Cars and Trucks (including Saturn); 1997-2005 Isuzu F-Series - built in Janesville and Flint; 1999-2005 Isuzu N-Series - with 5.7L or 6.0L Gas Engine; 2003-2005 HUMMER H2; ; *Excluding Chevrolet Aveo and Pontiac Wave

SERVICE INFORMATION

Leak detection dye, P/N 12378563 (J 29545-6), may cause DEX-COOL(R) coolant to appear green in a black vessel making it appear to be conventional (green) coolant. This may cause a technician to add conventional coolant to a low DEX-COOL(R) system, thus contaminating it. The green DEX-COOL(R) appearance is caused by the color of the leak detection dye which alters the color of the DEX-COOL(R) coolant.

A new leak detection dye, P/N 89022219 (J 46366) (in Canada, P/N 89022220), has been released that does not alter the appearance of the DEX-COOL(R) coolant. When adding the new leak detection dye, the color of the DEX-COOL(R) coolant will not change. For detecting leaks on any system that uses DEX-COOL(R), leak detection dye, P/N 89022219 (in Canada, P/N 89022220), should be used. The new leak detection dye can be used with both conventional and DEX-COOL(R) coolant.

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"257" Tech Serv. Ref'n

2004 Cadillac Escalade

All TSBs

Recalls

OEM REF NO	TITLE	PUB DATE
04V045000	04V045000: HYDRO-BOOST RELIEF VALVE	
05V163000	05V163000: SEAT BELT MODIFICATION PROCEDURE	

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All TSBs

01-01-38-006B	PROCEDURES & GUIDELINES	2003-07-01
01-01-38-013	DIAGNOSTIC INFORMATION TO CONSIDER BEFORE AIR CONDITIONING COMPRESSOR REPLACEMENT	2001-12-01
01-01-38-013A	DIAGNOSTIC INFORMATION TO CONSIDER BEFORE AIR CONDITIONING COMPRESSOR REPLACEMENT	2001-12-01
01-01-39-003	J 44551 A/C SUCTION SCREEN KIT REPAIR RECOMMENDATIONS AND PROCEDURES AFTER CATASTROPHIC COMPRESSOR FAILURES	2003-07-01
01-01-39-003A	J 44551 A/C SUCTION SCREEN KIT REPAIR RECOMMENDATIONS AND PROCEDURES AFTER CATASTROPHIC COMPRESSOR FAILURES	2003-07-01
01-03-10-003	WARRANTY ADMIN. - GM OF CANADA NEW VEHICLE LIMITED WARRANTY TIRE PROGRAM	2004-04-22
01-03-10-003A	WARRANTY ADMIN. - GM OF CANADA NEW VEHICLE LIMITED WARRANTY TIRE PROGRAM	2004-04-22
01-03-10-003B	WARRANTY ADMIN. - GM OF CANADA NEW VEHICLE LIMITED WARRANTY TIRE PROGRAM	2004-04-22
01-04-18-001	DRIVELINE CHARACTERISTICS FOR ALL-WHEEL DRIVE (AWD) AND FOUR-WHEEL DRIVE (4WD) SYSTEMS	2005-05-31
01-04-18-001A	DRIVELINE CHARACTERISTICS FOR ALL-WHEEL DRIVE (AWD) AND FOUR-WHEEL DRIVE (4WD) SYSTEMS	2005-05-31
01-04-18-001B	DRIVELINE CHARACTERISTICS FOR ALL-WHEEL DRIVE (AWD) AND FOUR-WHEEL DRIVE (4WD) SYSTEMS	2005-05-31
01-04-18-001C	DRIVELINE CHARACTERISTICS FOR ALL-WHEEL DRIVE (AWD) AND FOUR-WHEEL DRIVE (4WD) SYSTEMS	2005-05-31
01-04-18-001D	DRIVELINE CHARACTERISTICS FOR ALL-WHEEL DRIVE (AWD) AND FOUR-WHEEL DRIVE (4WD) SYSTEMS	2005-05-31
01-05-28-001	LOW EFFORT PARKING BRAKE APPLY SYSTEM	2005-04-08
01-05-28-001A	LOW EFFORT PARKING BRAKE APPLY SYSTEM	2005-04-08
01-06-01-011	INFORMATION ON ENGINE OIL CONSUMPTION GUIDELINES	2003-07-01
01-06-01-011A	INFORMATION ON ENGINE OIL CONSUMPTION GUIDELINES	2003-07-01
01-07-30-010	TORQUE CONVERTER REPLACEMENT	2004-08-06
01-07-30-010A	TORQUE CONVERTER REPLACEMENT	2004-08-06
01-07-30-030	DIAGNOSTIC INFORMATION ON HARSH 1-2 UPSHIFT	2004-05-20
01-07-30-030A	DIAGNOSTIC INFORMATION ON HARSH 1-2 UPSHIFT	2004-05-20
01-07-30-038	INFO - DIAGNOSTIC TIPS FOR DTC P0756	2004-09-22
01-07-30-038A	INFO - DIAGNOSTIC TIPS FOR DTC P0756	2004-09-22
01-07-30-038B	INFO - DIAGNOSTIC TIPS FOR DTC P0756	2004-09-22
01-07-30-038C	INFO - DIAGNOSTIC TIPS FOR DTC P0756	2004-09-22
01-07-30-038D	INFO - DIAGNOSTIC TIPS FOR DTC P0756	2004-09-22
01-07-30-038	DTC P0757 SET, SES LAMP ILLUMINATED, POOR PERFORMANCE OF TRANSMISSION, TRANSMISSION SLIPPING	2004-01-26
01-07-30-038A	DTC P0757 SET, SES LAMP ILLUMINATED, POOR PERFORMANCE OF TRANSMISSION, TRANSMISSION SLIPPING	2004-01-26
01-07-30-038B	DTC P0757 SET, SES LAMP ILLUMINATED, POOR PERFORMANCE OF TRANSMISSION, TRANSMISSION SLIPPING	2004-01-26
01-07-30-041	INFO - TRANSMISSION FLUID LEAK DIAGNOSIS	2004-12-03
01-07-30-041A	INFO - TRANSMISSION FLUID LEAK DIAGNOSIS	2004-12-03
01-08-42-001	EXTERIOR LAMP CONDENSATION AND REPLACEMENT GUIDELINES	2005-05-19
01-08-42-001A	EXTERIOR LAMP CONDENSATION AND REPLACEMENT GUIDELINES	2005-05-19
01-08-42-001B	EXTERIOR LAMP CONDENSATION AND REPLACEMENT GUIDELINES	2005-05-19
01-08-42-001C	EXTERIOR LAMP CONDENSATION AND REPLACEMENT GUIDELINES	2005-05-19
HOMELINK TRANSCEIVER/GARAGE DOOR OPENER		

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01-08-97-001	TRANSMITTER TEST KIT	2003-07-14
01-08-97-001A	HOMELINK TRANSCIVER/GARAGE DOOR OPENER TRANSMITTER TEST KIT	2003-07-14
01-08-97-001B	HOMELINK TRANSCIVER/GARAGE DOOR OPENER TRANSMITTER TEST KIT	2003-07-14
02-03-07-002A	REVISED FRONT CASTER AND CAMBER ADJUSTMENT PROCEDURE	2006-03-24
02-03-10-001	SPARE TIRE IS A DIFFERENT SIZE THAN OTHER TIRES	2005-01-13
02-03-10-001A	SPARE TIRE IS A DIFFERENT SIZE THAN OTHER TIRES	2005-01-13
02-03-10-001B	SPARE TIRE IS A DIFFERENT SIZE THAN OTHER TIRES	2005-01-13
02-05-22-004	TRAILER BRAKES APPLIED WHEN HEADLIGHTS/PARK LAMPS ARE ON, BRAKE CONTROLLER ILLUMINATION (MODIFY BRAKE CONTROLLER WIRING HARNESS)	2005-04-05
02-05-22-004A	TRAILER BRAKES APPLIED WHEN HEADLIGHTS/PARK LAMPS ARE ON, BRAKE CONTROLLER ILLUMINATION (MODIFY BRAKE CONTROLLER WIRING HARNESS)	2005-04-05
02-05-22-004B	TRAILER BRAKES APPLIED WHEN HEADLIGHTS/PARK LAMPS ARE ON, BRAKE CONTROLLER ILLUMINATION (MODIFY BRAKE CONTROLLER WIRING HARNESS)	2005-04-05
02-05-22-004C	TRAILER BRAKES APPLIED WHEN HEADLIGHTS/PARK LAMPS ARE ON, BRAKE CONTROLLER ILLUMINATION (MODIFY BRAKE CONTROLLER WIRING HARNESS)	2005-04-05
02-06-03-006	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
02-06-03-006A	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
02-06-03-006B	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
02-06-03-006	LOW VOLTAGE DISPLAY ON IP GAUGE, LIGHTS DIM AT STOP LIGHTS, BATTERY DISCHARGED, NO START, SLOW CRANKING, DIM LIGHTS AT IDLE, LOW GENERATOR OUTPUT	2004-07-28
02-06-03-008A	LOW VOLTAGE DISPLAY ON IP GAUGE, LIGHTS DIM AT STOP LIGHTS, BATTERY DISCHARGED, NO START, SLOW CRANKING, DIM LIGHTS AT IDLE, LOW GENERATOR OUTPUT	2004-07-28
02-06-03-011	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
02-06-03-012	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
02-06-04-057	WARRANTY ADMIN. - LABOR OPERATION ASSIGNMENTS FOR ALL CONTROL MODULE REPROGRAMMING	2002-12-01
02-06-04-057A	WARRANTY ADMIN. - LABOR OPERATION ASSIGNMENTS FOR ALL CONTROL MODULE REPROGRAMMING	2002-12-01
02-06-04-057B	WARRANTY ADMIN. - LABOR OPERATION ASSIGNMENTS FOR ALL CONTROL MODULE REPROGRAMMING	2002-12-01
02-06-04-057C	WARRANTY ADMIN. - LABOR OPERATION ASSIGNMENTS FOR ALL CONTROL MODULE REPROGRAMMING	2002-12-01
02-06-04-057D	WARRANTY ADMIN. - LABOR OPERATION ASSIGNMENTS FOR ALL CONTROL MODULE REPROGRAMMING	2002-12-01
02-07-30-001	DIAGNOSTIC INFORMATION ON DTC P0694 AND P1870	2005-05-31
02-07-30-001A	DIAGNOSTIC INFORMATION ON DTC P0694 AND P1870	2005-05-31
02-07-30-001B	DIAGNOSTIC INFORMATION ON DTC P0694 AND P1870	2005-05-31
02-07-30-001C	DIAGNOSTIC INFORMATION ON DTC P0694 AND P1870	2005-05-31
02-07-30-052	AUTOMATIC TRANSMISSION OIL COOLER FLUSH AND FLOW TEST ESSENTIAL TOOL J-45096 TRANSFLOW	2004-08-31
02-07-30-052A	AUTOMATIC TRANSMISSION OIL COOLER FLUSH AND FLOW TEST ESSENTIAL TOOL J-45096 TRANSFLOW	2004-08-31
02-07-30-052B	AUTOMATIC TRANSMISSION OIL COOLER FLUSH AND FLOW TEST ESSENTIAL TOOL J-45096 TRANSFLOW	2004-08-31

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02-07-30-052C	AUTOMATIC TRANSMISSION OIL COOLER FLUSH AND FLOW TEST ESSENTIAL TOOL J-45096 TRANSFLOW	2004-08-31
02-08-42-001	INFO - CHEMICAL DAMAGE TO EXTERIOR POLYCARBONATE HEADLAMP LENSES	2004-10-08
02-08-42-001A	INFO - CHEMICAL DAMAGE TO EXTERIOR POLYCARBONATE HEADLAMP LENSES	2004-10-08
02-08-42-001B	INFO - CHEMICAL DAMAGE TO EXTERIOR POLYCARBONATE HEADLAMP LENSES	2004-10-08
02-08-46-006	INCORRECT ONSTAR GLOBAL POSITIONING SYSTEM (GPS) LOCATION REPORTED DURING ONSTAR CALL	2005-03-17
02-08-46-006A	INCORRECT ONSTAR GLOBAL POSITIONING SYSTEM (GPS) LOCATION REPORTED DURING ONSTAR CALL	2005-03-17
02-08-46-010	PROGRAMMING ONSTAR MODULE FOR CANADIAN FRENCH VOICE RECOGNITION	2004-02-01
02-08-46-010A	PROGRAMMING ONSTAR MODULE FOR CANADIAN FRENCH VOICE RECOGNITION	2004-02-01
02-08-46-010B	PROGRAMMING ONSTAR MODULE FOR CANADIAN FRENCH VOICE RECOGNITION	2004-02-01
02-08-46-010C	PROGRAMMING ONSTAR MODULE FOR CANADIAN FRENCH VOICE RECOGNITION	2004-02-01
02-08-46-010D	PROGRAMMING ONSTAR MODULE FOR CANADIAN FRENCH VOICE RECOGNITION	2004-02-01
02-08-48-001	URETHANE ADHESIVES FOR STATIONARY GLASS AND OTHER APPLICATIONS	2003-12-02
02-08-48-001A	URETHANE ADHESIVES FOR STATIONARY GLASS AND OTHER APPLICATIONS	2003-12-02
03-00-89-008	CORROSION PROTECTION FOR METAL PANELS WITH DEALER INSTALLED ACCESSORIES FASTENED BY DRILLED HOLES	2004-01-01
03-00-89-008A	CORROSION PROTECTION FOR METAL PANELS WITH DEALER INSTALLED ACCESSORIES FASTENED BY DRILLED HOLES	2004-01-01
03-00-89-008B	CORROSION PROTECTION FOR METAL PANELS WITH DEALER INSTALLED ACCESSORIES FASTENED BY DRILLED HOLES	2004-01-01
03-01-38-019	UNDERHOOD RATTLE NOISE HEARD ON ACCELERATION	2003-11-01
03-01-39-008	CHANGES IN A/C ON/OFF DISPLAY AND SYNCHRONIZING DRIVER/PASSENGER SET TEMPS	2003-06-01
03-02-34-001	INNER TIE ROD RELEASED FOR SERVICE	2003-10-01
03-02-34-001A	INNER TIE ROD RELEASED FOR SERVICE	2003-10-01
03-02-36-002	MINOR SCRATCHES TO WOOD STEERING WHEELS (REFINISH)	2003-02-01
03-03-10-007	TIRE CHARACTERISTICS OF GM ORIGINAL EQUIPMENT TIRES	2005-06-14
03-03-10-007A	TIRE CHARACTERISTICS OF GM ORIGINAL EQUIPMENT TIRES	2005-06-14
03-03-16-001	DIAGNOSTIC INFORMATION FOR TIRE PRESSURE MONITORING (TPM) SYSTEM - DTC C0760 AND/OR C0765	2003-10-01
03-05-25-005	SERVICE STABILITY MESSAGE AND DTCS C0455 OR C0550 SET	2003-08-01
03-05-25-007	ANTILOCK BRAKE (ABS) ACTIVATION AT LOW SPEEDS	2003-10-01
03-06-03-001	STARTER CRANKS AFTER KEY IS RELEASED (NORMAL CONDITION)	2003-09-29
03-06-03-001A	STARTER CRANKS AFTER KEY IS RELEASED (NORMAL CONDITION)	2003-09-29
03-06-04-060	INFORMATION ON NEW SPARK PLUGS AND GAPPING	2003-10-24
03-06-05-008	POPPING/SNAPPING NOISE WHEN VEHICLE IS HOT, AT IDLE OR IMMEDIATELY AFTER VEHICLE IS SHUT OFF (REPLACE MUFFLER HEAT SHIELD)	2005-01-13
03-06-05-008A	POPPING/SNAPPING NOISE WHEN VEHICLE IS HOT, AT IDLE OR IMMEDIATELY AFTER VEHICLE IS SHUT OFF (REPLACE MUFFLER HEAT SHIELD)	2005-01-13
03-06-05-008B	POPPING/SNAPPING NOISE WHEN VEHICLE IS HOT, AT IDLE OR IMMEDIATELY AFTER VEHICLE IS SHUT OFF (REPLACE MUFFLER HEAT SHIELD)	2005-01-13

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03-07-30-002	TRANSMISSION COOLING SYSTEM SERVICE TOOL J 45096 - TRANSFLOW INFORMATION	2004-07-28
03-07-30-002A	TRANSMISSION COOLING SYSTEM SERVICE TOOL J 45096 - TRANSFLOW INFORMATION	2004-07-28
03-07-30-002B	TRANSMISSION COOLING SYSTEM SERVICE TOOL J 45096 - TRANSFLOW INFORMATION	2004-07-28
03-07-30-007	ENGAGEMENT TIME OF ELECTRONICALLY CONTROLLED TRANSMISSIONS IN GENERAL MOTORS VEHICLES	2003-11-04
03-07-30-007A	ENGAGEMENT TIME OF ELECTRONICALLY CONTROLLED TRANSMISSIONS IN GENERAL MOTORS VEHICLES	2003-11-04
03-07-30-027	MOST FREQUENTLY ASKED QUESTIONS AND ANSWERS FOR J 45096 TRANSFLOW TRANSMISSION OIL COOLING SYSTEM FLUSHING MACHINE	2003-08-25
03-07-30-043	INFORMATION REGARDING AUTOMATIC TRANSMISSION SHIFT LOCK CONTROL FUNCTION	2003-09-29
03-07-30-056	4L60-E AUTOMATIC TRANSMISSION OIL PUMP FIRST AND SECOND DESIGN IDENTIFICATION	2003-11-05
03-08-43-002	REAR WINDOW WASHER SPRAY NOZZLE DRIPS LEAVING STAIN ON REAR BUMPER STEP COVER	2004-09-10
03-08-43-002A	REAR WINDOW WASHER SPRAY NOZZLE DRIPS LEAVING STAIN ON REAR BUMPER STEP COVER	2004-09-10
03-08-44-001	XM RADIO LABOR OPERATION CODES	2005-04-26
03-08-44-001A	XM RADIO LABOR OPERATION CODES	2005-04-26
03-08-44-018	REAR SEAT AUDIO (RSA) AND/OR REAR HVAC INOPERATIVE (REPLACE RSA MODULE)	2005-08-22
03-08-44-018A	REAR SEAT AUDIO (RSA) AND/OR REAR HVAC INOPERATIVE (REPLACE RSA MODULE)	2006-08-22
03-08-44-018B	REAR SEAT AUDIO (RSA) AND/OR REAR HVAC INOPERATIVE (REPLACE RSA MODULE)	2005-08-22
03-08-46-004	PROPER DIAGNOSIS OF ONSTAR SYSTEM AND INFORMATION NECESSARY WHEN CONTACTING GM TECHNICAL ASSISTANCE CENTER (TAC) REGARDING ONSTAR PARTS RESTRICTION PROGRAM CONCERNS	2003-09-11
03-08-48-005	COMPASS ZONE ADJUSTMENT AND CALIBRATION PROCEDURE DURING PRE-DELIVERY INSPECTION	2005-03-10
03-08-48-005A	COMPASS ZONE ADJUSTMENT AND CALIBRATION PROCEDURE DURING PRE-DELIVERY INSPECTION	2005-03-10
03-08-48-005B	COMPASS ZONE ADJUSTMENT AND CALIBRATION PROCEDURE DURING PRE-DELIVERY INSPECTION	2005-03-10
03-08-48-006	REPAIR INFORMATION FOR RECONNECTION OF REAR WINDOW DEFROSTER CONTACT OR TAB	2003-09-29
03-08-52-005	DIAGNOSTIC INFO FOR RKE TRANSMITTER INOPERATIVE - UNABLE TO SYNCHRONIZE	2003-09-16
03-08-81-002	SNAP/POPPING TYPE NOISE COMING FROM FRONT OF VEHICLE (REMOVE FRONT CROSSMEMBER, CHANGE FASTENER ORIENTATION)	2005-05-20
03-08-81-002A	SNAP/POPPING TYPE NOISE COMING FROM FRONT OF VEHICLE (REMOVE FRONT CROSSMEMBER, CHANGE FASTENER ORIENTATION)	2005-05-20
03-08-81-002B	SNAP/POPPING TYPE NOISE COMING FROM FRONT OF VEHICLE (REMOVE FRONT CROSSMEMBER, CHANGE FASTENER ORIENTATION)	2005-05-20
03-08-81-002C	SNAP/POPPING TYPE NOISE COMING FROM FRONT OF VEHICLE (REMOVE FRONT CROSSMEMBER, CHANGE FASTENER ORIENTATION)	2005-05-20
03-08-81-002D	SNAP/POPPING TYPE NOISE COMING FROM FRONT OF VEHICLE (REMOVE FRONT CROSSMEMBER, CHANGE FASTENER ORIENTATION)	2005-05-20
	SNAP/POPPING TYPE NOISE COMING FROM FRONT OF	

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*for Golding
Murray Malfunction*

03-08-61-002E	VEHICLE (REMOVE FRONT CROSSMEMBER, CHANGE FASTENER ORIENTATION)	2005-05-20
03-08-61-002F	SNAP/POPPING TYPE NOISE COMING FROM FRONT OF VEHICLE (REMOVE FRONT CROSSMEMBER, CHANGE FASTENER ORIENTATION)	2005-05-20
03-08-64-010	OUTSIDE REARVIEW MIRRORS MAY BLOW IN AT HIGHWAY SPEEDS OR POWER FOLDING FEATURE APPEARS INOPERATIVE	2004-05-04
03-08-64-010A	OUTSIDE REARVIEW MIRRORS MAY BLOW IN AT HIGHWAY SPEEDS OR POWER FOLDING FEATURE APPEARS INOPERATIVE	2004-05-04
03-08-64-022	REMOVING FRONT DOOR TRIM PANEL DURING SWITCH REMOVAL	2003-07-22
03-08-64-029	REMOVING FRONT DOOR TRIM PANEL TO AVOID BREAKAGE	2003-08-28
03-08-64-037	DIAGNOSTIC INFORMATION FOR FRONT POWER WINDOW NOISY OR INOPERATIVE	2004-06-15
03-08-64-037A	DIAGNOSTIC INFORMATION FOR FRONT POWER WINDOW NOISY OR INOPERATIVE	2004-06-15
03-08-64-037B	DIAGNOSTIC INFORMATION FOR FRONT POWER WINDOW NOISY OR INOPERATIVE	2004-06-15
03-08-98-002	SQUEEZE TYPE RESISTANCE SPOT WELDING/EQUIPMENT	2004-10-11
03-08-98-002A	SQUEEZE TYPE RESISTANCE SPOT WELDING/EQUIPMENT	2004-10-11
04004A	FICMVSS NONCOMPLIANCE - BRAKE HYDRO-BOOST RELIEF VALVE SEAL FRACTURE	2004-08-18
04-01-39-009	HVAC BLOWER MOTOR INOPERATIVE OR STAYS RUNNING (REPLACE BLOWER MOTOR CONTROL MODULE)	2004-12-16
04-01-39-009A	HVAC BLOWER MOTOR INOPERATIVE OR STAYS RUNNING (REPLACE BLOWER MOTOR CONTROL MODULE)	2004-12-16
04-01-39-009B	HVAC BLOWER MOTOR INOPERATIVE OR STAYS RUNNING (REPLACE BLOWER MOTOR CONTROL MODULE)	2004-12-16
04-03-10-001	INFO - TIRE PUNCTURE REPAIR PROCEDURES FOR ALL CARS AND LIGHT DUTY TRUCKS	2004-11-30
04-03-10-001A	INFO - TIRE PUNCTURE REPAIR PROCEDURES FOR ALL CARS AND LIGHT DUTY TRUCKS	2004-11-30
04-05-25-002	ABS LIGHT ON, DTCS C0265, C0201, U1041 SET AND/OR LOSS OF COMMUNICATION WITH BRAKE MODULE	2004-04-22
04-05-25-002	ABS LIGHT ON, DTCS C0265, C0201, U1041 SET AND/OR LOSS OF COMMUNICATION WITH BRAKE MODULE (REGROUND EBCM GROUND)	2005-03-23
04-05-25-002A	ABS LIGHT ON, DTCS C0265, C0201, U1041 SET AND/OR LOSS OF COMMUNICATION WITH BRAKE MODULE	2004-04-22
04-05-25-002A	ABS LIGHT ON, DTCS C0265, C0201, U1041 SET AND/OR LOSS OF COMMUNICATION WITH BRAKE MODULE (REGROUND EBCM GROUND)	2005-03-23
04-06-01-034	INFO - INSTRUCTIONS TO BE FOLLOWED TO AID IN OBTAINING ROOT CAUSE ANALYSIS ON BOTH OEM AND GOODWRENCH ENGINES, TRANSMISSIONS AND TRANSFER CASES	2005-01-20
04-06-01-034A	INFO - INSTRUCTIONS TO BE FOLLOWED TO AID IN OBTAINING ROOT CAUSE ANALYSIS ON BOTH OEM AND GOODWRENCH ENGINES, TRANSMISSIONS AND TRANSFER CASES	2005-01-20
04-06-03-016	BATTERY SPECIFICATION LABEL	2004-12-13
04-06-04-045	INFO - OIL LIFE MONITORING SYSTEM - PCM RESET	2004-06-22
04-06-04-047	TOP TIER DETERGENT GASOLINE (DEPOSITS, FUEL ECONOMY, NO START, POWER, PERFORMANCE, STALL CONCERNS)	2005-08-17
04-06-04-047A	TOP TIER DETERGENT GASOLINE (DEPOSITS, FUEL ECONOMY, NO START, POWER, PERFORMANCE, STALL CONCERNS)	2005-08-17
04-06-04-047B	TOP TIER DETERGENT GASOLINE (DEPOSITS, FUEL ECONOMY, NO START, POWER, PERFORMANCE, STALL CONCERNS)	2005-08-17

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04-06-04-047C	TOP TIER DETERGENT GASOLINE (DEPOSITS, FUEL ECONOMY, NO START, POWER, PERFORMANCE, STALL CONCERNS)	2005-08-17
04-06-04-047D	TOP TIER DETERGENT GASOLINE (DEPOSITS, FUEL ECONOMY, NO START, POWER, PERFORMANCE, STALL CONCERNS)	2006-08-17
04-06-04-047E	TOP TIER DETERGENT GASOLINE (DEPOSITS, FUEL ECONOMY, NO START, POWER, PERFORMANCE, STALL CONCERNS)	2005-08-17
04-06-04-051	INFO -MAINTENANCE CLEANING OF FUEL INJECTORS	2004-09-03
04-06-04-051A	INFO -MAINTENANCE CLEANING OF FUEL INJECTORS	2004-09-03
04-07-30-006	4L60-E, 4L60-E, 4L60 AND 200-4R AUTOMATIC TRANSMISSION OIL PUMP SPRING FIRST AND SECOND DESIGN IDENTIFICATION	2004-02-11
04-07-30-013	AUTOMATIC TRANSMISSION SHIFT, ENGINE DRIVEABILITY CONCERNS OR SERVICE ENGINE SOON (SES) LIGHT ON AS A RESULT OF THE USE OF AN EXCESSIVELY/OVER-OILED AFTERMARKET, REUSABLE AIR FILTER	2005-01-25
04-07-30-013A	AUTOMATIC TRANSMISSION SHIFT, ENGINE DRIVEABILITY CONCERNS OR SERVICE ENGINE SOON (SES) LIGHT ON AS A RESULT OF THE USE OF AN EXCESSIVELY/OVER-OILED AFTERMARKET, REUSABLE AIR FILTER	2005-01-25
04-07-30-023	INFO - OIL PUMP ASSEMBLY SEAL AND TRANSMISSION CASE CHANGE	2004-05-12
04-07-30-037	INFO - RELEASE OF DEXRON III (H-REVISION) AUTOMATIC TRANSMISSION FLUID (ATF)	2004-09-03
04-08-44-005	UTILIZING TECH 2 TO RETRIEVE PART NUMBERS FOR RADIOS, COMPACT DISC (CD) CHANGERS AND INSTRUMENT PANEL CLUSTERS (IPC)	2004-03-24
04-08-44-005A	UTILIZING TECH 2 TO RETRIEVE PART NUMBERS FOR RADIOS, COMPACT DISC (CD) CHANGERS AND INSTRUMENT PANEL CLUSTERS (IPC)	2005-03-21
04-08-45-008	OUTSIDE AIR TEMPERATURE ON REARVIEW MIRROR READS TOO HIGH (RELOCATE AMBIENT AIR TEMPERATURE SENSOR)	2005-03-07
04-08-45-008A	OUTSIDE AIR TEMPERATURE ON REARVIEW MIRROR READS TOO HIGH (RELOCATE AMBIENT AIR TEMPERATURE SENSOR)	2005-03-07
04-08-46-003	UNABLE TO CONNECT TO ONSTAR OR ONSTAR PERSONAL CALLING INOPERATIVE	2005-02-14
04-08-46-003A	UNABLE TO CONNECT TO ONSTAR OR ONSTAR PERSONAL CALLING INOPERATIVE	2005-02-14
04-08-48-001	REAR WINDOW DEFOGGER - BROKEN HEATING GRID DETECTION METHOD	2005-06-28
04-08-48-001A	REAR WINDOW DEFOGGER - BROKEN HEATING GRID DETECTION METHOD	2005-06-28
04-08-48-001B	REAR WINDOW DEFOGGER - BROKEN HEATING GRID DETECTION METHOD	2005-06-28
04-08-49-018	CRANKS BUT NO START, STALL, INACCURATE/INCORRECT FUEL GAUGE READING, NO FUEL, VEHICLE IS OUT OF FUEL AND FUEL GAUGE READS ABOVE EMPTY (REPLACE FUEL LEVEL SENSOR)	2004-12-06
04-08-49-018A	CRANKS BUT NO START, STALL, INACCURATE/INCORRECT FUEL GAUGE READING, NO FUEL, VEHICLE IS OUT OF FUEL AND FUEL GAUGE READS ABOVE EMPTY (REPLACE FUEL LEVEL SENSOR)	2004-12-06
04-08-49-018B	CRANKS BUT NO START, STALL, INACCURATE/INCORRECT FUEL GAUGE READING, NO FUEL, VEHICLE IS OUT OF FUEL AND FUEL GAUGE READS ABOVE EMPTY (REPLACE FUEL LEVEL SENSOR)	2004-12-06
04-08-49-018C	CRANKS BUT NO START, STALL, INACCURATE/INCORRECT FUEL GAUGE READING, NO FUEL, VEHICLE IS OUT OF FUEL AND FUEL GAUGE READS ABOVE EMPTY (REPLACE FUEL LEVEL SENSOR)	2004-12-06
	CRANKS BUT NO START, STALL, INACCURATE/INCORRECT	

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04-08-49-018D	FUEL GAUGE READING, NO FUEL, VEHICLE IS OUT OF FUEL AND FUEL GAUGE READS ABOVE EMPTY (REPLACE FUEL LEVEL SENSOR)	2004-12-06
04-08-50-016	MEMORY SEAT MAY NOT RETURN TO REQUESTED POSITION (REPROGRAM DRIVER SEAT MODULE)	2005-08-12
04-08-50-016A	MEMORY SEAT MAY NOT RETURN TO REQUESTED POSITION (REPROGRAM DRIVER SEAT MODULE)	2005-08-12
04-08-50-016B	MEMORY SEAT MAY NOT RETURN TO REQUESTED POSITION (REPROGRAM DRIVER SEAT MODULE)	2005-08-12
04-08-50-016C	MEMORY SEAT MAY NOT RETURN TO REQUESTED POSITION (REPROGRAM DRIVER SEAT MODULE)	2005-08-12
05-03-08-002	REPLACEMENT OF SHOCK ABSORBERS AND STRUTS AND USE OF LABOR OPERATIONS E3800, E3801, E3807, E5800, E5801, E5807, E3850, E3857, E5750, E5751 AND E5757	2005-08-19
05-03-08-006	SMU - REVISED STABILIZER SHAFT LINK REPLACEMENT PROCEDURE AND FASTENER TIGHTENING SPECIFICATIONS	2005-04-12
05-03-10-003	LOW TIRE PRESSURE, LEAKING CAST ALUMINUM WHEELS (REPAIR WITH ADHESIVE SEALANT)	2005-03-31
05-03-16-002	TIRE PRESSURE MONITORING (TPM) SYSTEM - SYSTEM MESSAGES	2006-06-20
05-04-21-001	INFORMATION ON EXCESSIVE USE OF RTV SILICONE SEALANT ON NEW VENTURE GEAR (NVG) AND BORG WARNER TRANSFER CASES DURING SERVICE	2005-03-08
05-05-22-001	INFO - ON-CAR BRAKE LATHE SPECIFICATIONS AND MAINTENANCE REQUIREMENTS	2005-08-08
05-05-25-003	SERVICE STABILITY MESSAGE ON, DIAGNOSTIC TROUBLE CODE (DTC) C0131, C0196, C0290 AND/OR C0292 SET (INSPECT/REPLACE YAW RATE SENSOR/LATERAL ACCELEROMETER)	2005-03-14
05-06-01-006	ENGINE VIBRATION/NOISE AT IDLE, VIBRATION FELT IN STEERING WHEEL/SEAT (REPROGRAM PCM)	2005-02-09
05-06-01-010	SERVICE INFORMATION ON CONSOLIDATING THE USE OF LIQUID GASKET ENGINE SEALANTS	2005-03-07
05-06-01-014	OIL LEAK UNDER EXTREME COLD TEMPERATURES (-34 DEGREES CELSIUS, 30 DEGREES FAHRENHEIT OR COLDER) (INSTALL VENTED OIL FILL CAP)	2005-05-09
05-06-02-001	INFORMATION ON ALUMINUM HEATER CORE AND/OR RADIATOR REPLACEMENT	2005-02-24
05-06-02-002	INFO - DEX-COOL COOLANT - NEW LEAK DETECTION DYE J-46386 - REPLACES J-29545-6	2005-05-11
05-06-02-006	INSTRUCTIONS FOR USING GE-47716 VAC-N-FILL COOLANT REFILL TOOL	2005-05-12
05-06-03-002	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
05-06-03-002A	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
05-06-04-021	SMU - REVISED INSPECTION/MAINTENANCE (I/M) EVAPORATIVE EMISSION (EVAP) SYSTEM SET PROCEDURE	2005-03-11
05-06-04-035	USAGE OF E85 FUELS IN GM VEHICLES	2005-05-23
05-07-30-013	4L60-E/4L65-E AUTOMATIC TRANSMISSION SECOND GEAR START, LACK/LOSS OF POWER WHEN ACCELERATING FROM A STOP (REPROGRAM POWERTRAIN CONTROL MODULE (PCM))	2005-05-09
05-08-44-001	COMPACT DISC (CD) OR DVD PLAYER SKIPPING, INOPERATIVE, SLUGGISH AND/OR LONG SEARCH TIMES	2005-01-24
05-08-44-005	INFORMATION ON REAR SEAT HEADPHONE FOAM EAR PAD REPLACEMENT IF WORN OR DAMAGED	2005-02-11
05-08-46-004	INFO - ONSTAR PHONE NUMBER CONCERNS (PHONE NUMBER INCORRECT/ASSIGNED TO ANOTHER VEHICLE/PHONE) THAT OCCUR DURING DIAGNOSIS OF ONSTAR SYSTEM	2005-03-08

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05-08-46-005	ONSTAR LABOR OPERATION CODES	2005-03-21
05-08-48-001	WARRANTY ADMIN. - GUIDELINES FOR CLAIMING C0034 - WINDSHIELD REPLACEMENT	2005-01-31
43-64-07A	LOW VOLTAGE DISPLAY ON IP GAUGE, LIGHTS DIM AT STOP LIGHTS, BATTERY DISCHARGED, NO START, SLOW CRANKING, DIM LIGHTS AT IDLE, LOW GENERATOR OUTPUT	2004-07-28
60-06-02	GM NEW VEHICLE TIRE WARRANTY PROGRAM	2005-06-17
72-05-04	WARRANTY ADMIN. - GUIDELINES FOR CLAIMING C0034 - WINDSHIELD REPLACEMENT	2005-01-31
72-05-12	REPLACEMENT OF SHOCK ABSORBERS AND STRUTS AND USE OF LABOR OPERATIONS E3800, E3801, E3807, E5800, E5801, E5807, E3850, E3857, E5750, E5751 AND E5757	2005-06-19
73-62-13A	INFORMATION ON ALUMINUM HEATER CORE AND/OR RADIATOR REPLACEMENT	2005-02-24
83-12-21	CONTAMINATED R-134A A/C SYSTEMS - A/C SYSTEM FLUSHING PROCEDURES & GUIDELINES	2003-07-01
83-64-17	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
83-263-3E	LOW TIRE PRESSURE, LEAKING CAST ALUMINUM WHEELS (REPAIR WITH ADHESIVE SEALANT)	2005-03-31
93-U-57	LOW TIRE PRESSURE, LEAKING CAST ALUMINUM WHEELS (REPAIR WITH ADHESIVE SEALANT)	2005-03-31
99-08-03-012	INFO - BATTERY AND CHARGING SYSTEM ELECTRICAL DIAGNOSTICS	2005-07-01
99-07-30-022	SHIFT STABILIZATION AND TOWHAUL MODE FEATURE FOR HYDRA-MATIC	2003-06-05
99-07-30-022A	SHIFT STABILIZATION AND TOWHAUL MODE FEATURE FOR HYDRA-MATIC	2003-06-05
99-08-51-007	INFO - REFINISHING ALUMINUM WHEELS	2004-11-22
99-08-51-007A	INFO - REFINISHING ALUMINUM WHEELS	2004-11-22
99-08-51-007B	INFO - REFINISHING ALUMINUM WHEELS	2004-11-22
99-09-40-005	SEAT BELT EXTENDER AVAILABILITY	2004-09-14
99-09-40-005A	SEAT BELT EXTENDER AVAILABILITY	2004-09-14
99-09-40-005B	SEAT BELT EXTENDER AVAILABILITY	2004-09-14

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