

CL-10228432-5544

[Redacted]
2008 MAY 15 AM 7:11
Rawson, Ohio [Redacted]
Phone [Redacted]

2008 MAY 13 P 12:59
[Redacted]

May 3, 2008

Warner Buick
1060 Bright Road
Findlay, Ohio 45840

Dear Administrator,

I, [Redacted] own a 1998 Buick Regal involved in this safety issue. In March, I received a safety recall letter. I, then took my car in to the Buick after contacting the Customer Service Center, and had it checked out.

Warner Buick in Findlay, Ohio confirmed that my car has the safety recall. We had been planning vocation time, which involved driving to Florida. With my car having this recall problem, which the letter stated it could cause a fire.

In that case, I had to rent a car, instead of driving my own to Florida because Warner Buick could not get the parts in on time to fix the problem before we left on vocation.

With that being a problem, I had to pay two hundred and seventy-six dollars (\$276.00) for a week rental car just to go to Florida. So I am just asking for you to consider reimbursing me for the rental car, since I had no choice considering that my car could have caused a fire. I rented the rental car from Lariche in Findlay, because Warner Buick doesn't have rental car service.

While we were on vocation, I left my car at Warner Buick for them to fix it. The parts, then came in two days after we left for vocation. So my car is fixed and I am very thankful for that but very unhappy with renting a car.

Please consider my situation, I spent the cost for the rental car and on top of that the cost of gas to get to Florida. I am in closing rental car receipt, and the receipt of the repairs done to my car while we were gone.

Sincerely,

[Redacted Signature]

LET
05/15/08
10:33
KB

3265102

264310



INVOICE



1060 BRIGHT ROAD * FINDLAY, OHIO 45840
1-800-624-3663 (419) 423-7161
FAX: (419) 422-6149

RAWSON, OH
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 560 JOSEPH ARTINO

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes details for a Buick Regal with VIN 2G4WF5214W1.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Contains a work order for 'REPLACE VALVE COVER GASKET (GM PART)' with parts list and labor charges.

THANK YOU FOR USING OUR SERVICE DEPARTMENT. WE STRIVE TO EXCEED YOUR EXPECTATIONS. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED; PLEASE FEEL FREE TO CONTACT ME AT 419-423-7161 OR 1-800-624-3663.

SERVICE MANAGER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

The factory warranty constitutes all of the warranties with respect to the sale of this item. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control. I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereon.

Table with columns: DESCRIPTION, TOTALS. Summary of charges: LABOR AMOUNT 0.00, PARTS AMOUNT 0.00, GAS, OIL, LUBE 0.00, SUBLET AMOUNT 0.00, MISC. CHARGES 0.00, TOTAL CHARGES 0.00, LESS INSURANCE 0.00, SALES TAX 0.00, PLEASE PAY THIS AMOUNT 0.00.

X

X



215 E. Main Cross St. • FINDLAY, OHIO 45840
Phone (419) 422-1855

36798

CUSTOMER NAME		VEHICLE NO.		LICENSE NO.	
BILL TO		PO NO.		YEAR - MAKE	
HOME ADDRESS		VERIFIED		ODOMETER IN	
CITY		STATE		ZIP CODE	
DRIVER'S LICENSE NO.		STATE		EXP. DATE	
BIRTH DATE		SOCIAL SECURITY NO.		HOME PHONE	
LOCAL CONTACT		ADDRESS		PHONE	
EMPLOYER / BILL TO		POSITION		VERIFIED	
ADDRESS		PHONE		EXTEND TO	
CITY		STATE		ZIP	
CREDIT CARD NO.		EXPIRATION		AUTHORIZATION NO.	
INS. CO.		AGENT		POLICY NO.	

REFERRED BY: WALKIN

ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.

None

NAME	AGE
DRIVERS LICENSE #	STATE
DRIVERS LICENSE #	STATE

FUEL CHARGES WILL BE INVOICED AT \$4.00 PER GALLON

VEHICLE INSPECTION

Date: _____ Car Number: _____

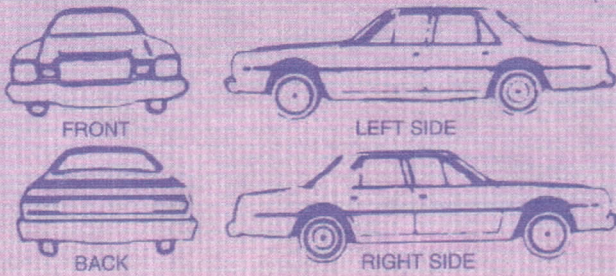
Exterior Damage: _____

Interior Damage: _____

Glass Damage: _____ Spare & Tools: _____

I have inspected the vehicle and upon acceptance, acknowledge that all damages, if any, is noted hereon.

Signed: _____



IMPORTANT — READ BEFORE SIGNING

The undersigned hereby acknowledges that the lessor is not providing any type of insurance protection or collection any charges therefor. In consideration of the foregoing acknowledgement the undersigned agrees to pay for all loss and damage to the described automobile and to hold Lessor harmless from any liability as a result of the lessee's usage thereof.

DRIVER'S SIGNATURE _____

DRIVER'S ADDRESS _____

CITY _____ STATE _____ PHONE _____

RENTAL RATES DO NOT INCLUDE FUEL		CHARGES	
0 Hours @	0.00 =		0.00
2 Days @	28.00 =		56.00
1 Weeks @	205.00 =		205.00
2 Months @	0.00 =		0.00
0 X Days @	0.00 =		0.00
0 Miles @	0.20 =		0.00
Other			0.00
Net Time Plus Miles			261.00
0.00 Gallons @	13.00		0.00
Subtotal			0.00
Sales Tax 6.000%			15.66
Subtotal Misc:			0.00
Subtotal			276.66
Less: Deposits			300.00
Less: Payments			276.66
Amount Due			0.00
Receipts/Due:			
Payment -- DISCOVER --			23.34
			0.00
			0.00
			0.00
			0.00

*Thank You!
Please call
Again*

WARNING:

- Read carefully all conditions on the reverse side.
- You are responsible for all traffic violations.

Customer has read both sides of this agreement and agree the terms and conditions thereof. Customer authorizes Licensee to process a credit card vouch if any, in Customer's name. Customer may be prosecuted if vehicle is not returned when back.

ABSOLUTELY NO SMOKING IN RENTAL VEHICLES

_____ CUSTOMER SIGNATURE

EXTEND TO _____ ADDITIONAL CASH DEPOSIT \$ _____ DATE _____ INITIA _____

CHECKED OUT BY: 114 _____ CHECKED IN BY: 114 _____

PREPARED BY: _____