

0900 et

2010 FEB 23 AM 9:25 AT  
EXECUTIVE SECRET 251AT

2/6/10 From: [REDACTED] 2502/10  
 Charleson, W To: A. Dietz, BBB, Canton, OH  
 and C. Hill, BBB, Arlington, Va re: 6/09-2/10  
 Site on 2007 Defective Chevrolet Impala and  
 4/04 GM Site #478210 on 2003 Pontiac Grandam

Also, the BBB offices have not deplatformed the  
 vehicles' owner on the aforementioned.

Claimant now awaits BBB letters and GM  
 corporate letters on date of GM awaiting Mediation  
 Hearing - 910 Quarrier Street, RW location.

Attms = 1 ea of: 9/24/09 BBB letter to [REDACTED]  
 10/14/09 BBB letter to [REDACTED] 9/29/06-07 Impala MSRP ID  
 "unsigned - invalid" 1/21/09 GM letters [REDACTED] 10/23/09 GM  
 letter to [REDACTED] (Unsettled 100% Disputed), 6/2/09 GM  
 Arbitration mediation Mandate (US Supreme Court); [REDACTED]  
 1/19/10 to GM CEO (case #478210); [REDACTED] 10/27/09 Sax  
 to GM CEO Edward E. Whitacre, Jr.

CC - Counsel at [REDACTED]; CC - OS DOJ/e. Holder,  
 → Wash, DC; Ronald Medford, NHTSA, Wash, DC and  
 US Senator Rockefeller, Wash, DC office.

M. Cruz  
 3/11/2010  
 CW

-p. 2  
 of 2

To: Amanda Tiefre, w mgr - BBB GM  
autoline mediation, Po Box 8017,  
Canton, OH 44711-8017; carolyn Hill-  
BBB GM office 4200 Wilson Blvd,  
Ste 800, Arlington, Va 22209-1838

From: [REDACTED]  
[REDACTED] South Charleston, WV [REDACTED]

DATE: 0900et - 2/6/10

RE: 6/22/09 dm. to GM unds 9/09 BBB

# MEMORANDUM

of  
GM  
vehicles  
owner

case No. CHU-094544s on Defective 2007 Chevrolet  
Impala and GM 4/04 Site #478210 on 03 Grandam

The 9/24/09 BBB letter from ms. Hill states  
"BBB staff are here to help". Thus, why has  
the BBB office delayed in setting these two  
cases for mediation in the CRW office???

Further, BBB 2009 letters to GM vehicles owner  
state that GM ceo Whitacre, Jr. has been  
sent same. No formal response received from  
GM, Detroit, MI or BBB to date in 2/10. Nine  
(9) months have passed. Vehicles owner does  
not understand the delay. The United States  
Supreme <sup>Court</sup> ruled in Summer 2009 that all active  
claims on site w/ GM are to be mediated  
to obtain a resolve.

pg. 1  
of 2

submitted data = (12) sheets



BBB AUTO LINE

September 24, 2009

Rec'd  
9/26/09

[Redacted]

SOUTH CHARLESTON WV [Redacted]

[Redacted]

Re: c01 CHV0945445: Rupel vs Chevrolet Motor Division

Dear [Redacted]

Thank you for contacting the BBB AUTO LINE program. Your claim will be opened once your properly completed *Customer Claim Form (CCF)* is returned to our office.

Please review the information outlined below and follow the instructions.

- \* *Completing Your BBB AUTO LINE Claim* - Please read this document first. It explains what you need to do to help us handle your claim.
- \* *Program Summary* - This document explains the types of claims that may be arbitrated in the BBB AUTO LINE program and the remedies available.
- \* *CCF* - Information we have on file regarding your complaint is recorded on the *CCF*. Please verify the accuracy of the information and make any necessary changes. Please provide the Vehicle Identification Number (VIN).

If you would like to review the programs rules and policies, please visit <http://www.dr.bbb.org/autoline/alprocess.asp>.

We have notified the manufacturer about your contact with us and they may contact you to discuss your case. Please let us know if you reach a settlement so we can record that information in your file.

Once we receive your signed CCF with the VIN, if eligible, we will officially open your case. Within a few days, we will contact you by phone to discuss your case. Our goal is to help you and the manufacturer in reaching a mutually satisfactory resolution to your dispute.

BBB AUTO LINE staff are here to help you. Please call me at (800)955-5100 if you have any questions or if I can be of help.

Sincerely,

Carolyn Hill at Extension 509

**Council of Better Business Bureaus, Inc.**

4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

-1023-



**BBB AUTO LINE**

October 14, 2009  
Re: CC2 CHV0945445: Rupel vs Chevrolet Motor Division  
2G1WB58K979146946

Rec'd 10/17/09  
\* Disputed = unsigned  
Initial

[Redacted]  
SOUTH CHARLESTON WV [Redacted]

Dear [Redacted]

I would like to thank you for your interest in the BBB AUTO LINE program.  
\*\* Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the mileage requirement for filing with the BBB AUTO LINE program. \*\*

copy

I regret we will not be able to help you.

Sincerely,

\* Carolyn Hill at Extension 509

CC: Alicia Schneider

Re: 10/9/09 clm. to BBB  
Audline on Purchased  
9/29/06 defective 2009  
Chev. Impala LS.

\*\* The above 100% disputed  
By [Redacted] as BBB  
has called & physically  
inspected the vehicle based  
upon (23) Shd, 1300 est 10/27/09  
Clm. to GM, chev, Det, MI

cc-Counsel at  
w.D. Rupel  
cc- BBB auto Line  
CANDY, [Redacted] office.

-108-



# CHEVROLET

## 2007 IMPALA LS SED

260 ~~288~~ miles 9/26

Visit us at [www.chevy.com](http://www.chevy.com)

Standard Equipment

Items Featured Below are included at NO EXTRA CHARGE in the

### MECHANICAL:

- ENGINE, 3.5L V6
- VARIABLE VALVE TIMING
- TRANSMISSION, 4 SPD AUTOMATIC
- FRONT WHEEL DRIVE
- 3 WHEEL INDEPENDENT TOURING SUSPENSION
- STAINLESS STEEL EXHAUST
- ENGINE OIL LIFE MONITOR SYS.

### SAFETY:

- TYRONSTAR SAFE & SOUND
- POWER 4 WHEEL DISC BRAKES
- AIR BAGS, DUAL FRONTAL PASSENGER SENSING SYSTEM
- HEAD CURTAIN SIDE AIR BAGS FRONT / REAR
- DAYTIME RUNNING LAMPS
- AUTOMATIC HEADLAMPS
- PWR DOOR LOCKS, PROGRAMMABLE
- THEFT DETERRENT SYSTEM
- REAR CHILD SEAT LATCH SYSTEM

- STANDARD VEHICLE PRICE SHOWN AT RIGHT
- RR DOOR CHILD SECURITY LOCKS
- EMERGENCY TRUNK RELEASE HNDL
- LOCK OUT PROTECTION
- BATTERY RUNDOWN PROTECTION
- TIRE INFLATION MONITOR

### EXTERIOR:

- 16" WHEELS, ALL SEASON TIRES \*
- POWER DUAL OUTSIDE MIRRORS \*

### INTERIOR:

- CRUISE CONTROL
- PWR SEAT ADJUST-DRIVER, 8 WAY
- POWER WINDOWS & DOOR LOCKS
- POWER TRUNK RELEASE
- TILT STEERING WHEEL
- REAR WINDOW DEFROSTER
- AM/FM STEREO W/ CD PLAYER AND AUXILIARY INPUT JACK
- TRIP COMPUTER
- REMOTE KEYLESS ENTRY

→

\*\*  
2007 Impala  
Purchased  
New  
9/29/06  
260 miles 266

STANDARD  
Options  
standard

REMOTE  
• EXT-INT  
• INT-EXT

TOTAL:

For more information on E85, visit [livegreengrey.com](http://livegreengrey.com)

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

GASOLINE CITY MPG	FLEXIBLE FUEL Fuel Economy Information	GASOLINE HIGHWAY MPG
21		31
<p>ACTUAL MILEAGE WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN:</p> <p>17 AND 23 MPG IN THE CITY AND BETWEEN 23 AND 36 MPG ON THE HIGHWAY.</p>	<p>2007 IMPALA 3.5 LITER V6 ENGINE DIRECT INJECTION, AUTOMATIC 4 SPEED TRANSMISSION CATALYST, FEEDBACK FUEL SYSTEM</p> <p>ESTIMATED ANNUAL FUEL COST: \$1,658</p> <p>* * *</p> <p>X Goodyear 225-60R-16</p>	<p>FOR COMPARISON SHOPPING, ALL VEHICLES CLASSIFIED AS LARGE HAVE BEEN ISSUED MILEAGE RATINGS RANGING FROM TO MPG CITY AND TO MPG HIGHWAY. NOT AVAILABLE ALL FUEL ECONOMY VALUES ON THIS LABEL PERTAIN TO GASOLINE FUEL USAGE. ETHANOL, E85 FUEL USAGE WILL YIELD DIFFERENT VALUES SEE THE FREE FUEL ECONOMY GUIDE FOR INFORMATION ON ETHANOL E85</p> <p>WKA</p>

288 mi

Purchased

So. Chevrolet

THIS VEHICLE OPERATES ON E85 ETHANOL BLENDS OR GASOLINE

[www.fueleconomy.gov](http://www.fueleconomy.gov)

✓ DEALER TO WHOM DELIVERED

SABLE CHEVROLET  
910 BROWNVILLE RD  
PITTSBURGH, PA 15217-2833



ORDER NO KHRFFR SALES CODE 2  
SALES MODEL CODE 19-019  
DEALER NO 15598  
FINAL ASSEMBLY CSH:WA, ON CANADA  
VIN 2G1WB58K979

This label has been applied to the ultimate purchaser. It does not include dealer or license fees.

TOTAL  
DESTIN  
TOTAL



Gm with  
Consumer  
Disputes!

Rec'd  
7-25-09

Vertical stamp: VISITORS (Legal) GM WASH. Since 8/1970!

copy

July 21, 2009

[Redacted address]

South Charleston, WV

Service Request: 71-736437525

Subject \_\_\_\_\_  
date of claim \_\_\_\_\_  
\* Vehicle \_\_\_\_\_  
Vin # \_\_\_\_\_

Dear [Redacted]

① Thank you for contacting us recently regarding the dissatisfaction you have experienced with your vehicle. At Chevrolet, our commitment to customer satisfaction is a top priority and we sincerely apologize for any concerns you may have experienced.

Invalid Signature

② Although the need for repairs is unfortunate, motor vehicles are complex machinery and sometimes do require repairs. That is why every vehicle sold is backed by the GM New Car Limited Warranty. During this period, Chevrolet will provide for repairs to the vehicle to correct any vehicle concerns related to materials or workmanship. Mechanical concerns arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear are not covered by the warranty.

Disputed

Disputed Reason: No

③ Chevrolet works to ensure each customer concern is handled in a way that reflects our values and we have carefully reviewed the facts surrounding your case. After careful consideration, Chevrolet, in conjunction with C & O Motors, Inc., has determined that we are unable to offer you financial assistance at this time.

Disputed

We hope you understand our position as it relates to the manufacturer's obligation. We appreciate the opportunity to review this matter. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Disputed

Sincerely,

General Motors Executive Office

Ms. Brenda Santos  
Office of GM CEO  
Frida Peterson, PO Box  
300, Deer Mt 48232

\* (no name of writer, or title, or full address, tele, #)

\*\* "Invalid GM Letter"



Chevrolet  
Customer & Relationship Services Group  
Business Resource Center

October 23, 2009

[REDACTED]  
South Charleston, WV [REDACTED]

Re: Attorney General, State of West Virginia, Complaint  
VIN: 2G1WB58K979 [REDACTED] Service Request #71-736437525

Dear [REDACTED]

Chevrolet has received the correspondence referenced above on your behalf. I have evaluated what I believe to be your concerns contained in your complaint on the above referenced vehicle. [REDACTED] I have made a number of attempts to reach you by telephone on the following dates: 10/12, 10/14 (twice), 10/15, 10/16, 10/19 (twice), and 10/20 to try to confirm my understanding. My understanding is that you have raised concerns about tire wear on your vehicle.

Despite not being able to reach you, we want you to know that Chevrolet is committed to customer satisfaction. As you know our vehicles are all backed by our New Vehicle Limited Warranty and this would include defects in the tires. However, maintenance and normal wear and tear of the tires are not covered by the warranty. As a result the use of the tires on your Impala for more than 25K miles on the rear and 10K miles on the front tires, Chevrolet would like to offer you a 50% reimbursement toward the purchase of new tires at an authorized Chevrolet dealer that sells tires.

This offer is good for 30 days from the date of this letter. If you wish to accept our offer, please locate the Chevrolet dealer that you wish to have replace your tires. Present this letter to your Chevrolet dealership and request that they contact Mr. Wes Preece in the South East Regional office. If you have any further questions regarding this offer, please contact me at the number listed below.

Sincerely,

*Cherlyn M. Stagner*

Cherlyn M. Stagner  
Business Resource Manager  
Work: (313) 667-2607

Cc: Wes Preece, Customer Activities Manager, SE Region  
James Cavender, Mediator, Consumer Protection and Antitrust Division, WV Attorney  
General's Office

Recv.  
10/29/09

Recv.  
12/26/09  
?

REUTERS

TEST HEAD

OPTIONS DAILY FOR THE WEEK



Top News

Reuters top ten news stories delivered to your inbox each day.

Subscribe

**FOLLOW YOUR TRADING INSTINCTS  
OPEN A FREE \$50 MINI FX ACCOUNT**

You are here: [Home](#) > [News](#) > [Article](#)

## Court Approves GM's Continued Participation in BBB AUTO LINE Program

Tue Jun 2, 2009 10:28am EDT

[Home](#) [News](#) [World](#) [Finance](#) [Tech](#) [Sports](#) [Lifestyle](#)

[+] Text [-]

copy

GM customers can still receive free help from BBB to resolve disputes over their auto warranty

- ① ARLINGTON, Va., June 2 /PRNewswire-USNewswire/ -- The U.S. Court overseeing General Motors' bankruptcy has approved GM's request to continue honoring vehicle warranties, including GM's participation in the BBB AUTO LINE program for consumers that need help with any warranty-related dispute with the manufacturer.
- ② BBB AUTO LINE is the world's largest out-of-court warranty dispute resolution program and has been administered for the past 30 years by the U.S. Better Business Bureau system for GM and most other major brands. BBB offers its BBB AUTO LINE service to consumers as an informal way to resolve any warranty disputes they might have regarding reoccurring problems with a vehicle that they believe may be a "lemon."
- ③ "Both GM and the Court understand that it is absolutely necessary to honor warranties and this decision benefits consumers by ensuring they will continue to have a free and easy way to resolve warranty disputes with the assistance of BBB AUTO LINE," said Steve Cox, BBB spokesperson. "Since 2001 alone, BBB has helped consumers with more than a quarter million cases involving the 35 manufacturer brands participating in the BBB AUTO LINE program." *copy*
- ④ BBB AUTO LINE follows Federal Trade Commission rules and applicable state lemon law procedures. Most eligible cases are resolved by a mediated settlement. For cases that go to arbitration, decisions are made by BBB's professional, volunteer arbitrators. Essentially, consumers may accept or reject the arbitrator's decision, but the decision is binding on the manufacturer if accepted by the consumer. If the consumer does not accept the decision, the consumer is free to pursue any other remedies available under law.
- ⑤ The program's activities are transparent, with audit reports filed annually with the Federal Trade Commission. And according to the most recent audit of the program, 79 percent of participants would recommend the BBB AUTO LINE program to their friends and family who were experiencing automotive problems.
- ⑥ Twenty-seven of the world's largest auto brands -- including GM makes -- participate in BBB AUTO LINE for disputes arising throughout the country. An additional eight manufacturer brands participate in some, but not all states. A complete list of participating BBB AUTO LINE manufacturers is available at the BBB Web site ([www.bbb.org](http://www.bbb.org)). Full information about BBB AUTO LINE is also available online, including program rules (in English and Spanish) and an easy to use online complaint form.
- ⑦ BBB AUTO LINE is administered by the Council of Better Business Bureaus, Inc. in Arlington, Virginia. Mediation centers are located in Arlington, California and Florida and arbitration case hearings are available through more than 116 BBB offices and branches in every major market in the U.S. and its territories.
- ⑧ **About BBB**  
BBB, the leader in advancing marketplace trust, is an unbiased non-profit organization that sets and upholds high standards for fair and honest business behavior. Businesses that earn BBB accreditation contractually agree and adhere to the organization's high standards of ethical business behavior. BBB provides objective advice, free business BBB Reliability Reports(TM) and charity BBB Wise Giving Reports(TM), and educational information on topics affecting marketplace trust. To further promote trust, BBB also offers complaint and dispute resolution support for consumers and businesses when there is difference in viewpoints. The first BBB was founded in 1912. Today, 125 BBBs serve communities across the U.S. and Canada, evaluating and monitoring more than four million local and national businesses and charities.

TO: Free Fax # (866) 824-3547

Direct  
Tele.  
313-667-7153

To: GM chairman Edward J. Whitacre, Jr.

P.O. Box 300, Detroit, MI 48265-3000

From: [Redacted] South

DATE: Charleston, WV [Redacted]

RE: 4/1/04 MVA Under GM case No.

MEMORANDUM

of FAXED:  
GM 1/19/10  
vehicle 9:12 EST  
owner a.m.  
Dated 11:00  
et-1/17/10

478210 = Product Defects Liability w/  
severe injuries = 2003 Pontiac Grand Am

Re: vehicle owner 0926 est, 10/26/09  
Fax direct to GM on GM file # 478210.

To date in 1/10 the General  
Motors Corporate office has not  
formally replied to the vehicle owner  
on this matter.

The vehicle owner does not understand  
the delay by GM in settling this  
matter.

Also be advised this matter is being filed  
with GM BBB online for mediation.

Total pages of Fax Filing = (4)

Sax from:

South Charleston,  
WV do Bm Chairman  
Edward E. Whitacre, Jr re: 4/04 Bm

1100

et

1-17-010

Site # 478210

No later than 12/31/10 kindly mail  
the Bm monetary offer #  
settlement letter to vehicle owner.

Bm belides owner now awaits same.

Att. M. C. 1) 2 pg. Sax dated 09/26/08, 10/26/09 do Bm

(1) 2 pg. = Prior Saxed 07/27/08, 7/29/09 do

Former Bm ceo, Fritz Henderson

(1) 5/10/04, 5/11/05 Bm letters to vehicle  
owner (Same in Detroit MI

office site = holder's

Mrs. Brenda Sanders

CC- Counsel at

MI Governor Jennifer Granholm, Lansing, MI

WV AG Donnell McGraw, CRW

The White House 1600 Penn ave Wash DC 20560

Ronald med Saro NHTSA Wash DC

US Senator Rockefeller 531 Hart Senate

Office Bldg, Wash DC 20010.

BBB- Carolyn Hill, Arlington, Va

BBB - W Mgr. Amanda Tierney  
Canton, OH

Page # 2  
of 2

2.  
FAXED:  
9:30 EST  
10/27/09

GM chairman Edward Whitacre  
Po Box 300, Detroit, MI 48265-3000  
Tel: 313-6677153  
↓ Toll Free Sax # (866) 834-3547

To:

From:

DATE:

RE:

\*\*

2007 Chevrolet Impala - Front Drive train

Unisub, X-Bar, Suspension, Goodyear tires, etc

Prioritized Monetary Settlement

GM Cashier's \$30,000 Payable to [redacted]

MEMORANDUM

of Prioritized  
GM vehicle

owner  
Assistance

0400edj  
10/27/09

Submission to GM  
= (11) sheets

copy

Received your 10/12/09 letter, but not  
receive your signed GM letter - offer sheet  
to settle the 8/22/09 claim to GM -  
Chevrolet Division. Almost-in fact -  
over 4 months time has passed, and  
no cashier's check has been received.

The "unsigned" GM 7/21/09 letter  
to me is inconclusive. Now in 10/09,  
the acceptable amount to the GM  
vehicle owner (same since 8/19/09) is \$30,000.

Fax # of GM chairman Whitacre

Toll Free = (866) 834-3547

↑ ↑ ↑

-1052-

UIN # 2616083869179

\*\*

From: [REDACTED]

South Charleston, WV [REDACTED] TO:  
GM chairman Edward Whitacre, Det, MT

ppd edt  
6/22/09

The evidentiary data (1300edt-6/22/09)  
to Thomas Wilton and Cheryl Stagner,  
GM office supports the claim. Most  
recently ms. Stagner has telephoned the  
GM vehicle owner at the workplace. Same  
telephone calls are not permitted, nor have  
they been prior authorized. Only leave  
voice mails to residence of [REDACTED]

copy

cc- office of US  
Senator Rockefeller  
CRW office

[REDACTED] Save detailed message for  
GM vehicle owner call back to you at  
313-6677153

cc- Counsel of  
cc- MF Gov. Senator  
Al Gore, Lansing, MT

GM vehicle owner now awaits cashier's  
check No. [REDACTED] from GM in the amount  
of \$130,000. Kindly place said \$130,000  
in envelope - mark same "confidential", then  
Fedex Ground to [REDACTED] for receipt Nt  
1700 est, Tuesday 11/3/09.

cc- VP Joseph Biden  
Chief of Staff Rob Emanuel  
The White House, Wash, DC

Atms. (1) Purchased 9/29/09 MSRP ID on  
2007 Chev. Impala LS, Vin #2G1WB358K979 [REDACTED]  
(1) 7pg-1300edt, 6/22/09 claim to GM on 07 Impala  
(1) unsigned 7/2/09 GM-Chev. Div. Ltr. to [REDACTED]

cc- F. Hugue, managing Deputy  
AG, WABO, CRW.

Pg # 2  
of 2

South Ave, W

Non-010  
W 40-308  
W

Ronald Medford, adm-NH & SA  
1200 New Jersey Avenue, SE  
Washington, DC 20590