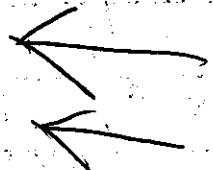


Sax# N/A Ronald Medford, Product Defects  
Liability office, NHTSA  
Call See dele. 888-227-4226 1200 New Jersey ave, se (west Bldg)



To: Washington, DC 20590, 202-366-9550

MEMORANDUM

From: [Redacted]

of  
Gm  
vehicle owner

South Charleston W [Redacted]

DATE: 0801 EDT 8/1/10

RE: 9/29/06 Purchase of Defective (Safety

AUG 1 0 2010

Defect) 2007 Impala LS - Priority Request

Subm # 14 = (6) SAs

Refer to vehicle owner 1300 EDT, 7/14/10  
letter to your office.

Same has gone unresponded to date,  
and vehicle owner needs the NHTSA  
vehicle inspection report, to include photos  
of the bent frame-defective XBRIS strut,  
steering end coil over, and tire sensors.

On 6/22/10, vehicle owner sent a 23  
page submittal to Thomas Wilkins-Cheryl  
Stogam, at Gm office (313-6677153), or use  
call see Sax# 866-8343547.

Vehicle owner does not understand as to  
why the US Government does not assist the  
vehicle owner on this matter.

KB  
081010  
TRW

0801edst  
8/1/10

From: [redacted]  
South Charleston, WV do: Ronald Medford,  
NHTSA, Washington, DC re: 9/29/06 Purchase  
of Defective (Safety Defect) 07 Chev. Impala.

It is imperative that NHTSA contact  
the vehicle owner [redacted] at once  
to schedule a vehicle inspection. Leave  
a voice mail or call back to you, or a  
NHTSA staff member. Also NHTSA can  
verify this need by contacting the Weber  
crew (Norman Brogle - Stephanie Brown or  
James Coendera at 304-558-8986 Fax #304-558-0184)...

Kindly do not delay, as the safety  
operation of the 2007 Impala is impaired.  
A prompt action by the US Government  
is requested.

Attachment = 1 cc ea of: 2 pg. 1200edst, 7/14/10 by  
[redacted] do NHTSA; unsigned 6/8/10 GM  
letter to [redacted] in 6/17/10 unsigned GM Ltr to MIA6.  
Copy - Counsel of W [redacted] WdAG, CRLO;  
mt. Governor James E. Kanahon / AG Michael  
Cox, P.O. Box 30213 Lansing, MI 48909; US Senator  
John D. Rockefeller / Core Rodom, 531 Hart Senate  
Office Bldg, WASH, DC 20560.

Ronald McDonald Product Safety  
Defects Invest. Office

Call: 888-327-4236

To: 1200 NJ Avenue SE - West Bldg  
Washington, DC 20590

MEMORANDUM

From: [Redacted]

O &  
Vehicle  
Owner

DATE: Drive, 1500 East 7/14/10 in [Redacted]

RE: Safety Product Defects

on 2007 Chev. Impala LS - Defective  
(Purchased 9/29/06) [Signature]

Subm. Total = (4) Shfts

Vehicle owner, since 6/27/09, has  
written to NHTSA to visit me in  
CRW to inspect the defective vehicle.

Vehicle owner does not understand  
the delay by the US Government in  
providing assistance to same. The White  
House, US Senators, and various State  
AG's are assisting to obtain a resolve.

1300ppt  
7/14/010

From: [redacted] 80, Ches, W  
to: Ronald Medford, NHTSA,  
Wash, DC

Re: Inspection-Defective 07 Chevy Impala  
Now is the time for the

US Government to provide assistance.

Contact me asap [redacted] job

copy

Schedule vehicle inspection in RW

on or before 7/27/010.

As prompt action is needed.

ADM (1) of 6/8/010 GM Ltr. to [redacted].

and (2) 6/7/010 GM Ltr. to MI 960 Lansing, MI.

cc- Counsel of [redacted]

cc- Danell McGraw Wab, Rm. e-26,

Main Capital, ERW 25306 (354-5588986)

cc- MI Governor J. Granholm - 96

cc- Michael Cox, Lansing, MI.

+



June 7, 2010

State of Michigan  
Office of the Attorney General  
Consumer Protection Division  
Attention: Consumer Protection Division

Customer: [Redacted]  
Reference number: 2010-8014221-A  
Service request: 71-834598735  
Customer Relationship Specialist: Leslie

*copy*

To Whom It May Concern:

Thank you for your recent correspondence regarding [Redacted]. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned whenever a customer is dissatisfied with any phase of their experience with our product. For this reason our office would like a chance to review [Redacted] concerns. Unfortunately my attempts to contact [Redacted] have been unsuccessful to discuss his vehicle's concerns. I have tried to contact him on the following dates June 1, 2010, June 2, 2010 and June 4, 2010, and messages were left on each occasion. Additionally General Motors has unsuccessfully attempted to contact [Redacted] on numerous occasions since August of 2009.

In an effort to maintain customer satisfaction and to expedite a resolution to [Redacted] concern this is to advise you that we have sent correspondence to the customer seeking contact.

If you have any further questions, please contact me at 1-866-790-5600 extension 31273 between 9:30 a.m. and 6:00 p.m. Eastern Standard Time weekdays and I will be happy to assist you.

Sincerely,

General Motors

6/27/10

2nd cc - mi a Go

N. Google, WAAG, ARW

R. Medford, NHTSA, Wash, DC

Counsel of [Redacted]





June 8, 2010

[Redacted]

South Charleston, WV [Redacted]

*Rec'd 6/10/10  
7:21*

*copy*

Service request: 71-834598735  
Customer Relationship Specialist: Leslie

Dear [Redacted]

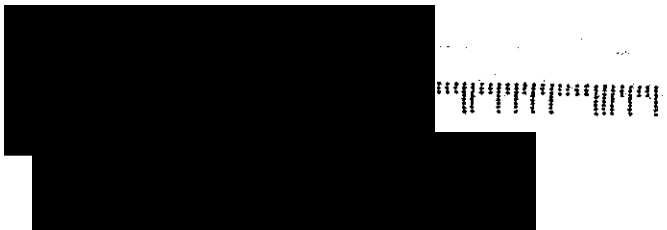
Thank you for your recent correspondence regarding your 2007 Chevrolet Impala. We are sorry you are dissatisfied with your Chevrolet. We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. Our continued success depends upon the satisfaction our customers receive from their vehicles.

Unfortunately, our attempts to contact you regarding your vehicle have been unsuccessful. We have tried to contact you on the following dates June 1, 2010, June 2, 2010 and June 4, 2010, and messages were left on each occasion. As soon as you are available, please contact us by telephone to discuss the concerns with your vehicle.

If you have further questions, please contact me at 1-866-790-5600 extension 31273 Monday through Friday between 9:30 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

General Motors



South Ches  
W



PLS. keep copy



Ronald Medford - Fred. DeLoach  
Liaison office  
N Htsa (West Bldg)  
1200 New Jersey Avenue SE  
Washington, DC 20590