

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



APR 26 2010

ATTORNEY GENERAL OF MISSOURI

JEFFERSON CITY

65102

P.O. Box 899  
(573) 751-3321

CHRIS KOSTER  
ATTORNEY GENERAL

April 12, 2010

Mr. [REDACTED]

[REDACTED]  
Independence, MO [REDACTED]

RE: Complaint No. CF-2010-05812

General Motors

Dear Mr. [REDACTED]

Thank you for contacting The Missouri Attorney General's Consumer Complaint Unit. I reviewed your complaint carefully and determined that it does not generally fall within the scope of matters handled by the Complaint Unit.

I have forwarded your complaint to the National Highway Traffic Safety Administration, 400 7th Street, SW, Room 2318, Washington, DC 20590.

Should you require assistance in the future, please contact the Consumer Protection Hotline at 1-800-392-8222 or visit our web site at [www.ago.mo.gov](http://www.ago.mo.gov).

Sincerely,

CHRIS KOSTER  
Attorney General

*Kelly Maddox*

Kelly Maddox  
Complaint Investigator  
Consumer Protection Division



MC  
042610  
TGW

# Consumer Complaint Form



RETURN TO: Attorney General's Office  
Consumer Protection Unit, PO Box 899  
Jefferson City, MO 65102

Missouri Attorney General  
Chris Koster

Phone: 800-392-8222  
Web: ago.mo.gov

CONSUMER

YOUR NAME  MR.  MRS.  MS. [REDACTED] [REDACTED] [REDACTED]

ADDRESS [REDACTED] Independence Mo [REDACTED] Jackson  
STREET CITY STATE ZIP COUNTY

HOME PHONE [REDACTED] WORK PHONE [REDACTED] E-MAIL \_\_\_\_\_

COMPANY

MY COMPLAINT IS AGAINST Cable Dahmer Chevrolet & Westfall GMC  
Cable Dahmer - Noland Rd, Independence, Mo. Jackson County

Westfall GMC Kansas City Mo. Jackson  
ADDRESS STREET CITY STATE ZIP COUNTY

PHONE ( ) WEB SITE E-MAIL \_\_\_\_\_

PERSON YOU DEALT WITH \_\_\_\_\_ NAME TITLE

PRODUCT OR SERVICE

PRODUCT OR SERVICE DISPUTED Chevrolet 2007 Duramax Truck with 6.6 Diesel Engine with Fuel Injection Problems several times

DATE OF TRANSACTION/PURCHASE 12 30 2006 AMOUNT PAID \$ \_\_\_\_\_  
(For example: 05 01 00) MONTH DAY YEAR

HOW & WHERE DID YOU LEARN ABOUT PRODUCT OR SERVICE? \_\_\_\_\_

PAYMENT

PAYMENT METHOD  CASH  CREDIT CARD  DEBIT CARD  LOAN  LAY-AWAY  CHECK  OTHER

DID YOU SIGN A CONTRACT, WARRANTY AGREEMENT OR SIMILAR PAPERS?  YES  NO I signed a factory warranty when I bought truck new.

Copies of any documents produced for payment must be returned with this complaint form. (such as contracts, warranties, checks — front and back)

RECEIVED

MAR 05 2010  
MO. OFFICE  
ATTORNEY GENERAL  
RECEIVED  
MAR - 5 2010

MO. ATTORNEY GENERAL

05812



BRIEFLY EXPLAIN YOUR COMPLAINT

Problems with the Fuel Injectors going bad again & again. Truck has 100,000 mile warrenty, warrenty is still in effect. Companies Refused to fix truck say manufacture wont cover injectors again, Claims it's bad fuel each time they go bad (even after they clean out complete fuel system and used their own fuel the injectors went bad). While still at shop they wont send out Injectors to be tested to see if faulty Injectors and wont have truck checked to see if something else is causing this problem.

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

Have take truck to Cable Dahmer where truck was bought several times until I was refused another Repair of fuel Injectors. Had truck Towed from there to Westfall GMC (who's had truck since December 2009) truck is still not fixed under warrenty and Westfall GMC wants between \$3700.00 and \$4000.00 to fix truck

HOW DO YOU WANT THIS COMPLAINT RESOLVED?

- REFUND REPAIR DELIVER PRODUCT PERFORM SERVICE REPLACE/TRADE

OTHER I want problem Resolved with the Fuel Injector problems, Truck Repaired & working Correctly under warrenty and Truck Returned to me.

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?

- NO YES

NAME OF ANY AGENCY CONTACTED

AGENCY ADDRESS

BY FILING THIS COMPLAINT, I UNDERSTAND THAT:

The Attorney General is not my private attorney, but enforces state consumer protection laws; I will testify in court to the facts stated in this complaint; and A copy of this complaint will be provided to the merchant against whom I am filing this complaint.

I ATTEST TO THE ACCURACY OF STATEMENTS MADE IN THIS COMPLAINT:

YOUR SIGNATURE

DATE

Please note that in accordance with Missouri law,

Consumer complaints are "public records," subject to disclosure upon request. Your complaint, including your name, address and related documents, may be obtained pursuant to a public records law request.

RECEIVED

MAR - 5 2010

MO. ATTORNEY GENERAL

All they do is pull out the injectors, <sup>see Carbon deposits on</sup> injectors, compare it to a photo on computer and say caused by bad fuel. Cable Dahmer replaced them at first time injectors went bad. I got truck back and injectors went bad again. Truck was returned to them, again they said bad fuel. They clean the fuel system replace with their own Diesel fuel, the injectors went out again while truck was still at their shop. They again replaced the fuel injectors. Shortly after I got truck back the injectors went bad again. Cable Dahmer Chevrolet said the manufacturer will not replace them again. I talked to Westfall GMC and was told to bring truck to them, that they could probably get truck fixed under warranty. I had truck towed from Cable Dahmer to them. Westfall GMC has had my truck since December 2009. They say same as Cable Dahmer that its bad fuel. They also have not sent fuel injectors out to see if its faulty injectors or some other problem that caused the injectors to go bad.

If more information is needed, you can reach me by calling [REDACTED] Thank you for looking into my problem.

Sincerely;

[REDACTED]

## GM Vehicle Inquiry System Summary

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

[Help](#)

<b>VIN :</b>	1GCHK23D47F [REDACTED]
--------------	------------------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	CK25743 -2007 SILVERADO LT3 2500HD 4WD CREW	<b>Warranty Start Date :</b>	12/30/2006
<b>BARS Order Type :</b>	70 - RETAIL - STOCK		
<b>Delivering Dealer :</b>	CABLE-DAHMER CHEVROLET, INC. 1834 S NOLAND RD INDEPENDENCE, MO 64055-1314 (816) 254-3860	<b>Selling Source :</b>	13 - CHEVROLET
		<b>Site Code :</b>	05514
		<b>Business Associate Code :</b>	191988
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No
		<b>Warranty Block :</b>	No
		<b>PDI Status :</b>	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

<b>OnStar Equipped</b>	Yes	<b>OnStar Status</b>	Inactive	Refer to Help page for details or: go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.	
<b>XM Equipped</b>	Yes	<b>XM Radio ID</b>	TUMRN044	<b>XM Status</b>	Inactive
Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).					

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	12/30/2006	34 miles	12/30/2009	36034 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	12/30/2006	34 miles	12/30/2012	100034 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	12/30/2006	34 miles	12/30/2011	100034 miles
60/50000 FEDERAL EMISSION	12/30/2006	34 miles	12/30/2011	50034 miles

60/100000 GM DIESEL ENGINE IN LIGHT DUTY VEHICLE LIMITED WARRANTY	12/30/2006	34 miles	12/30/2011	100034 miles
--	------------	----------	------------	--------------

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/10/2009	620015	#	J5650 - FUEL INJECTOR REPLACEMENT	65511 miles
07/30/2009	619056	#	Z7906 - 6+ DAY COURTESY TRANSPORTATION	64804 miles
01/08/2009	599501	#	N2290 - HEADLAMP SWITCH REPLACEMENT	36089 miles
12/23/2008	598238	#	K5392 - LINES AND/OR FITTINGS, TRANSMISSION OIL COOLER - LOWER - A	36045 miles
12/23/2008	598238	#	J6353 - MODULE, POWERTRAIN CONTROL - EMISSIONS RELATED REPROGRAMMI	36045 miles
12/26/2007	561766	#	R0943 - RADIO FRONT SIDE DOOR SPEAKER REPLACEMENT - LEFT SIDE	17737 miles
12/26/2007	561766	#	D1002 - BLOWER MOTOR RESISTOR REPLACEMENT	17737 miles
09/07/2007	551452	#	J5650 - FUEL INJECTOR REPLACEMENT	10287 miles
11/21/2006	A61157	I	Z6999 - PDI RELATED FLUID ADDS	2 miles
11/03/2006	A61157	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

© 2009 General Motors. All Rights Reserved.

12/23/2009

HISTORY LISTING

08:35:46

-----  
CAUSE : BACKING OUT OF THE DRIVEWAY AND THE SUSP FLEXES  
: ROAD TEST NO ABNORMAL NOISE HEARD AT THIS TIME

JOB NUMBER : 5 OPERATION 000LZ05 OP. DESC. TIRE ROTATION  
SALE TYPE : C TECHNICIAN NO(S). 234  
COMPLAINT : PERFORM TIRE ROTATION  
CORRECTION : ROTATED TIRES ALL TIRES HAD 75 PSI IN THEM

JOB NUMBER : 6 OPERATION 320LZ00 OP. DESC. ACCESSORIES  
SALE TYPE : C TECHNICIAN NO(S). QS00  
COMPLAINT : CUSTOMER REQUESTS INSTALL CHROME GM RUNNING BOARDS  
CORRECTION : INSTALLED NERF BARS  
531

-----  
R.O NO. : 521510 R.O DATE : 11/16/2006 R.O TYPE : P  
MILEAGE : 2 ADVISOR NO. : 693

JOB NUMBER : 1 OPERATION 22CVZ OP. DESC. NEW VEHICLE P  
SALE TYPE : W TECHNICIAN NO(S). 332  
COMPLAINT : PDI  
CAUSE : PDI  
CORRECTION : PDI COMPLETED IN ACCORDANCE WITH GM POLICY

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
A61157\_N

JOB NUMBER : 2 OPERATION 22CVZ01 OP. DESC. GLASS ETCH  
SALE TYPE : I TECHNICIAN NO(S). 332  
COMPLAINT : ETCH WINDOW GLASS  
CORRECTION : TECH.1

12/23/2009  
08:35:46

HISTORY LISTING

-----  
CHEVROLET CAN ONLY DO WORK TO THE STANDARDS OF I-CAR AN  
MOTORS PREFERRED METHODS AND THIS IS WHAT FARM BUREAU I  
COMPANY APPROVED.  
-----

R.O NO. : 539640            R.O DATE : 05/14/2007            R.O TYPE : S  
MILEAGE : 8625                            ADVISOR NO. : 896

JOB NUMBER : 1    OPERATION 070LZ            OP. DESC. DRIVEABILITY  
SALE TYPE : C    TECHNICIAN NO(S). 84  
COMPLAINT : CUSTOMER STATES THE SES LIGHT IS ON ---TRUCK STARTED TO  
BLACK SMOKE WAS LOW ON POWER AND ACTUALLY DIED  
CAUSE : SCAN CHECK COMPUTER/ENGINE ELECTRICAL/ENGINE FUEL  
CODE P0087, LOW FUEL PRESSURE, CHECK FUEL SUPPLY/HIGH  
PRESSURE FUEL SYSTEMS, CHECK INJECTOR RETURN RATES,  
WATER IN FUEL  
CORRECTION : R&R FUEL TANK, DRAIN AND CLEAN TANK, REPLACED FUEL FILT  
FLUSH FUEL LINES, ADD DIESEL FUEL ADDITIVE TO FUEL TANK  
TEST DROVE/RECHECKED

JOB NUMBER : 2    OPERATION 900LZ04            OP. DESC. RENTAL VECHIC  
SALE TYPE : I    TECHNICIAN NO(S). 1  
COMPLAINT : LOANER WHILE YOU WAIT  
CAUSE : CABLE DAHMER DIFFERENCE

-----  
R.O NO. : 539101            R.O DATE : 05/08/2007            R.O TYPE : S  
MILEAGE : 8119                            ADVISOR NO. : 896

JOB NUMBER : 1    OPERATION 000LZ02            OP. DESC. A MAINT 96 NE  
SALE TYPE : I    TECHNICIAN NO(S). 234  
COMPLAINT : PERFORM SERVICE LEVEL "A"  
FIRST LOF FREE  
ROTTELLA T  
CORRECTION : COMPLETED SERVICE LEVEL "A"

JOB NUMBER : 2    OPERATION 020LZ01            OP. DESC. FUEL FILTER S  
SALE TYPE : C    TECHNICIAN NO(S). 234  
COMPLAINT : CUSTOMER REQUEST THAT FUEL FILTER BE REPLACED  
CORRECTION : REPLACED FUEL FILTER

JOB NUMBER : 3    OPERATION 000LZ06C            OP. DESC. ALLISON EXT F  
SALE TYPE : C    TECHNICIAN NO(S). 234  
COMPLAINT : REPLACE ALLISON EXTERNAL TRANSMISSION FILTER  
CAUSE : FACTORY REQUIRED MAINTENANCE.  
CORRECTION : REPLACED EXTERNAL TRANS FILTER

JOB NUMBER : 4    OPERATION 040LZ            OP. DESC. FRONT SUSPENS  
SALE TYPE : I    TECHNICIAN NO(S). 264  
COMPLAINT : CUSTOMER STATES THERE IS A CLUNK COMING FROM THE FRONT







12/23/2009

HISTORY LISTING

08:35:46

JOB NUMBER : 2 OPERATION 070LZ01 OP. DESC. SES LIGHT IS  
SALE TYPE : C TECHNICIAN NO(S). 84  
COMPLAINT : CUSTOMER STATES THAT SERVICE ENGINE SOON LIGHT IS ON  
AND WILL NOT GO OVER 2K RPMS  
CAUSE : SCAN CHECK COMPUTER/ENGINE ELECTRICAL/ ENGINE FUELS  
CODE P0087 LOW FUEL PRESSURE  
CHECK DIESEL FUEL SUPPLY/HIGH PRESSURE SYSTEM  
FUEL SUPPLY VACUUM OUT OF SPEC. FUEL FILTER RESTRICTED  
CORRECTION : REPLACED FUEL FILTER, TEST DROVE/RECHECK, ENGINE / FUEL  
SYSTEM OPERATING AS DESIGNED

JOB NUMBER : 3 OPERATION 210LZ OP. DESC.. ELECTRICAL AC  
SALE TYPE : C TECHNICIAN NO(S). 84  
COMPLAINT : CUSTOMER STATES THE PASS DOOR PANEL LAMPS WILL NOT LIGH  
UNTIL YOU WIGGLE THE REOSTAT FOR THE HEADLAMP DIMMER SW  
CORRECTION : UNABLE TO DUPLICATE CONCERN

JOB NUMBER : 4 OPERATION 000LZ07 OP. DESC. GOODWRENCH MU  
SALE TYPE : C TECHNICIAN NO(S). 234  
COMPLAINT : FREE MAINTENANCE INSPECTION

JOB NUMBER : 5 OPERATION 900LZ04 OP. DESC. RENTAL VECHIC  
SALE TYPE : I TECHNICIAN NO(S). 1  
CAUSE : CABLE DAHMER DIFFERENCE

COMMENTS : 331L

R.O NO. : 599501 R.O DATE : 01/08/2009 R.O TYPE : S  
MILEAGE : 36089 ADVISOR NO. : 896

JOB NUMBER : 1 OPERATION 210LZ OP. DESC. ELECTRICAL AC  
SALE TYPE : W TECHNICIAN NO(S). 133  
COMPLAINT : CUSTOMER STATES THE HEADLIGHT SW FLICKERS WHEN ITS BEIN  
ADJUSTED  
CAUSE : CHECK LAMP OPERATIONS,  
CORRECTION : INTERNAL SWITCH ERROR, REPLACE HEADLAMP SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
599501 N2290

JOB NUMBER : 2 OPERATION 000LZ07 OP. DESC. GOODWRENCH MU  
SALE TYPE : I TECHNICIAN NO(S). 133  
COMPLAINT : FREE MAINTENANCE INSPECTION  
CORRECTION :

JOB NUMBER : 3 OPERATION 900LZ04 OP. DESC. RENTAL VECHIC

12/23/2009  
08:35:46

HISTORY LISTING

CORRECTION : R&R FUEL TANK, REPLACED FUEL LEVEL SENSOR, FUEL GAUGE  
OPERATING AS DESIGNED

COMMENTS : 331L

R.O NO. : 619056 R.O DATE : 07/30/2009 R.O TYPE : S  
MILEAGE : 64804 ADVISOR NO. : 896

JOB NUMBER : 1 OPERATION 070LZ OP. DESC. DRIVEABILITY  
SALE TYPE : W TECHNICIAN NO(S). 84  
COMPLAINT : CUSTOMER STATES THE TRUCK WAS RUNNING ROUGH AND THEY RE  
FUEL FILTER PRIMED TRUCK AND WOULD CRANK OVER AND NOW T  
BATTERY IS RUN DOWN

CAUSE : SCAN CHECK COMPUTER/ENGINE ELECTRICAL/ ENGINE FUELS  
CHECK DIESEL FUEL SUPPLY/HIGH PRESSURE SYSTEM  
FUEL INJECTOR BALANCE RATES OUT OF SPEC. FUEL INJECTOR  
FAILURE

CORRECTION : REPLACED ALL 8 FUEL INJECTORS AND #1 AND #8 FUEL INJECT  
HIGH PRESSURE FUEL LINES, TEST DROVE/RECHECKED  
ENGINE OPERATING AS DESIGNED

ORIGINAL : REPLACED ALL 8 FUEL INJECTORS  
CORRECTION

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
619056 J5650

JOB NUMBER : 2 OPERATION 000LZ07 OP. DESC. GOODWRENCH MU  
SALE TYPE : C TECHNICIAN NO(S). 84  
COMPLAINT : FREE MAINTENANCE INSPECTION  
CORRECTION : COMPLETED

JOB NUMBER : 3 OPERATION 900LZ04 OP. DESC. RENTAL VECHIC  
SALE TYPE : I TECHNICIAN NO(S). 1  
CAUSE : CABLE DAHMER DIFFERENCE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
619056 Z7906

COMMENTS : 331L

R.O NO. : 605266 R.O DATE : 03/12/2009 R.O TYPE : S  
MILEAGE : 41652 ADVISOR NO. : 896

JOB NUMBER : 1 OPERATION 000LZ02 OP. DESC. A MAINT 96 NE  
SALE TYPE : C TECHNICIAN NO(S). 234  
COMPLAINT : PERFORM SERVICE LEVEL "A"  
USE ROTELLA 15/40  
CORRECTION : COMPLETED SERVICE LEVEL "A"

12/23/2009  
08:35:46

HISTORY LISTING

CUSTOMER NAME : [REDACTED] SERIAL NO. : 1GCHK2

R.O NO. : 630966 R.O DATE : 11/24/2009 R.O TYPE : S  
MILEAGE : 78056 ADVISOR NO. : 896

JOB NUMBER : 1 OPERATION 140LZ OP. DESC. STARTING / CH  
SALE TYPE : I TECHNICIAN NO(S). 84  
COMPLAINT : CUSTOMER STATES THE TRUCK CRANKS BUT WONT START. HAS HA  
THIS PROBLEM BEFORE. CHECK HISTORY.  
CORRECTION : NO WORK DONE

JOB NUMBER : 2 OPERATION 000LZ07 OP. DESC. GOODWRENCH MU  
SALE TYPE : I TECHNICIAN NO(S). 84  
COMPLAINT : FREE MAINTENANCE INSPECTION  
CORRECTION : NO WORK DONE

R.O NO. : 620015 R.O DATE : 08/10/2009 R.O TYPE : S  
MILEAGE : 65511 ADVISOR NO. : 896

JOB NUMBER : 1 OPERATION 070LZ01 OP. DESC. SES LIGHT IS  
SALE TYPE : W TECHNICIAN NO(S). 84  
COMPLAINT : CUSTOMER STATES THAT SERVICE ENGINE SOON LIGHT IS ON  
ENGINE SEEMS TO RATTLE WHEN ACCELERATING  
CAUSE : SCAN CHECK COMPUTER/ENGINE ELECTRICAL/ ENGINE FUELS  
CODE P0087, LOW FUEL PRESSURE,  
CHECK DIESEL FUEL SUPPLY/HIGH PRESSURE SYSTEM  
FUEL INJECTOR FUEL RETURN RATES OUT OF SPEC.  
CORRECTION : REPLACED ALL 8 FUEL INJECTOR AND PROGRAM FLOW RATES TO  
VEHICLE, TEST DROVE/RECHECKED, ENGINE OPERATING AS DESI

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
620015 J5650

JOB NUMBER : 2 OPERATION 150LZ OP. DESC. AUTOMATIC TRA  
SALE TYPE : C TECHNICIAN NO(S). 353 84  
COMPLAINT : CUSTOMER STATES THE TRANS TEMP RAN VERY HOT AND THE TRU  
WOULD NOT ACCEL OVER 2K RPMS

JOB NUMBER : 3 OPERATION 900LZ04 OP. DESC. RENTAL VECHIC  
SALE TYPE : C TECHNICIAN NO(S). 1  
CAUSE : CABLE DAHMER DIFFERENCE

JOB NUMBER : 4 OPERATION 070LZ OP. DESC. DRIVEABILITY  
SALE TYPE : C TECHNICIAN NO(S). 84  
COMPLAINT : CUSTOMER STATES THE FUEL GAUGE WILL READ EMPTY CUSTOMER  
UP TRUCK AND HAS DRIVEN 100 MILES SINCE FILL UP BUT GAU  
READS LOW FUEL  
CAUSE : SCAN CHECK COMPUTER/ENGINE ELECTRICAL/ ENGINE FUELS  
FUEL LEVEL SENSOR RESISTANCE OUT OF SPEC.



March 24, 2010

State of Missouri  
Office of the Attorney General  
Consumer Protection Division  
Attention: Kelly Maddox

Customer [REDACTED]  
Reference number: CF-2010-05812  
Service request: 71-781039622  
Customer Relationship Specialist: Brittany

Dear Investigator Maddox:

Thank you for your recent correspondence regarding Mr. [REDACTED]. We are sorry he is dissatisfied with his 2007 Chevrolet Silverado HD Classic. General Motor's continued success depends upon the satisfaction our customers receive from their vehicles.

We feel our customers have the right to expect long-term, reliable performance from their Chevrolet products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

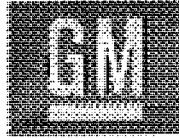
The Duramax Diesel warranty on the 2007 Chevrolet Silverado HD Classic is for 60 months and/or 100,000 miles whichever comes first. Please refer to the Warranty Booklet, which specifically excludes damage caused by accident, misuse, abuse or alteration of the vehicle from the terms of the Duramax Diesel Warranty. Therefore, General Motors is unable to comply with Mr. [REDACTED] request for financial assistance. We believe all available information was carefully evaluated and all considerations allowed before this decision was reached.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

General Motors

cc: FILE



March 23, 2010

State of Missouri  
Office of the Attorney General  
Consumer Protection Division  
Attention: Kelly Maddox

Customer: [REDACTED]  
Reference number: CF-2010-05812  
Service request: 71-781039622  
Customer Relationship Specialist: Brittany

Dear Investigator Maddox:

Thank you for your recent correspondence regarding Mr. [REDACTED]. We are sorry he is dissatisfied with his 2007 Chevrolet Silverado HD Classic. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

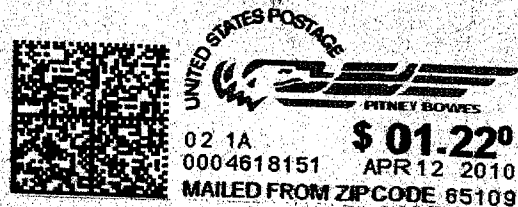
After we review Mr. [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

cc: FILE

Chris Koster  
Missouri Attorney General  
P.O. Box 899  
Jefferson City, MO 65102



NATL HIGHWAY TRAFFIC SAFETY ADMIN  
400 7TH ST, SW  
ROOM 2318  
WASHINGTON, DC 20590

