

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

Sax#

date: (2010)

Ronald Med Sgt - gdm. of Product
Defect Liability NationalMAY 18 2010
EXECUTIVE SECRETARIAT

To:

Highway Traffic Safety adm, 1200
NJ avenue, NW, Wash, DC

From:

[REDACTED]

DATE:

0800 EDT - 4/17/10

RE:

Purchase 9/29/06 of Product

2010 MAY 17 2:24
MEMORANDUM

RECEIVED - NHTSA

of
vehicle
owner" Priority
Request "Defective Safety Equipment on 2007
Impala LS

Vehicle owner requests that a NHTSA
inspector contact the vehicle owner (voice
mail [REDACTED]) upon receipt of this
inquiry to visit the vehicle owner
for inspection of the 07 Chevrolet Impala.

Shortly thereafter the vehicle owner
purchased vehicle in 9/06, the front
end - misshapen, x bars, tie rods, alignment
mounts were determined by vehicle owner
to be Sackory (Gm Warren, MI) defective.

In 9/06-6/09 the dealer provided vehicle
owner with copies of the dealer work orders.
Same problems led to and continue now in
4/10 as tie wear, etc. (not caused by normal driving).

NM

060310

TGW

-1053

Total Subm. Held by NHTSA = 7/5/10

From:

South Ches, WV

do!

Ronald Medford, NHTSA, 1200 NJ Avenue,
NW, Wash, DC re: Inspection of Defective
2007 Chev. Impala = Priority Request

On 6/22/09 vehicle owner filed a Product
Defective claim to GM Corporate office.
However, GM corporate office states "data
satisfaction" is important to GM, but the
company has chosen to not stand up
and prove this defect to be the case.

Also, feel free to contact WV attorney General's
office (Mrs. Frances Hughes - Mr. James Crump)
to verify same. These agency personnel
have been assisting the vehicle owner in an
attempt to obtain a recall in this matter.
However, the GM corporate office continues
to not take this matter to be important.

The vehicle owner has secured a
location in CRW, that is a "neutral site"
for vehicle inspection. Some can be
performed with 1/2 day telephoned contact
to vehicle owner. Vehicle owner now
awaits being contacted by NHTSA.

0800004-4/17/00

0800ed 4/17/10

From: [REDACTED] So. Chas, W
Voice mail: [REDACTED] VO!
Ronald Medford, NHTSA,

Washington DC Re: Priority Request - Inspection
of Defective 2007 Chevrolet Impala LS

Pls visit to vehicle owner, have voice
mail [REDACTED] for call #, etc. call back
to the NHTSA inspector on or before 4/22/10.

Attms: Lea of 7/21/09 GM letter to [REDACTED] "Unsigned"

10/22/09 CEO GM = E.E. Whitacre, Jr. Ltr. to [REDACTED]

10/12/09 GM letter to Walter D. McGraw (Re: [REDACTED])

10/23/09 GM letter to [REDACTED]

1407ed 4/16/10 [REDACTED] Ltr. to GM CEO and

(only p. 1 of 9) UP Quality J. H. Resko = 9 PGS. (Self-explanatory)...

Copy - Counsel of [REDACTED]

cc- Walter Daniel McGraw, Main Capitol Bldg.
one, Rm E-26 Chas, W 25302 (304-5588986).

cc- US Senator John D. Rockefeller, 531 Hart
Senate office Bldg, Washington, DC 20010.

cc- The White House - Wash, DC.

cc- US AG Eric Holder, DOJ - Wash, DC.

Page 3 of 3



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 Mr. [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. Mr. [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,

Cheriyn 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

copy
"Disputed"
11/11/11
x 8 6 1



Gm with
Consumer
Disputes!

Rec'd
7-25-09

July 21, 2009

[Redacted]

South Charleston, WV [Redacted]

Service Request: 71-736437525

Dear [Redacted]

Subject _____
date of claim _____
* Vehicle _____
Vin # _____

* Invalid
① No dates
③ No GM signature

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.

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.

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.

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.

Sincerely,

General Motors Executive Office

*
Cno Name of writer, or title, or
Full Address, tele, #
* * "Invalid Gm Letter"



Edward E. Whitacre, Jr.
Chairman of the Board

General Motors Company
Mail Code 482-C38-B71
300 Renaissance Center
Detroit, Michigan, 48265-3000

091002-2

Rev
10/15/09
7

October 12, 2009

copy

[REDACTED]
South Charleston WV [REDACTED]

Dear Mr. [REDACTED]

Thank you for your recent letter. We have sent it to GM's customer service department for their consideration.

We appreciate your taking the time to pass along your thoughts to General Motors.

Sincerely,

Ed Whitacre

Edward E. Whitacre, Jr.
Chairman of the Board



Recy
12/14/09
disputed

General Motors
Customer & Relationship Services Group
Business Resource Center

October 12, 2009

State of West Virginia
Office of the Attorney General
812 Quarrier St.
Charleston, WV 25301

RECEIVED

OCT 13 2009

ATTORNEY GENERAL'S OFFICE

Re: Attorney General State of West Virginia Correspondence dated September 29, 2009
Customer: [REDACTED] VIN: 2G1WB58K979 [REDACTED]

Attention: James Cavender, Mediator, Consumer Protection and Antitrust Division

General Motors has received the correspondence referenced above and we are evaluating the customer concerns. In addition to the request you have filed with GM on his behalf, Mr. [REDACTED] has also filed a complaint with the BBB Autoline.

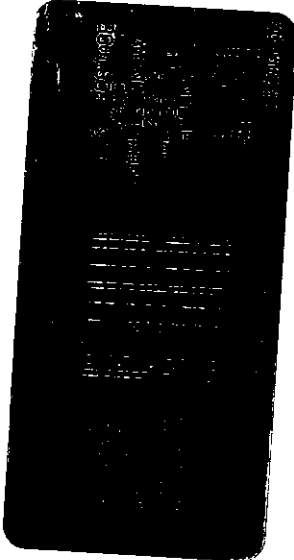
We are attempting to contact Mr. [REDACTED] to determine whether he wishes to resolve his concern through your offices or through the BBB Autoline. Mr. [REDACTED] is, of course, free to pursue both avenues, however, we would ask that he choose which avenue he prefers to start with.

As soon as we have clear direction on how Mr. [REDACTED] wishes to proceed with this matter, we will work with him to bring this matter to a quick resolution. Please feel free to contact me if you have any questions at the number listed below.

Respectfully,

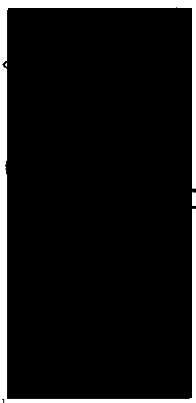
Cherlyn M. Stagner
Business Resource Manager
Work: (313) 667-2607

Cc: Wes Preece, Customer Activities Manager, SE Region



Ronald meddore - adm. = Product
 Defects Invert. office
 National Highway Traffic Safety adm.
 1200 New Jersey avenue, NW
 Washington, DC 20590

CHARLESTON WV 25303
 30 APR 2010 PM 3 T



South
 Charleston,
 WV