

SEP - 1 2011

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Tulsa, OK

July 18, 2011

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Regarding: Jim Glover Chevrolet Dealership, Tulsa, OK
Unsavory Practices regarding my 2010 Impala

Dear NHTSA:

In April 2011, I had routine car maintenance check at Jim Glover Chevrolet and it was time for a tire rotation and a few days later I took the car back to Jim Glover because the car was pulling to the right (it still does pull to the right, I just steer to the left). I was told at that time that I had a tire from Wal-Mart and one from Sears and that the car would not pull to the right if I got 2 new Chevrolet tires. I thought that was odd but I purchased new tires and this made me wonder about the mileage on the car when it was purchased. *signed mg*

I had Pep boys, who have serviced my vehicles for many years, check my odometer. When I purchased the vehicle from Jim Glover Chevrolet, I was told that the mileage at that time was 37,107 and Pep Boys found that the odometer had been set back from 39,602 miles to 37,107 which was the mileage reported by the dealership at the time of purchase. I mentioned this to the Oklahoma Commissioner, Bryan Williams, but he did not think that a discrepancy of 2,500 miles was significant enough to act upon. I was unable to follow-up on my intuition about the mileage as soon as I knew about it because I recently had to have knee surgery.

Just one more occurrence to ruin my faith in Jim Glover Chevrolet that I thought you should know about.

cc: Dan Akerson
Chief Executive Officer
GM/Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

NAM
091911
TGW

ADMIRAL PLACE
7820 EAST ADMIRAL PLACE
7820 E ADMIRAL PLACE
TULSA, OK 74112
(918) 835-4747

Service Manager : PAUL FRAILEY

TRACKING ID# *	
Store ID #	Service Work Order #
0789	2063493

Name: [REDACTED] Address: TULSA OK [REDACTED] City: TULSA State: OK Zip: [REDACTED] Home Phone: [REDACTED] Contact Phone: [REDACTED]		Year: 2010 Make: CHEVROLET Model: IMPALA Engine: V6-213 3.5L Vin No.: [REDACTED] License No.: OK 1 Mileage: 39982 Color: [REDACTED]	Date: 2011-07-08 Entered By: NA Time In: 18:20:46 Date/Time Promised: [REDACTED] Old Parts Returned: no
Storage Charges: If your car remains in our premises longer than 3 days after notification that repairs are completed, storage charges will begin at the rate of \$10.00 per day.			
I HEREBY AUTHORIZE PEP BOYS TO PERFORM THE REPAIRS ON THIS WORK ORDER AND TO FURNISH THE NECESSARY MATERIALS AND ITS EMPLOYEES TO OPERATE THE VEHICLE FOR PURPOSES OF INSPECTION, TESTING AND DELIVERY. I UNDERSTAND THAT ANY COST QUOTED IS AN ESTIMATE. I UNDERSTAND THAT UNLESS DIRECTLY CAUSED BY PEP BOYS, IT IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE VEHICLE OR ITS CONTENTS, THAT THE VEHICLE MAY BE PARKED IN THE PEP BOYS' PARKING LOT AND THAT VEHICLES ARE LEFT OVERNIGHT AT OWNER'S RISK.			
Initial Estimate	Parts \$:	Labor \$:	Total \$:
	0.00	14.99	14.99
		Date and Time:	
		2011-07-08 18:20:46	

CUSTOMER NOTIFIED OF AND APPROVED INCREASE(S) IN THE ORIGINAL ESTIMATED PRICE

() IN PERSON () PHONE

SIGNED _____ DATE _____

TYPE	PART	DESCRIPTION	CODE	MECHANIC	HRLY RATE	HRS	QTY	SOURCE	EACH	TOTAL
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Not Yet Authorized

LB	FLAT TIRE REPAIR CAR	N				1			14.99	14.99
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Parts: 0.00 Labor: 14.99 Other: 0.00 Tax: 0.00 Total: 14.99

General Comments

FLAT TIRE REPAIRED CAR

CUSTOMER HAS CODES CLEARED AT 39602

Code Descriptions

N:New

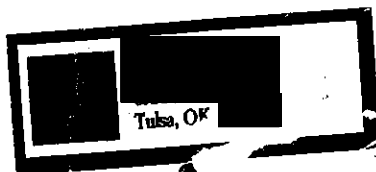
* You can now track your Vehicle's Status online. Just go to www.pepboys.com and enter your Tracking ID number (0789 - 2063493), in the E-Service Center

Store ID - Service Work Order



NEED A TOW? CALL 1-800-PEP-BOYS or
1-800-737-2697





7011 0470 0003 5305 1278

RETURN TO SENDER
ADDRESSEE UNKNOWN
ADDRESSEE NOT AT THIS LOCATION
UNABLE TO LOCATE
INSUFFICIENT INFORMATION
NO LONGER AT DOT HEADQUARTERS

EF US. Dept of Transportation

NHTSA Head quarters
1200 New Jersey Ave SE.
West Bldg.
Washington, DC

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Office of defect
inventions
CNVS-210

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of Transportation

2010
Tulsa, OK

US Dept of Transportation, ODI (NVS-210)
NHTSA - Headquarters
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Washington DC 20590