

CL-1038588-7785 FEB 17 2011



2004 Impala
59997 Miles
Purchased new in Aug 2004
Vin 2G1WH52K349 [REDACTED]

Resolution to Brake Problem
Purchased all Raybestos replacement parts from:
Brake and Equipment Warehouse
455 Harrison St. NE. Mpls 55413
Order filled by Salesperson 11
612-378-3141

I am writing today to inform you of a safety problem that I discovered related to our 2004 Impala LS. The brakes on this vehicle have had moderate pulsating for approximately 25,000 miles. I suspected that the front rotors were warped. When I disassembled the front brakes, I discovered that the inner brake pad friction material had completely separated from the steel backing plate (both left and right). This is clearly an OEM safety defect and is unacceptable. The friction material was floating loose inside of the caliper frames causing the edges of the friction material to become jagged as a result of contacting the caliper. The inside portion of the rotor had unusual wear due to this issue and the car had reduced braking capability.

Merit Chevrolet (Maplewood Minnesota) informed me that none of the repairs would be covered by our extended GM Protection Plan (817568627). I was told that I was lucky that the brakes lasted as long as they did. Actually the worst pads were still serviceable with 4/16" of friction material remaining. It appears that the wear detectors are set at 1/16", therefore the pads had 3/16" of friction material remaining. Because Merit Chevrolet declined to discuss a repair, I replaced all the brake parts as follows: all 4 brake rotors and all pads. I installed semi-metallic pads in the front and ceramic pads in the rear (please see the enclosed parts list). The lining material on the parking brake was still serviceable. The rear pads, calipers, and rotors all appeared to be consistent with a car of this mileage, however I choose to replace these parts as well.

It is unacceptable for the brake friction material to separate from the brake pad backing plate. This is clearly a safety hazard that went undetected on our Chevrolet Impala for an undetermined period of time. I submit that the parts were defective and the brakes were replaced prematurely at my cost; a perfect example of the cost of poor quality. It is axiomatic that brakes are considered to be consumable parts, however, when the friction material delaminates from the backing plates, the condition cannot be considered normal wear. Because the vehicle is covered by the GM Protection Plan, and I absorbed the cost of the total brake job and supplied all of the labor, I am suggesting that GM reimburse me for the full cost of the parts to complete this job \$359.00. Please refer to the enclosed documentation.

I await your response.

[REDACTED]

Woodbury, MN [REDACTED]
Cell: [REDACTED]

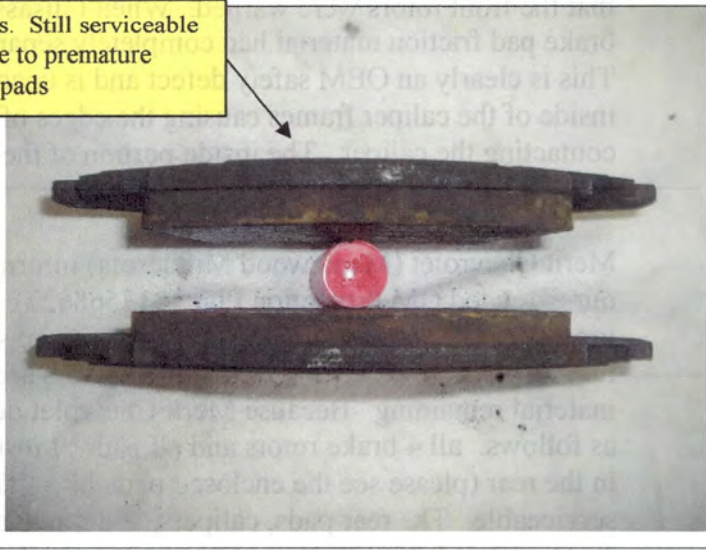
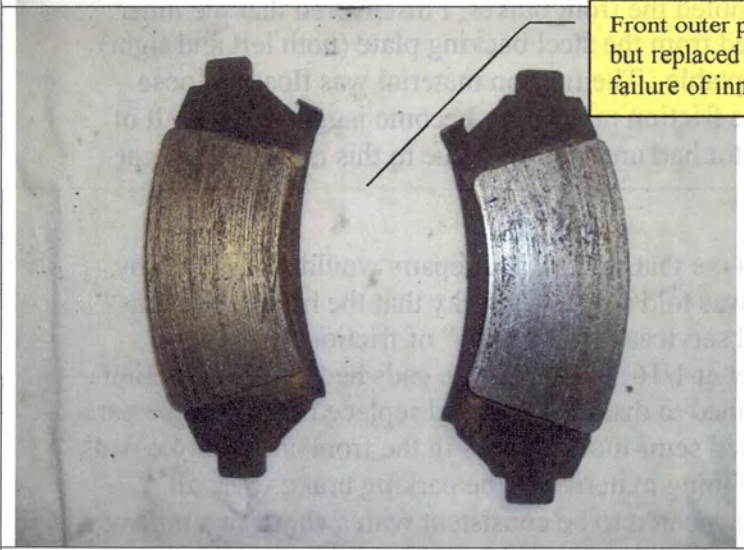
cc: GM - Chevrolet Motor Division
GM - Protection Plan

NAM
022811
Tfw

Front inner pads.
Friction material has
separated from the
steel backing plate.



Front outer pads. Still serviceable
but replaced due to premature
failure of inner pads



**BRAKE & EQUIPMENT WAREHOUSE, INC.**

455 Harrison St., N.E. • Minneapolis, MN 55413

(612) 378-3141 (800) 233-4053

Fax: City Desk (612) 378-0805 Office (612) 378-2768

1-890196 INVOICE*Customer Copy*

SOLD TO: CASH SALE TAX

SHIP TO: CASH SALE TAX

DATE:	TIME:
01/03/11	12:12PM
INVOICE #:	ORDER #:
1-890196	1-20106

CUSTOMER #	P.O. NUMBER	P.O. DATE	SHIP VIA	SHIPPING DATE	TERMS	SALESPERSON	FILLED BY
51 T3		01/03/11	WILL CALL	01/03/11	CASH SALE	11	

SEQ.	ORD'D	SHP'D	B.O.	MFR	PART NUMBER	DESCRIPTION	LIST	UNIT PRICE	EXTENSION
						INVOICE TOTAL			359.00
PAID CC									

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. No returns without this invoice. Parts returned after 30 days are subject to a restocking fee. Any part being returned for credit must be in its original box. All cores must be returned in its original box.

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- Invoices unpaid for 30 days from invoice date will be subject to a service charge of 1-1/2% per month. Annual rate of 18%
- Returns must be in sellable condition
- Shortages must be reported within 7 days

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SEQ.	ORD'D	SHP'D	B.O.	MFR	PART NUMBER	DESCRIPTION	LIST	UNIT PRICE	EXTENSION
1						04 CHEVROLET IMPALA			
3	1	1	0	RAY	MD699	PG DISC PADS METALLIC	90.06	52.14	52.14
4						04 CHEVROLET IMPALA			
7	1	1	0	135	BK-1	SMALL PACKET	1.43	0.82	0.82
5	2	2	0	RAY	F56629	BRAKE ROTOR	72.72	45.79	91.58
2	2	2	0	RAY	F56641	BRAKE ROTOR	102.23	64.38	128.76
6	1	1	0	RAY	D698C	PG DISC PADS CERAMIC	103.28	59.80	59.80
*****THANK YOU, YOUR BUSINESS IS APPRECIATED*****									
ALL RETURNS MUST BE IN SELLABLE CONDITION									
									333.10
									25.90
PAID CC									

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. No returns without this invoice. Parts returned after 30 days are subject to a restocking fee. Any part being returned for credit must be in its original box. All cores must be returned in its original box.

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Thank you for choosing the security of GM Protection Plan, and welcome to our family of discerning vehicle owners. The GM Protection Plan is your assurance of quality extended service, providing you outstanding coverage for the road ahead. It's backed by one of the most respected providers in the world, and supported by customer service professionals dedicated to your peace of mind.

We're honored by your trust, and we look forward to providing your service and maintenance needs.

THIS IS AN IMPORTANT DOCUMENT - PLEASE READ CAREFULLY!

This booklet is your GM Protection Plan Agreement. It details the coverage options you have selected for your vehicle. Please take a moment to review the Agreement, and confirm that the following information is accurate:

Name and address
Vehicle Identification Number (VIN)
Deductible (if any)
Time/Mileage length of your plan
Expiration date and expiration miles of your plan

If any of this information appears incorrectly, or if you have any questions regarding your coverage, please call us at 1-800-631-5590, Monday through Friday, 8:00 am to 5:00 pm local time.

Thank you again, from all of us at GM Protection Plan.

www.gmprotectionplan.com

GM PROTECTION PLAN IS A REGISTERED SERVICE MARK OF GENERAL MOTORS CORPORATION, USED UNDER LICENSE BY GMAC.

MAJOR GUARD IS A REGISTERED SERVICE MARK OF GMAC.

GENERAL MOTORS PROTECTION PLAN

P.O. Box 6855
Chicago, Illinois 60680-6855
(800) 631-5590

MAJOR GUARD COVERAGE

48 Months or 40,000 Miles

AGREEMENT HOLDER: [REDACTED]
WOODBURY, MN [REDACTED]

AGREEMENT REFERENCE NUMBER:
817568627

COVERED VEHICLE NUMBER: 2G1WH52K349 [REDACTED]

	Agreement Expiration Date:	Agreement Expiration Mileage:	Agreement Deductible:
MG	07/11/2012	77,787	\$50

(MG) MAJOR GUARD coverage starts on the date and at the mileage you purchase this Agreement and ends on 07/11/2012 or at 77,787 miles, whichever occurs first.

This Agreement is between the Agreement Holder identified above ("YOU" or "YOUR") and the Provider, GMAC Service Agreement Corporation ("WE", "US", or "OUR"), and includes the terms of YOUR Contract Registration.

[Redacted]
Woodbury MN [Redacted]

NHTSA
U.S. Department of Transportation
Washington, D.C. 20590

DAMAGED IN HANDLING
PLEASE ACCEPT OUR APOLOGIES
U.S. POSTAL SERVICE
SAINT PAUL, MN 55101

