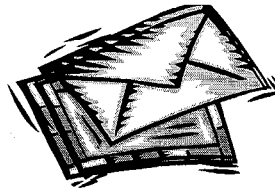


NHTSA ccmMercury Routing Slip



CL-10535602-7334

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

Printed: 8/12/2013

NHTSA #: ES13-003351

XREF #:

Delivery: CRT

Rec'd Date: 8/12/2013

Doc Type: GEN

Address To: NOA010

Referred By: NPO-011

Doc Date: 8/5/2013

Due Date:

S10 #:

DOT/I #:

RMP #:

Subject: SUBMISSION FROM [REDACTED] RE REPAIRS ON HIS 2007 CHEVROLET CORVETTE (THE ENGINE "DROPPED A VALVE")

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: AS APPROPRIATE

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date: 8/12/2013

Most Recent Comment:

Author:

[REDACTED]
DISTRICT HEIGHTS, MD [REDACTED]

Tel: [REDACTED] **Fax:** E-mail: [REDACTED]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	8/12/2013		8/12/2013
NVS-010	INFORMATION	8/12/2013		8/12/2013

AUG 13 2013

NM
8/13/13
SMD

August 5, 2013

██████████
District Heights, MD ██████████

Mr. David Strickland, Administrator
National Highway Traffic Safety Administrator
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Dear Mr. Strickland,

Enclosed please find my letter to General Motors Corporation concerning my 2007 Chevrolet Corvette that I purchased new from Mike Pallone Chevrolet for \$81,306.20. My car came with a 5 year/100,000 mile warranty. At 51,617 miles, the engine "dropped a valve" which I learned through research is a major problem with Z06 corvettes. In fact, I was informed by several mechanics that the Corvette Z06 engine usually drops a valve and destroys the engine before 51,000 miles. I believe the American public should be made aware of such poor quality being produced by General Motors.

My car was diagnosed by the technician and service director that the entire engine must be replaced at a cost of \$18,722. Instead of replacing my engine at no cost to me, General Motors offered to pick up 45% of the cost (\$8,092) leaving me stuck to pay the balance of \$10,630. I believe this is a case and your office should intervene in helping me to get General Motors to do the right thing and replace my engine at no cost to me. I am documenting all of my conversations with General Motors and making records of my letters to you soliciting your help. I fully intend for General Motors to treat me fairly by replacing their failed engine.

For 16 years, I owned nothing but foreign cars. Unfortunately, after hearing and reading about the improved quality of American cars, I made this obvious mistake of trusting the news media and the American auto makers. I urge your immediate attention in my hour of need. A new engine has been installed in my vehicle and General Motors is demanding that I pay \$10,630 when I obviously should not have to pay anything. I seek your immediate help in resolving this situation. I can be contacted by email at ██████████ and by phone at ██████████. If you wish to contact the General Motors representative, her name is Tarnisha and she can be reached at 1-855-880-1500 ext. 41160.

Sincerely,

██████████
Enclosures: (5)

ES13-003351

CC: Attorney Randall Craig, The Craig Law Group, LLC
CC: Congresswoman Donna F. Edwards, Maryland, District 4
CC: Penny Pritzker, Secretary, United States Department of Commerce
CC: David Strickland, Administrator, National Highway Traffic Safety Administration
CC: Anthony Foxx, Secretary, United States Department of Transportation
CC: Congressman Darrell Issa, California, District 49th
Chairman, Committee on Oversight and Government Reform
CC: Congressman Elijah E. Cummings, Maryland, District 7
Ranking Member, Committee on Oversight and Government Reform
CC: Senator Claire McCaskill, Missouri
Chairman, Subcommittee on Consumer Protection, Product Safety, and Insurance

July 30, 2013

[REDACTED]
District Heights, MD [REDACTED]

Mr. Daniel F. Akerson, Chairman & Chief Executive Officer
General Motors
100 Renaissance Center
P.O. Box 431301
Detroit, MI 48265

RE: 2007 Chevrolet Corvette Z06 engine failure – Serial #: 1G1YY26E975 [REDACTED]
Case #: 71-1188897135 & 71-951752459

Dear Mr. Akerson,

This letter will serve to inform you of my tragic experiences with my 2007 Chevrolet Corvette Z06 that I purchased new in December 2006. On May 26, 2013 near 7:00 p.m. while driving on Route 395 between Washington, DC and Alexandria, VA, my car cut off while I was in heavy traffic. I contacted OnStar and OnStar sent police assistance and a tow truck. I had my car pulled to Ourisman Chevrolet in Marlow Heights, MD that same night Sunday, May 26, 2013.

On May 31, 2013 at 10:55 a.m., I called General Motors (GM) customer service department to report my car problems to them and to ascertain if GM employees were as shocked as I was that my beautiful car with only 51,617 miles on it, not yet paid for now has major engine problems. Let me assure you that no GM employee that I spoke with was even mildly surprised. They all apparently knew that at 51,617 miles, my engine was overdue for a "dropped valve".

GM customer service department assigned my case to Ava, District Specialists, and Ava called me to follow up on my case. Ava informed me that I needed a new engine which would cost approximately \$18,722. She said that GM will pay 45 percent of that amount and I would have to pay the balance. After conferring with Ava and suffering through the shock that GM was actually expecting me to pay any amount to replace my engine, I did lots of research on the Z06 engine. Then I conferred with corvette mechanics and discovered the extremely high failure rate of the Z06 engine. Then I conferred with my attorney, who advised me to write this letter to Daniel Akerson, Chief Executive Officer of General Motors.

I do not believe that I should have to pay any amount to replace a defective engine (Z06). GM internal bulletins (#PIP4132B: Chevrolet Corvette LS7 Engine Repairs Or Replacements) as far back as February 2008 showed that your company was aware of the Z06 engine failures and short life expectancy. But your company chose not to correct the problems and until now GM is still making the Z06 engine. Surprisingly, GM has not suffered any bad publicity as a result of these horrific Z06 engines. My car had

a warranty on it for 5 years or 100,000 miles. Having purchased my car in December 2006, my warranty had expired despite the fact that I only had 51,617 miles on my vehicle.

After buying foreign cars for more than 15 years because of the poor quality of American cars, I finally was convinced by GM, Ford, and Chrysler that the quality of American cars had improved to the same level or even a better level of quality than foreign cars. It appears that purchasing an American car was a serious error.

In conclusion, I request that you do the right thing and properly repair my car at no cost to me. I have suffered long enough without the service of my vehicle for which I am still currently paying. I will continue to pursue this matter until my car is properly repaired. If you need additional information, I can be reached at [REDACTED]

Respectfully yours,

[REDACTED]

Enclosures: (4)

CC: Attorney Randall Craig, The Craig Law Group, LLC

CC: Congresswoman Donna F. Edwards, Maryland, District 4

CC: Penny Pritzker, Secretary, United States Department of Commerce

CC: David Strickland, Administrator, National Highway Traffic Safety Administration

CC: Ray LaHood, Secretary, United States Department of Transportation

May 12, 2011

[REDACTED]
District Heights, MD [REDACTED]

Mr. Daniel F. Akerson, Chairman & Chief Executive Officer
General Motors
100 Renaissance Center
P.O. Box 431301
Detroit, MI 48265

Subject: Repair for 2007 Chevrolet Corvette Z-06 -- Serial #: 1G1YY26E975 [REDACTED]

Mr. Akerson,

As a last resort and out of frustration at Mike Pallone Chevrolet's closure and inability to correctly repair my 2007 Chevrolet Corvette Z06 car, I am writing to you, Chairman and Chief Executive Officer of General Motors for an immediate resolution. The facts in this case are on March 3, 2010, I took the subject car into Mike Pallone Chevrolet located at 7722 Backlick Road Springfield, VA 22150 for repair after an accident. The invoice numbers are 185897 and 185646. The repairs included repair and refinish front and rear bumpers, replace and refinish left side mirror and emblems, and replace right rear wheel, right rear hub bearing, right rear inner and outer tie rod end, and complete a 4 wheel alignment. I picked the car up on April 2, 2010 and assumed all of the repairs were made to Chevrolet's quality specifications. After approximately 3 - 4 months, I noticed an inconsistency in color of the repaired panels and the rest of the vehicle. In addition, the emblems were no longer flush with the front and rear bumpers, the new tires had abnormal wear patterns, and there were unusual noise coming from the left front and the right rear. I decided to make an appointment but I found out Mike Pallone Chevrolet had closed the service and body departments. Please remember I did not receive any communication regarding the closure or another dealership to take my corvette for maintenance. I decided to call General Motors customer service and file a complaint. I spoke with Joseph about the problems with the repairs and he sent me to Ourisman Chevrolet, where I spoke with the body shop manager, Steve Everette. Mr. Everette explained the vehicle needed to be refinished properly, the emblems needed to be replaced and installed correctly, the left front parking light needed to be replaced, the left window needed to be repaired and tightened, and the left mirror would need to be repaired properly and refinished. The unusual noises coming from the left front and the right rear, tire alignment, and the engine smoke would have to be diagnosed. I called Joseph back after my meeting with Mr. Everette to discuss who would be responsible for the repairs. Joseph explained Chevrolet would pick up the cost of the repairs however, a rental car would not be provided. I disagreed with Joseph because all of the repairs should have been completed properly the first time!

I grew up with the Chevrolet brand and I purchased this vehicle believing that I could trust the Chevrolet name. I further assumed that the responsibility for the quality, durability, and service rested solely with Chevrolet and their dealerships and each of them had to meet the highest level of service and knowledge for all of the automobiles they maintain. Unfortunately, after enduring this ordeal, which clearly is the responsibility of the Mike Pallone Chevrolet or Chevrolet, I have to question the requirements to become a Chevrolet dealership. The business practices that I have been subjected to in just an attempt to purchase and maintain a car, I thought were in the distance past. These substandard business practices by the US auto industry are the major reason that Americans started to buy foreign

automobiles. We recently have been lead to believe that American automobile companies have changed. However, this experience would certainly lead me to question those beliefs.

I call upon you to do the right thing and have this vehicle properly repaired at no cost to me. In addition, I would like a comparable rental car while the repairs are being made and the most knowledgeable Chevrolet Corvette Z 06 dealership in the area to repair and maintain the vehicle. I will continue to pursue this matter until the vehicle is properly repaired by Chevrolet and a quality dealership. If you need additional information, I can be reached at [REDACTED] or at [REDACTED]

Sincerely,
[REDACTED]

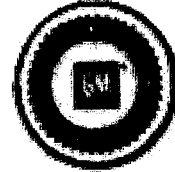
CC: Attorney Randall Craig, The Craig Law Group, LLC
CC: Congresswoman Donna Edwards, Maryland, District 4
CC: Gary Locke, Secretary of United States Department of Commerce

Document ID: 2067130

#PIP4132B: Chevrolet Corvette LS7 Engine Repairs Or Replacements - keywords 7.0L block cool coolant head knock leak filter noise oil piston push replace rod spring tick valve Z06 - (Feb 19, 2008)

Subject: Chevrolet Corvette LS7 Engine Repairs or Replacements

Models: 2007-2008 Chevrolet Z06 Corvette
Equipped with the 7.0L engine RPO code LS7



This PI was updated to advise dealers the LS7 Bowling Green engine exchange has been reopened. Please discard PIP4132A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern:

This is to announce a temporary program for the 2007 and 2008 Corvette Z06 with major engine failures.

In the past this engine has been on restriction and it was being exchanged as a complete assembly.

Recommendation/Instructions:

In an effort to gain product knowledge quicker Chevrolet is introducing a new program if a major engine failure occurs. Chevrolet would like to provide the opportunity for the customer to allow their Corvette Z06 to be picked up by special carrier and returned to the Bowling Green Assembly plant to have the engine exchanged.

If the customer agrees, General Motors will arrange to have a complete engine sent directly to the assembly plant. A specialized repair crew will exchange the engine, complete a diagnostic review, ensure the all codes are cleared and run the vehicle through the final assembly check. Once completed, the vehicle will be returned to the dealership on the first available carrier. Bowling Green Assembly anticipates the entire process should be completed in approximately 10 working days.

The process will include:

1. Technician to verify an engine exchange is required. The Technician should follow the proper oil checking procedure and record the amount of oil that is in the engine. If the engine is not able to be started and properly warmed the technician should not add or drain any oil. If the oil level was changed the technician should accurately record the amount of oil that was in

- the engine prior to adding and the amount that was added.
2. Contact the PQC (866-654-7654) to discuss an engine exchange.
3. In order to participate in this program the owner must agree to have the engine replaced at Bowling Green Assembly
4. A check sheet and authorization will be FAXED to the dealership to be reviewed and signed by the customer and the authorized dealership personnel.
5. The dealership's authorized personal and owner will remove all personal articles from the vehicle before shipment.

Including but limited to: licenses plates, all CD/DVDs including navigation disc, sun glasses and garage or gate openers.

6. The dealership will remove the front lower fascia air dam.
7. A transport will be dispatched to pick up the vehicle at the dealership. In most cases this will occur within 5 days.

The transport will require assistance in loading the vehicle. In most cases it will be required to push the vehicle on to the carrier.

8. The engine will be replaced with a new (not rebuilt) LS7.
9. The engine number can not be transferred. A new engine number will be stamped and a letter will be included from Bowling Green Assembly stating the plant exchanged the engine and it will provide the old and new engine number.
10. Once the repair is completed, the vehicle will be tested, audited, and then it will be shipped back to the dealership on the next available carrier.
11. The owner and dealership's authorized personnel will inspect the car, sign the completed form and FAX a copy of the receipt to the number indicated on the form.
12. Dealership will submit a claim for \$1,000 to cover time and expense for diagnosis, inspection, and parts mark up

Submit under labor operation J1899 with \$1,000 in new items.

13. Towing, rental car expense, or associated charges should be added to operation J1899 as we

Should you have any questions please contact Art Spong, Brand Quality Manager for Corvette at 586-947-8890

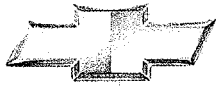
Note: This PI does not include the Z06 corvette's located in Canada, repair these vehicles as necessary.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to verify these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have this condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION



Ourisman

CHEVROLET CO., INC.



4400 BRANCH AVENUE, MARLOW HEIGHTS, MARYLAND 20748

(301) 423-4000

CELL: [REDACTED]

CUSTOMER NO. 182848	ADVISOR JASPER LAMBERT	3321	TAG NO. 9722	INVOICE DATE 04/03/13	INVOICE NO. CVCS546204
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 47,712	COLOR BLACK/	STOCK NO.
DISTRICT HEIGHTS, MD [REDACTED]	07/CHEVROLET/CORVETTE			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE NO. Y 2 6 E 9 7 5	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 04/03/13		
[REDACTED]	BUSINESS PHONE	COMMENTS			MO: 47712

LABOR & PARTS

J# 1 01CVZGTSLOF LUBE, OIL & FILTER TECH(S): 8015 8.85

.LUBE, OIL, AND FILTER CHANGE.
 SYNTHETIC OIL////////////////////////////////////
 RESET OIL LIFE MONITOR
 COMPLETED OIL CHANGE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	89017524	FILTER 1.836	8.08
JOB # 1	8	12345885	SYN.OIL	10.39
JOB # 1 TOTAL PARTS				91.20
JOB # 1 TOTAL LABOR & PARTS				100.05

J# 2 00CVZTIRE6 6/32 TREAD DEPTH TECH(S): 8015 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	6	12345885	SYN.OIL	INTERNAL 0.00
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	DOC	DOCUMENT FEE		1.00
JOB # A	130	EPA DISPOSAL		4.00
JOB # A	1	SHOP SUPPLIES		1.28
JOB # 1	25	COUPONS SERVICE DEPT		INTERNAL 6.28
TOTAL - MISC				6.28

COMMENTS: WAITER

TOTALS

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
 PARTS DESIGNATED WITH AN ASTERISK (*), CARRY A LIFETIME WARRANTY, INCLUDING LABOR. THIS WARRANTY WILL REMAIN IN EFFECT, AS LONG AS THE ORIGINAL PURCHASER OWNS THE GM PASSENGER CAR OR LIGHT DUTY TRUCK ON WHICH THE PART WAS ORIGINALLY INSTALLED.
 THIS WARRANTY APPLIES ONLY TO CUSTOMER RETAIL SALES
 OUR INTENT IS TO PROVIDE OUR CUSTOMERS WITH THE BEST SERVICE POSSIBLE. [YOUR TRUST IS OUR REPUTATION]
 ----- NO RETURNS ON SPECIAL ORDER PARTS -----

TOTAL LABOR....	8.85
TOTAL PARTS....	91.20
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.28
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.55
TOTAL INVOICE \$	111.88

ALL BODY REPAIRS AND PAINT REPAIRS PERFORMED BY OUR BODY SHOP ARE WARRANTIED FOR ONE YEAR FROM DATE OF REPAIR

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

PAGE 1 OF 1 CUSTOMER COPY -C [END OF INVOICE] 09:36am

IMPORTANT CONSUMER NOTICE

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Manufacturer Special Policy Adjustment Programs
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the Manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.



The Reynolds and Reynolds Company ERAINTIVE CC615373 Q (05/12)

**GENERAL MOTORS (DEALER) SERVICE REPLACEMENT
PARTS AND ACCESSORIES WARRANTY**

General Motors Corporation Warrants only to Dealer that it will pay Dealer for repair or replacement of any defective or malfunctioning Part or Accessory as follows:

WARRANTY COVERAGE

Passenger Cars, Light and Medium Duty Trucks
(Except TopKick and Kodiak)

Dealer Installed — 12 months or 12,000 miles, whichever occurs first from date of installation.

Sold Over-the-Counter — 12 months from the date of sale by Dealer.

TopKick and Kodiak Medium Duty Trucks

All TopKick and Kodiak medium duty truck Parts and Accessories — 12 months from the date of sale or installation by Dealer.

WARRANTY DOES NOT COVER

- Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors;
- Parts and Accessories used in racing or other competition;
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss;
- Damage due to the lack of maintenance or use of wrong fuel oil or lubricants.
- On Over-the-Counter sales, labor reimbursement for removal of the malfunctioning Part or Accessory from the vehicle and reinstallation.

DEALER REPAIRS

The selling Dealer or any Dealer handling the vehicle line may perform the repairs or replacements covered under this warranty. These repairs or replacements are to be performed within a reasonable time following delivery of the malfunctioning Part or Accessory to the Dealer's place of business. The Dealer must obtain the purchaser's copy of the original sales slip on counter sales, or a copy of the repair order on Dealer installations, to validate date of purchase and vehicle mileage, as applicable.

OTHER TERMS

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND EXPRESS OR IMPLIED, INCLUDING (WITHOUT LIMITATION) ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO SUCH PARTS AND ACCESSORIES. THE PAYMENT FOR REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY. GENERAL MOTORS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, (FOR OTHER THAN INJURY TO THE PERSON RESULTING FROM BREACH OF THIS WRITTEN WARRANTY). GENERAL MOTORS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER OBLIGATION IN CONNECTION WITH SUCH PARTS OR ACCESSORIES.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

FEDERAL LAW REQUIRES MANUFACTURERS TO FURNISH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (N.H.T.S.A.) WITH BULLETINS DESCRIBING ANY DEFECTS IN THEIR VEHICLES. YOU MAY OBTAIN COPIES OF THESE BULLETINS FROM EITHER THE MANUFACTURER OR N.H.T.S.A. IN ADDITION, CERTAIN CONSUMER PUBLICATIONS OR ORGANIZATIONS PUBLISH THIS INFORMATION, WHICH MAY BE AVAILABLE FOR A FEE OR FOR FREE.

Goodwrench

Limited Lifetime Service Guarantee

General Motors warrants to the original retail purchaser of a GM Limited Lifetime Service Guarantee paid repair that the original installing Dealer will repair or replace any ELIGIBLE PART(S) shown on the IDENTIFIED REPAIR ORDER (R.O.# - SEE BACK OF THIS FOLDER) that fails or wears out in normal use and service. In such cases, repair or replacement of the covered part(s) by the Dealer will be made with a new or remanufactured genuine GM part(s), free of charge to the original purchaser—including labor. This warranty will remain in effect for as long as the original purchaser owns the GM passenger car or light truck (Series 10-30) on which the part(s) was originally installed.

If a genuine GM part is no longer available, General Motors reserves the right to refund the money originally paid by the purchaser for the covered part(s) and related labor.

The Original Purchaser's Only Obligations Are:

- Return the vehicle to the original servicing GM Limited Lifetime Service Guarantee Dealer as identified on the repair order.
- Provide the Dealer this limited warranty and the purchaser's copy of the original repair order, showing the Dealer had replaced an ELIGIBLE PART(S) at an earlier date.

This Warranty Does Not Cover:

- Failure caused by negligence, alteration, accident or use for which the part(s) was not designed or approved by General Motors.
- Parts repaired or replaced under any applicable new or used vehicle warranty.
- Parts used in commercial applications (e.g., police cars, taxis, daily rental car fleets and other for-hire vehicles), racing or other competition.
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
- Damage due to the lack of maintenance or use of wrong fluids, refrigerant, fuel, oil or lubricants.
- Incomplete repairs performed at the customer's request, or repairs made with non-GM parts.

Other Terms:

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THESE PARTS IS LIMITED IN DURATION TO THAT OF THIS WRITTEN WARRANTY. THE REMEDY PROVIDED ABOVE IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY.

Some states do not allow any limitation on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages; the above limitations or exclusions may not therefore apply to you. This warranty provides specific legal rights; you may also have other rights depending on the state in which you reside.

Eligible GM Parts List:

- Air Conditioning Condensers
- Air Conditioning Compressors
- Air Conditioning Accumulators
- Fuel Pumps
- Ignition Coils
- Ignition Wire Sets
- Ignition Modules
- New/Remanufactured
- Starter Motors
- New/Remanufactured
- Generators
- Oxygen Sensors
- Shock Absorbers/Struts
- Water Pumps

Your dealer has checked off the part(s) covered for this repair indicated on reverse side.

Important:

KEEP THIS WARRANTY AND REPAIR ORDER WITH YOUR OWNER'S MANUAL AND OTHER GLOVE COMPARTMENT LITERATURE.

Direct any inquiries to:

General Motors Corporation
Consumer Relations Department
3044 West Grand Boulevard
Detroit, Michigan 48202



Ourisman Chevrolet

CHEVROLET CO., INC.



4400 BRANCH AVENUE, MARLOW HEIGHTS, MARYLAND 20748

(301) 423-4000

CELL: [REDACTED]

CUSTOMER NO. 182848	ADVISED BY JASPER LAMBERT	3321	TAG NO. 0125	INVOICE DATE 05/28/13	INVOICE NO. CVCS550599
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 51,617	COLOR BLACK/	STOCK NO.
DISTRICT HEIGHTS, MD	YEAR/MAKE/MODEL 07/CHEVROLET/CORVETTE			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1YY26E975			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/24/13		
RE [REDACTED]	BUSINESS PHONE	COMMENTS			MO: 51617

LABOR & PARTS
 # 1 TACVZCKD11 CHECK & DIAGNOS 1 TECH(S) 7072 115.95
 O/S CUT OFF WHILE DRIVING
 GOT VEHICLE STARTED-FOUND ENGINE KNOCKING
 RECCOMEND ENGINE REPAIR DECLINED

JOB # 1 TOTAL LABOR & PARTS 115.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	DOC	DOCUMENT FEE		1.00
JOB # A	1	SHOP SUPPLIES		16.81
TOTAL - MISC				17.81

TOTALS

TOTAL LABOR....	115.95
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	17.81
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.01

TOTAL INVOICE \$ 134.77

THANK YOU FOR SELECTING OURISMAN FOR YOUR AUTOMOTIVE NEEDS
 PARTS DESIGNATED WITH AN ASTERISK (*). CARRY A LIFETIME
 WARRANTY, INCLUDING LABOR. THIS WARRANTY WILL REMAIN
 IN EFFECT, AS LONG AS THE ORIGINAL PURCHASER OWNS THE
 GM PASSENGER CAR OR LIGHT DUTY TRUCK ON WHICH THE PART
 WAS ORIGINALLY INSTALLED.
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 OUR INTENT IS TO PROVIDE OUR CUSTOMERS WITH THE BEST SERVICE
 POSSIBLE. [YOUR TRUST IS OUR REPUTATION]
 ----- NO RETURNS ON SPECIAL ORDER PARTS -----

ALL BODY REPAIRS AND PAINT REPAIRS PERFORMED BY OUR
 BODY SHOP ARE WARRANTIED FOR ONE YEAR FROM DATE OF REPAIR

IMPORTANT CONSUMER NOTICE
 WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTO-
 MOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY
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 CLE UNDER CERTAIN CIRCUM- STANCES. YOU SHOULD ASK A
 REPRESENTATIVE OF THE AUTO- MOTIVE REPAIR FACILITY ABOUT
 THE EXTENT OF ITS RESPONSIB- LITY, INCLUDING THE EXTENT
 OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR
 FACILITY.

Manufacturer Special Policy Adjustment Programs
 Federal law requires manufacturers to furnish the
 National Highway Traffic Safety Administration
 (N.H.T.S.A.) with bulletins describing any defects in
 their vehicles. You may obtain copies of these
 bulletins from either the Manufacturer or N.H.T.S.A.
 In addition, certain consumer publications or
 organizations publish this information, which may
 be available for a fee or for free.

CUSTOMER SIGNATURE

RELEASE



The Reynolds and Reynolds Company EPANTINIVE CC615373 Q (05/12)

GENERAL MOTORS (DEALER) SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY

General Motors Corporation Warrants only to Dealer that it will pay Dealer for repair or replacement of any defective or malfunctioning Part or Accessory as follows:

WARRANTY COVERAGE

Passenger Cars, Light and Medium Duty Trucks
(Except TopKick and Kodiak)

Dealer Installed — 12 months or 12,000 miles, whichever occurs first from date of installation.

Sold Over-the-Counter — 12 months from the date of sale by Dealer.

TopKick and Kodiak Medium Duty Trucks

All TopKick and Kodiak medium duty truck Parts and Accessories — 12 months from the date of sale or installation by Dealer.

WARRANTY DOES NOT COVER

- Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors;
- Parts and Accessories used in racing or other competition;
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss;
- Damage due to the lack of maintenance or use of wrong fuel oil or lubricants.
- On Over-the-Counter sales, labor reimbursement for removal of the malfunctioning Part or Accessory from the vehicle and reinstallation.

DEALER REPAIRS

The selling Dealer or any Dealer handling the vehicle line may perform the repairs or replacements covered under this warranty. These repairs or replacements are to be performed within a reasonable time following delivery of the malfunctioning Part or Accessory to the Dealer's place of business. The Dealer must obtain the purchaser's copy of the original sales slip on counter sales, or a copy of the repair order on Dealer installations, to validate date of purchase and vehicle mileage, as applicable.

OTHER TERMS

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND EXPRESS OR IMPLIED, INCLUDING (WITHOUT LIMITATION) ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO SUCH PARTS AND ACCESSORIES. THE PAYMENT FOR REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY. GENERAL MOTORS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, (FOR OTHER THAN INJURY TO THE PERSON RESULTING FROM BREACH OF THIS WRITTEN WARRANTY). GENERAL MOTORS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER OBLIGATION IN CONNECTION WITH SUCH PARTS OR ACCESSORIES.

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

FEDERAL LAW REQUIRES MANUFACTURERS TO FURNISH THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION (N.H.T.S.A.) WITH BULLETINS DESCRIBING ANY DEFECTS IN THEIR VEHICLES. YOU MAY OBTAIN COPIES OF THESE BULLETINS FROM EITHER THE MANUFACTURER OR N.H.T.S.A. IN ADDITION, CERTAIN CONSUMER PUBLICATIONS OR ORGANIZATIONS PUBLISH THIS INFORMATION, WHICH MAY BE AVAILABLE FOR A FEE OR FOR FREE.

Limited Lifetime Service Guarantee

Goodwrench

General Motors warrants to the original retail purchaser of a GM Limited Lifetime Service Guarantee paid repair that the original installing Dealer will repair or replace any ELIGIBLE PART(S) shown on the IDENTIFIED REPAIR ORDER (R.O.# - SEE BACK OF THIS FOLDER) that fails or wears out in normal use and service. In such cases, repair or replacement of the covered part(s) by the Dealer will be made with a new or remanufactured genuine GM part(s), free of charge to the original purchaser—including labor. This warranty will remain in effect for as long as the original purchaser owns the GM passenger car or light truck (Series 10-30) on which the part(s) was originally installed.

If a genuine GM part is no longer available, General Motors reserves the right to refund the money originally paid by the purchaser for the covered part(s) and related labor.

The Original Purchaser's Only Obligations Are:

- Return the vehicle to the original servicing GM Limited Lifetime Service Guarantee Dealer as identified on the repair order.
- Provide the Dealer this limited warranty and the purchaser's copy of the original repair order, showing the Dealer had replaced an ELIGIBLE PART(S) at an earlier date.

This Warranty Does Not Cover:

- Failure caused by negligence, alteration, accident or use for which the part(s) was not designed or approved by General Motors.
- Parts repaired or replaced under any applicable new or used vehicle warranty.
- Parts used in commercial applications (e.g., police cars, taxis, daily rental car fleets and other for-hire vehicles), racing or other competition.
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
- Damage due to the lack of maintenance or use of wrong fluids, refrigerant, fuel, oil or lubricants.
- Incomplete repairs performed at the customer's request, or repairs made with non-GM parts.

Other Terms:

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THESE PARTS IS LIMITED IN DURATION TO THAT OF THIS WRITTEN WARRANTY. THE REMEDY PROVIDED ABOVE IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY.

Some states do not allow any limitation on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages; the above limitations or exclusions may not therefore apply to you. This warranty provides specific legal rights; you may also have other rights depending on the state in which you reside.

Eligible GM Parts List:

- Air Conditioning Condensers
- Air Conditioning Compressors
- Air Conditioning Accumulators
- Fuel Pumps
- Ignition Coils
- Ignition Wire Sets
- Ignition Modules
- New/Remanufactured
- Starter Motors
- New/Remanufactured
- Generators
- Oxygen Sensors
- Shock Absorbers/Struts
- Water Pumps

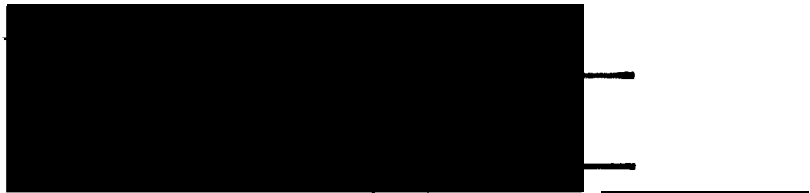
Your dealer has checked off the part(s) covered for this repair indicated on reverse side.

Important:

KEEP THIS WARRANTY AND REPAIR ORDER WITH YOUR OWNER'S MANUAL AND OTHER GLOVE COMPARTMENT LITERATURE.

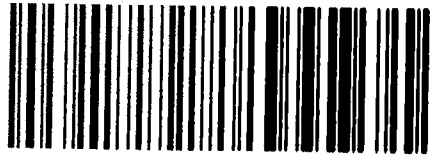
Direct any inquiries to:

General Motors Corporation
Consumer Relations Department
3044 West Grand Boulevard
Detroit, Michigan 48202



District Heights, MD

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL™



7012 1010 0003 6397 9560



CLASS
W46-304

Ready Post.

Utility Mailer

To: Mr. David Strickland, Administrator
National Highway Traffic Safety Admin.
1200 New Jersey Avenue, SE
Washington, DC 20590