

General Motors Product Field Action Customer Reimbursement Request Form

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

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: Lancaster State: On Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: 1G12J 57B694 _____
(17 Characters)

Mileage at Time of Repair: 112873 Date of Repair: 2/14/14

Amount of Reimbursement Requested: \$ 636.18

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

NH

11/13/14

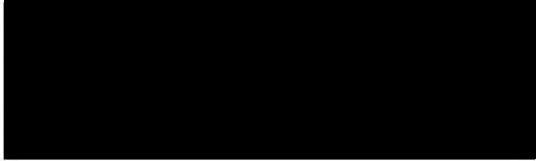
MW

October 24, 2014

To Whom It May Concern:

OCT 29 2014

I am writing to you to request to be reimbursed for \$636.18 for work to replace my steering column because my ESC light came on 02/11/2014. I was driving and my ESC light came on and I had a difficult time my car in rush hour traffic. I was lucky that I got it under control and did not end up down in the embankment along side of the road and that no one rear-end me. I was also thank you it was me driving and not my [REDACTED] year old daughters because I could barley get the car to steer. The dealer got me right in and I paid for the repair. I also contacted GM and I was told I would get a letter. I realize my car might not be part of this recall, but it should be because of all the problems you have had with the years around it. I was luckily enough that I did not get killed or kill someone. I will be also sending a copy of this to The Administrator, National Highway Traffic Safety.





www.bobbylayman.com

COLUMBUS • LANCASTER

3733 Claypool Street NW - Carroll, OH 43112

(740) 654-9590 / (614) 837-0999

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.

Monday - Friday

8:00 a.m. to 1:00 p.m. Saturday

R/O Open Date	R/O Number
2/13/14	
R/O Close Date	Status
2/14/14	Pre-Invoice
Mileage In	Mileage Out
112873	112873
Service Advisor / Tag #	
Benjamin Stroup/405	
Vehicle Identification Number	
1G1ZJ57B694	
Delivery Date	In-Service Date
2/12/11	2/12/11
Color	License Number
BLUE	

LANCASTER, OH				Work Phone
Year	Make	Model	Body	
2009	CHEVROLET	MALIBU	4DR SDN LT	

DESCRIPTION OF SERVICE AND PARTS

Sub Total: 79.95

#3 * 45CDZ: STEERING/SUSPENSION
CUSTOMER STATES THAT ESC LIGHT COMING ACROSS
DASH.

Caused by

CODE C0545

Work performed by Michael Palombo (037)

Installed 25933396 :N-COLUMN (06518-PC)

REPLACED STEERING COLUMN

RECALIBRATE POWER STEERING MODULE

Sub Total: 636.18

1@366.18

270.00
366.18

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	496.00
PARTS	501.15
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	57.21
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	
TOTAL DUE	904.79

Chase Online

CHASE WORKPLACE CHK [REDACTED]

Check Number [REDACTED]

Post Date: 02/19/2014

Amount of Check: \$500.00

Lancaster, OH [REDACTED] Feb 14 2014
 Pay to the order of Bobby Layman \$500.00
 Five hundred & 00/100
 CHASE
 JPMorgan Chase Bank
 Columbus, Ohio 43227
 www.chase.com
 [REDACTED]

Need help printing or saving this check?

ENDORSE HERE
 For Deposit Only
 Bobby Layman
 Cadillac GMC Truck
 DO NOT WRITE STAMPS OR SIGN BELOW THIS LINE
 PLEASE PRINT NAME AND ADDRESS
 [REDACTED]

Need help printing or saving this check?

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BOBBY LAYMAN PONTIAC
 3733 CLAYPOOL ST NW
 CARROLL, OH 43112
 (614) 837-8999

Sale

ID: 003
 Merchant ID: 000155110890
 Bank ID: 1350

02/14/14 17:22:34
 Batch#: 045001
 Retrieval Ref #: 81644023

Entry Method: Swiped

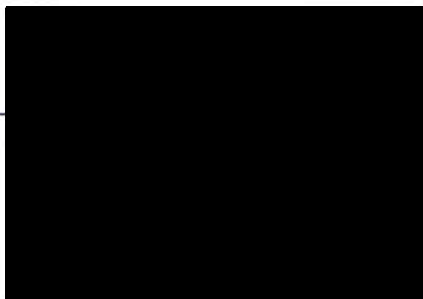
Appr Code: 01473R

Inv #: 000013

Total:

\$ 404.79

Customer Copy
 HAVE A NICE DAY!!



Columbus, Ohio

COLUMBUS OH 4321

24 OCT 2014 PM 1 L



National Highway Traffic Safety
Administration
1200 New Jersey Avenue SE
Washington, DC 20590

20590

