

July 25, 2014

Claims + Refund Manager
General Motors Corp.
P.O. Box 33170
Detroit, Michigan 48232

AUG 18 2014

Dear Sir/Madame:

We bought a Malibu Chevrolet in 2006.
New from dealer in Foley, AL.

You recalled some of them for defective
power steering - however, you did not recall
Cali. In the fall of 2013, we could
not start our car because we have no
power steering. The dealer would not fix
it since it wasn't recalled.

We took it to a mechanic we know and
they fixed it for \$747.85 plus a car rental
for one day from Enterprise Car Center
for \$32.45. Total of \$780.30. Out of my
pocket!!

I have talked to people in your
office several times but they told me

ET

88714

SMD

to wait until you recalled it and
they did not know when that would be.
Both of us are [REDACTED] years old - how long
should we wait??

I talked with another person (Evan-sp)
yesterday and she said she was sorry
but I would have to wait!!

There are exceptions to all rules -
if you are concerned with the safety of
your customer - we support you to
refuse ^{no} for our loss in this matter.

Sincerely,

Quay Shores, LLC

CC:

- ① Jeff Boyer, V-P. Global Vehicle Safety
- ② Natalie Hays, Traffic Safety

Encc: (2)

8/7/14

FYI -

General Motors

rep called me last
week and said
they would not
pay me since
it wasn't on ^{REALLY} ~~hand~~

said they were sorry.



ENTERPRISE LEASING COMPANY - SOUTH CENTRAL, 3860 HIGHWAY 59 SOUTH, FOLEY, AL 365353716 (251) 943-3888

RENTAL AGREEMENT
358480

REF#
6BSFY5

SUMMARY OF CHARGES

RENTER

DATE & TIME OUT

11/13/2013 11:11 AM

DATE & TIME IN

11/14/2013 09:26 AM

BILLING CYCLE

24-HOUR

VEH #1 2013 HYUN ELAN 4GLS

VIN# 5NPDH4AE4DH

LIC#

MILES DRIVEN 14

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	11/13 - 11/14	1	DAY	\$29.00	\$29.00
DW	11/13 - 11/14	1	DAY	\$19.99	\$19.99
REFUELING CHARGE	11/13 - 11/14				\$0.00

Subtotal: \$48.99

Taxes & Surcharges

PRIVILEGE & LICENSE TAX	11/13 - 11/14			4.439%	\$2.23
RECOVERY					
SURCHARGE	11/13 - 11/14	1	DAY	\$1.23	\$1.23

Total Charges: \$52.45

Total Amount Due

\$0.00

PAYMENT INFORMATION

AMOUNT PAID

\$52.45

TYPE

CREDIT CARD NUMBER

XXXXXXXXXX PENDING

Doering Tire Service & Automotive Repair

409 N. McKenzie St.

Foley, AL. 36535

Phone - 251-943-8523 Fax - 251-943-6887

Serving the area's automotive repair needs since 1920

INVOICE

27776

Org. Est. # 072188

INVOICE

Print Date : 11/14/2013

2006 Chevrolet - Malibu LS

2.2L, In-Line4, VIN (F)

Lic # : [REDACTED]

Unit # :

Vin # : 1G1ZS51F06F [REDACTED]

Hat # :

Odometer In : 18312

Home [REDACTED] Cellular [REDACTED]
Cust ID : 9467 Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY				ELECTRONIC STEERING MOTOR/MODULE ASSEMBLY - Remove & Replace (SWL)	112.50
22837369	1.00	504.00	504.00		
Shop Supplies		10.08	10.08	DIAGNOSTIC (SWL)	75.00

P.2 Ref 33170
Sublet 48232

[Technicians : Lord, Steve]

Org. Estimate \$9.27	Revisions \$747.85	Current Estimate \$ 757.12	Additional Cost	Revised Estimate	Labor: 187.50
Cellular: [REDACTED]	11/13/2013 - 2:43 <none>		\$747.85	\$757.12	Parts: 514.08
Parts: \$504.00 Labor: \$187.50 Sublet: \$0.00 Taxes & Fees: \$56.35					Sublet: 0.00
					Sub: 701.58
					Tax: 46.27
					Total: 747.85
					Bal Due: \$0.00

[Payments - [REDACTED] \$747.85]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. Doering Tire is not responsible for towing under any circumstances.

SIGNATURE..... Date..... Time.....



Gulf Shores AL



National Highway Traffic Safety Admin.
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

