

SIR/MAM

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Aug 18, 2014

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

10638943-6625 ①

I BELIEVE CENTURY 3 CHEVROLET OF SEP - 4 2014
WEST MIFFLIN, PA, 15122 DOES NOT WANT TO BE
BOTHERED WITH THE RECALL OF MY CHEVROLET COBALT
AND IS TRYING TO GET OUT OF WORK.

MY 1ST RECALL NOTICE WAS SENT TO ME IN MARCH 2014

I WENT UP TO CENTURY 3
CHEVY DEALER & TALKED TO A YOUNG PERSON REPRE-
SENTING CENTURY 3 I TOLD HIM I HAD A RE-
CALL-2005 CHEVY COBALT. THE REPRESENTATIVE
ASKED ME IF I BOUGHT MY CAR THERE AND
I SAID TO HIM, NO! I BOUGHT AT A USED CAR
DEALERSHIP, IT DOES NOT MATTER THEY HAVE
TO DO THE WORK ANYWAY. I WENT HOME
BECAUSE I DID NOT HAVE ALL THE PAPER WORK WITH
ME, I TOOK BACK IN A COUPLE DAYS (PAPERWORK)
& GAVE TO THEM & ALSO MY VIN NUMBER, THEY
ACCEPTED IT. (MAY 27, 2014). I HAVE RECEIVED
LETTERS FROM G.M. IN MILWAUKEE, APRIL, JUNE &
AUGUST OF 2014, SAYING CHECK WITH MY DEALER ^{ET}
THW

For A Appointment, so I DROVE THERE AGAIN * 2
TALKED TO A GIRL REPRESENTATIVE & SHE TOLD ME
THE PARTS WAS NOT IN. I SAID O.K. THEN I
ASKED HER WILL I GET A COMPLIMENTARY CAR
IF I NEED IT, SHE SAID NO THEY WILL
SHUTTLE ME TO WORK - "!!@#\$\$%" - I GET UP AT
4³⁰ AM IN MORNING & LEAVE MY HOUSE AT 6⁰⁰ AM
WHAT HAPPENED TO THE COMPLIMENTARY CAR
THEY PROMISED - , I WENT UP AGAIN & HERE
ARE THE PEOPLE I DEALT WITH, THEY ARE ON
THEIR BUSINESS CARDS THEY GAVE ME HERE
IS A COPY ENCLOSED. ON AUG 1ST I CALLED A
G.M. IN MILWAUKEE, WISCONSIN CUSTOMER SVC.
I TOLD A REP. CALLED ERMIE AT 9²⁵ AM WHAT
WAS GOING ON! ERMIE HAD ME TALK TO A
FRANK SCRUGGS AT CENTURY 3 CHEVY, SCRUGGS
STATED TO ME HE DID NOT HAVE THE PARTS!
I SAID TO HIM WHERE DO THE PARTS COME
FROM, HE SAID HE DID NOT KNOW - "!!@#\$\$%"

(TOTAL OF 4 people I TALKED TO AT CENTURY 3)

③

I SAID TO HIM. WHAT IS WRITTEN ON THE
BOX, YOU GET THE PARTS FROM SOME WHERE
FRANK SCRUGGS - KNOWS! THEY DO NOT WANT
TO DO THE WORK. I THINK THEY PAY THE
MECHANICS A FLAT RATE FOR DOING RECALLS
AND DO NOT MAKE AS MUCH MONEY, AS
THE CARS THAT WERE RECENTLY PURCHASED
YOU KNOW TUNE UPS, EMISSIONS, & ALL OTHER PARTS

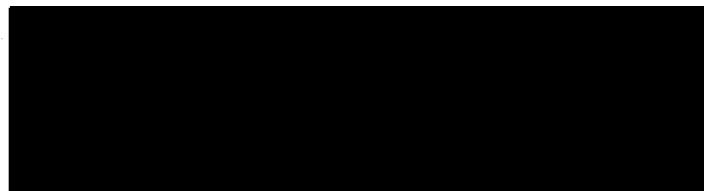
I ALSO BELIEVE G.M. IS
IN CONCERT WITH THEM & ALLOWS IT.

THIS HAS BEEN GOING ON FOR
MONTHS - EVEN IF THERE PARTS WERE MADE
IN Bum " !@# \$ % " , EGYPT THEY SHOULD OF BEEN
HERE BY NOW!

THANK YOU FOR
TIME & EFFORT

MY CAR REFERENCE
IS 7113 390 18337

ERMIE AT G.M.
TOLD ME THAT.



TO SERVICE DEPT

(4)
MAY 27, 14

WHEN DOING THE RECALL REPAIRS ON
MY 05 COBALT, PLEASE TRY TO
DO THEM ON MONDAY OR TUESDAY
THOSE ARE MY OFF DAYS OF EVERY
WEEK, I WORK EVERY WEDNESDAY,
THURSDAY, AND FRIDAY 6:30 AM TO
2:30 PM.

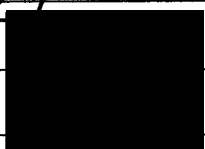
I WILL NEED DOCUMENTATION FROM YOU
SHOWING WHAT PARTS YOU HAVE REPLACED
& ALSO KEYS YOU HAVE GIVEN ME &
EVERY THING THAT G.M. REQUIRES.

MAYBE I WILL NEED THIS DOWN THE
ROAD - IN CASE I SELL CAR OR
FURTHER MALFUNCTIONS OCCUR.

AT THIS TIME - 27-14

DO NOT WORRY ABOUT MY ENGINE LIGHT
BEING ON, IS BECAUSE I HAD TO RE-
PLACE MY GAS CAP WITH A CORRECT ONE
I PURCHASED FROM YOU, CENTURY III

THANK YOU FOR YOUR
TIME & EFFORT



SVC
Dept.

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Dave Fulmer
Service Advisor

Century 3
CHEVROLET

2430 Lebanon Church Road
West Mifflin, PA 15122
(412) 466-9210 X 3225



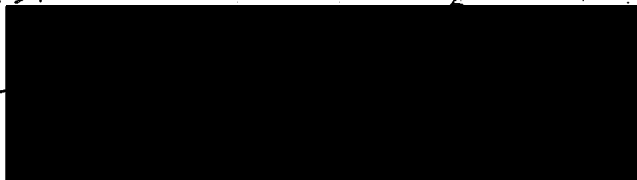
Daniel Cernetic
Service Advisor

Century 3
CHEVROLET

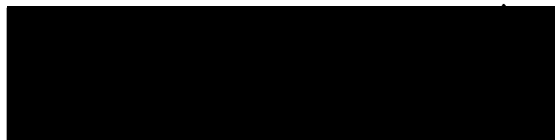
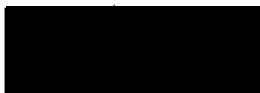
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my address &
phone #



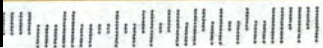
WEST MIFFLIN, PA



IF you can Best Time is
MONDAY OR TUESDAY

EARLY MORN
8, 9, 10,

WEST



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY, SE.
WASHINGTON, DC 20590