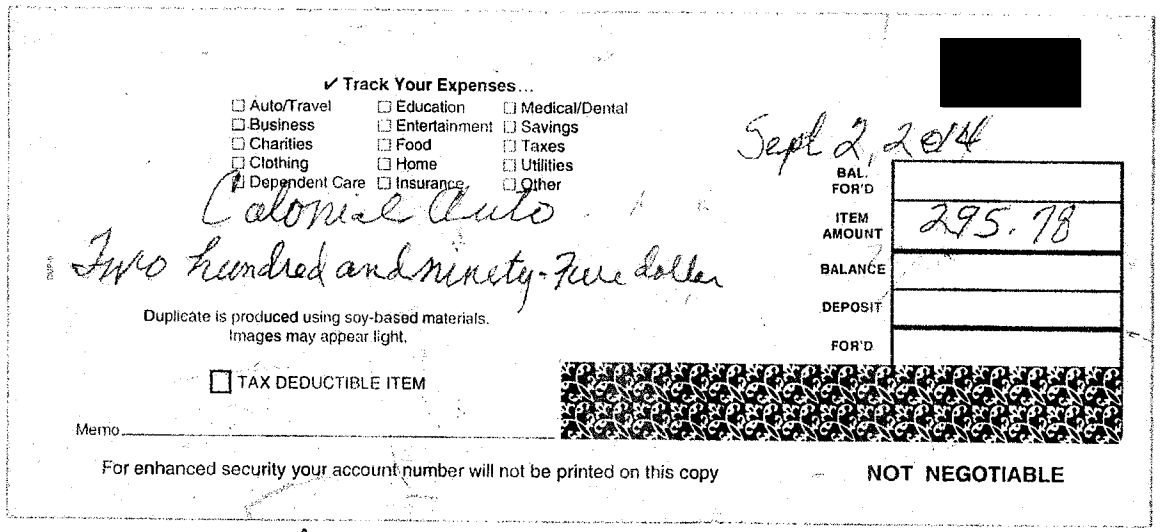
NW8-200

MAR 25 2015

CL-107026647-9060

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



March 18, 2015

NH
33015
SMD

Dear Sir,

I have given this original notice to Colonial Auto at the end of January and have not heard anything back regarding this issue. I was hoping this matter could be resolved before now. Thanking you in advance for this matter.

[redacted]

General Motors Powertrain Warranty

Customer Reimbursement Request Form

This section to be completed by customer (please print)

Customer Name: [redacted]

Street Address or P. O. Box Number: [redacted]

City: Buckersville State: VA Zip Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): As Above

Date Request Form and Supporting Documentation Submitted to Dealer: Feb 2015

Vehicle Identification Number of Involved Vehicle: 2G4WE582761[redacted]
(17 Characters)

Mileage at Time of Repair: 67728 Date of Repair: Sept. 02, 2014

Amount of Reimbursement Requested: $ 295.78

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: [redacted]

Please provide this request form and the required documents to your General Motors dealer for processing. 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.

CUSTOMER #[redacted]

[redacted]

want it. got it.

INVOICE

[redacted]

RUCKERSVILLE, VA [redacted]

HOME: [redacted] CONT: N/A

BUS: CELL:

PAGE 1

ROUTE 29 NORTH P.O. BOX 7823
CHARLOTTESVILLE, VA 22906
PHONE (434) 951-1050
www.colonialautocenter.com

Lone

SERVICE ADVISOR: 2064 TODD WHEELER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PLATINUM	06	BUICK LACROSSE	2G4WC582761[redacted]	[redacted]	67728/67728	T1769

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
24JUN06	01MAR06		WAIT 02SEP14		CASH	02SEP14

R.O. OPENED	READY	OPTIONS.
13:04 02SEP14	14:03 02SEP14	STK [redacted] ENG: 3.8_Liter_SFI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CK & ADVISE-LOW BEAM HEADLAMPS INOPERABLE			
STC SEE TECHNICIANS COMMENTS			
2073 CB		219.95	219.95
1 15016745 (S)RELAY	54.42	54.42	54.42
67728 DIAGNOSE AND REPLACED HEADLAMP CONTROL MODULE AS NEEDED, VERIFY REPAIR			
**********			
B INTERMITTENT-WILL SWITCH FROM HI BEAMS TO LOW BEAMS THEN OFF ENTIRELY			
FIPO FOR INFORMATION PURPOSES ONLY			
2073 CB		0.00	0.00
**********			
C 29 POINT COURTESY INSPECTION			
29C 29 POINT COURTESY INSPECTION			
2073 CB		0.00	0.00
**********			
SHOP SUPPLIES			1

WE APPRECIATE YOUR BUSINESS
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER ABOUT YOUR EXPERIENCE.
IF FOR ANY REASON YOU CAN'T GIVE ME A COMPLETELY SATISFIED SCORE PLEASE CALL ME AND LET ME KNOW. THIS IS MY REPORT CARD
THANK YOU _____

[redacted]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold herby are made my the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

X _____
CUSTOMER SIGNATURE

HOURS:

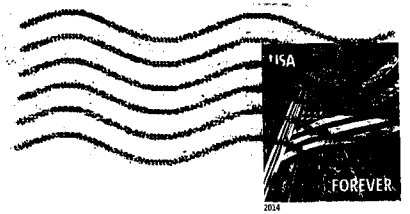
Monday thru Friday
7:30am - 5:30pm

DESCRIPTION	TOTALS
LABOR AMOUNT	219.95
PARTS AMOUNT	54.42
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	17.60
[illegible]	291.97
LESS INSURANCE	0.00
SALES TAX	3.81
PLEASE PAY THIS AMOUNT	295.78

CUSTOMER COPY

[redacted]
Rockersville, Va [redacted]

RICHMOND VA 230
19 MAR 2015 PM 3 L



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

20590