

CL-10748418-3533

[Redacted]

To: gmprioritycare@gm.com
Cc: [Redacted]
Subject: Safety Recall on my 2006 Hummer H3

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

AUG 10 2015

I called 800 732 5493 to inquire if there was in fact a defect in my Hummer H3 2006. I was advised by Bien at GM that there is a defect in the AC on my Hummer VIN # 5GTDN136168 [Redacted]. There was a safety recall on it. No one advises me. My cousin in Ohio called me to tell me about the problem. Bien recommended that I not use the AC. He further advises me that GM does not have the parts to make the repair. I shared the fact that I live in Georgia. The temperature is in the high 90s today. It is impossible for me not to use the AC when I drive my truck.

I then called John Thornton Chevrolet where I had recently paid \$565.27, for repairs on June 8, 2015, the engine light was on. I spoke to Gary Rogers. Mr. Rogers advised me that I also had work done on the AC in 2011. I also paid AutoNation where I purchased my truck \$486.78 on the seventh of this month for work on the AC of my Hummer.

These problems seem to be related to me. I am forwarding the bills to support my assumption. My position is, if GM cannot provide the parts to make my Hummer safe when I use the AC, GM should provide a loaner Hummer H3 until they can repair my Hummer for safe driving with AC and heat. I need both when appropriate.

[Redacted]

cc: Thornton Chevrolet
Auto Nation
[Redacted], Daughter
[Redacted] Daughter
[Redacted] Daughter
Federal Auto Safety Board
Representative [Redacted]

P.S. I will be contacting an attorney & need this issue resolved now, immediately. My life is at stake. Please respond.

ET
8/10/15
SMD

THORNTON CHEVROLET INC
 1971 THORNTON RD
 LITHIA SPRINGS, GA 30122
 770-941-8550

Merchant ID: 240119073
 Term ID: 4444

Sale

DEBIT
 XXXXXXXXXXXX
 Entry Method: Swiped
 Apprvd: Online Batch#: 000008
 06/08/15 06:54:27
 Debit Ref #:
 Inv#:
 Appr Code: 480966
 Total: \$ 580.07

Customer Copy
 THANK YOU
 FOR VISITING



INVOICE



1971 Thornton Road · Lithia Springs, GA 30122
 (770) 941-8550

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SERVICE ADVISOR: 2715 BRAD YEARTA

| | | | | |
|-------|--------------|---------|------------------|-----------|
| MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
| I3 | 5GTDN136168 | | 128097/128103 | |
| EXP. | PROMISED | PO NO. | PAYMENT | INV. DATE |
| | WAIT 08JUN15 | | VISA | 08JUN15 |

| | | | | |
|-----------|----------|-----|-------|--|
| Y | OPTIONS: | | | |
| JUN15 | | | | |
| HOURS | LIST | NET | TOTAL | |
| CK ADVSIE | | | | |

| | | | |
|---------------|-------|--------|--------|
| | | 227.98 | 227.98 |
| T (S) SENSOR | 96.92 | 96.92 | 96.92 |
| T (S) HOUSING | 50.18 | 50.18 | 50.18 |
| PACKT COOLANT | 19.20 | 19.20 | 19.20 |

UP-STREAM O2 SENSOR 1657 CPC 170.99 170.99
 PARTS: 166.30 LABOR: 398.97 OTHER: 0.00 TOTAL LINE A: 565.27

1657-scan sfi, code p0128,p0135,p0030, check ckts, test and found heater inop on front ho2 sensor, found sensor rounded and hard to remove. found thermostat low efficiency, replaced thermostat and refill cooling system, remove front ho2 sensor and clean/retap hole and replaced engine out ho2 sensor. recheck operation and road test.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 2.95

PAID
JUN 08 2015

DISCLAIMER OF WARRANTIES:

All warranties on this product are the manufacturer's. THORNTON CHEVROLET, INC. hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and THORNTON CHEVROLET, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by THORNTON CHEVROLET, INC. in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."
 TERMS: STRICTLY CASH unless arrangements made.

hereby authorize the repair work herein set forth 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 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 and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF \$95.00 DIAGNOSTIC FEE PER CONCERN.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 398.97 |
| PARTS AMOUNT | 166.30 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 2.95 |
| TOTAL CHARGES | 568.22 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 11.85 |
| PLEASE PAY THIS AMOUNT | 580.07 |

receive a survey from the manufacturer about the service you received on your vehicle. This is the manufacturer's means of scoring us not themselves and not your vehicle. If for any reason you are not satisfied with the service you received, please contact us before you leave or at your convenience. Thank you for choosing John Thornton to be your servicing dealer. We are a family owned and operated business. Please call on us for your future automotive needs.

CUSTOMER COPY

AutoNation

AutoNation Honda Thornton Road
1979 Thornton Road
Lithia Springs, GA 30122
(770) 745-6828
www.autonation.com

INVOICE

PAGE 1

686247032489
AN HONDA THORNTON ROAD
1979 THORNTON ROAD
LITHIA SPRINGS, GA 30122
770-745-6828
WWW.AUTONATION.COM

Term ID: 005

Ref #: 008

Sale

T: [REDACTED]
L: [REDACTED] SERVICE ADVISOR: 4136 AMY WINDLEY

| VEHICLE | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|---------|------------------------|---------|------------------|------------|
| H3 | 5GTDN136168 [REDACTED] | | 130207/131209 | [REDACTED] |

Entry Method: Swiped

07/07/15 14:41:08
Inv #: [REDACTED] Appr Code: 450485
Apprvd: OnLine Batch#: [REDACTED]
Cust Ref #: 427203

| RR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|----------|----------|---------|------|---------|-----------|
| | 17:00 | 07JUL15 | | CASH | 07JUL15 |

| READY | OPTIONS |
|---------|--------------------|
| 07JUL15 | ENG:3.5_Liter_DOHC |

Total: \$ 486.78

| E HOURS | LIST | NET | TOTAL |
|---|---------------|--------|--------|
| ISE | | | |
| KING A NOISE | | | |
| H | | 176.95 | 176.95 |
| JSE | 10.21 | 10.21 | 10.21 |
| MAIN2 BLOWER MOTOR | 244.35 | 244.35 | 244.35 |
| PARTS: 254.56 LABOR: 176.95 OTHER: 0.00 | TOTAL LINE A: | | 431.51 |

131209 BAD FAN REPLACED AS NEEDED

B DRIVERS OR PASS FRONT SEATS ADJUST
BY001 DRIVERS OR PASS FRONT SEATS ADJUST

| | | | |
|---|---------------|------|------|
| 1428 CH | | 0.00 | 0.00 |
| PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 | TOTAL LINE B: | | 0.00 |
| 131209 FOUND FUSE FAILED REPLACED AND TESTED SEATS WORKING AT THIS TIME | | | |

C CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT

| | | | |
|--|---------------|------|------|
| MULTI-A CUSTOMER REQUESTED TO HAVE MULTI POINT INSPECTION PERFORMED THIS VISIT | | | |
| 1428 CH | | 0.00 | 0.00 |
| PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 | TOTAL LINE C: | | 0.00 |
| 131209 COMPLETED | | | |

EST: 171.61 07JUL15 14:23 SA: 4136

EST: 0.00 07JUL15 14:35 SA: 4136

CONTACT: .

The manufacturer warrants that it will either provide a replacement part or repair any part or accessory that is defective in material or workmanship. This warranty applies to new or remanufactured parts which are genuine or authorized O.E.M. parts. This Warranty is good for 12 months or 12,000 miles from date of purchase, or installation on the vehicle.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

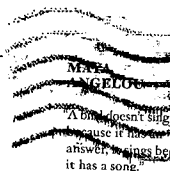
| DESCRIPTION | TOTALS |
|-------------------------------|--------|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| LESS INSURANCE | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

CUSTOMER SIGNATURE

CUSTOMER COPY

ATLANTA METRO 300

17 JUL 2015 FN 11 L



Douglasville GA

AUG 7 2015

National Highway Traffic Safety
Administration
400 Seventh Street South West
Washington DC 20590

20590

