

Dear Administrator,

March 31, 2016

APR 11 2016

I am writing you in hopes to receive better treatment than Thorson dealership GMC of Pasadena. 3456 E. Colorado Blvd. P.O. Box 5070 Pasadena, Ca 91117. From the very first recall notice last year until today. I called as soon as the recall notice was sent to me. I have a 2006 Hummer H3. I am the original owner and I LOVE MY HUMMER. The one issue I have had is a reoccurring one and it was in regards to this particular recall. My mechanic at American Tire & Services shared with the very first time I brought my car in with overheating trouble. They replaced my Radiator and several parts related to the problem, on more than one occasion and informed me that this was a problem are these models.... One year later I received this recall notice and I took it to him and shared that his information had been correct and they are now correcting the problem. He said be sure to inform them of these charges you have paid. I am a single mom with 2 girls in college and he is a very man and he has helped me with this car for awhile. I have included the charges and this was only one time but this happened on 3 occasions and they warrantee the labor so I was only charged one time. When I called months ago in Pasadena, the woman, Anna said they could fix the problem at my expense and maybe I would be reimbursed. The first notice came out at a time my car was causing concern with overheating. She was horrible. , My mechanic said I couldn't wait and helped me and allowed me to make payments to him for my safety. There is much more to my story. If you would like to speak to me, this is contact # [REDACTED]. My Attorneys Name is William Acosta. He will gladly take over as well. I truly love my car. It looks brand new to this day! I am sad they no longer make these cars. I am know for my car and I am a proud owner of my vehicle!

Thank you

[REDACTED]

San Gabriel, Ca.

[REDACTED]

NM
4/22/16
SMD

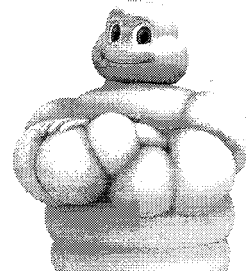
American Tires & Service

705 E. Arrow Hwy. #A&B, Glendora, CA 91740

Phone: 626-914-1166

Email: american.tires@att.net

**"Better Way Forward"
Service Selection Value**



Customer Information	Invoice	Additional Information
[REDACTED] San Gabriel, CA [REDACTED] Acct Number: P: [REDACTED] Contact:	Date: 6/18/2014 Reference: [REDACTED] Salesperson: Jimmy Garcia Route: Delivery Date: 6/16/2014	PO Number: Work Order#: [REDACTED] "Better Way Forward" Entered By: TCS Temporary User
Vehicle: 2006 Hummer Trucks H3 Base Desc: Ⓣ TPMS Equipped	Lic No: [REDACTED] Unit: VIN: 5GTDN136068 [REDACTED]	Mileage IN: 166371 Mileage OUT:

Qty	Description	FET	Unit Price	Ext. Price
1.00	Water Pump 41122(Mi3520354)		89.99	89.99
1.00	Belt 150397(Geo5370108084)		67.78	67.78
1.00	Remove and Replace Water Pump and Belt		186.30	186.30
1.00	Radiator 9589A(Si76676879)-Limited Lifetime Warranty		284.00	284.00
1.00	Thermostat Assembly (W60534258)		43.56	43.56
1.00	Remove and Replace Radiator and Thermostat Assembly		358.15	358.15
1.00	Coolant		19.99	19.99

Taxable

Subtotal:	1,049.77
Sales Tax:	45.48
EPA:	4.75
Total:	\$1,100.00

Terms: N/A

6/18/2014 Payment# [REDACTED] Amount: \$1,100.00
Debit 1,100.00

Signature _____

Balance: \$0.00

Terms:	Due Date	Due Amount	Amt Remain
	6/18/2014	\$1,100.00	\$0.00

Thank you for your business!

~ THE FOLLOWING SECURITY AGREEMENT AREA IS CUSTOMIZABLE BY USER ~ I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant [Company Name] 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. [Company Name] is not responsible for loss or damage to vehicles, or articles left in vehicles, in case of fire, theft or any other cause beyond it's control. A 1.5% (18% APR) service charge will be assessed on any amount which becomes delinquent beyond 30 days.

FOR

General Motors Product Field Action Customer Reimbursement Request Form

15042

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: SAN GABRIEL State: CA Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): SAME

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: 106371 Date of Repair: 6.18.2014

Amount of Reimbursement Requested: \$ 1100.00

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.

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



HUMMER
P.O. Box 909989
Milwaukee, WI 53209-9989

IMPORTANT SAFETY RECALL



15042 5GTDN136068 69 0013695

SAN GABRIEL, CA 6



February 2016

This notice applies to your vehicle, VIN: 5GTDN136068

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Previously, you were notified that your 2006 model year Hummer H3 was involved in GM recall 15042. This letter is to inform you that parts are now available to repair your vehicle.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2006 model year Hummer H3 vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 15042.
- Schedule an appointment with your General Motors dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The connector module that controls the blower motor speed in the heat/vent/air conditioning (HVAC) system may overheat under extended operational periods at high and medium-high blower speeds. If this condition occurs, there is the risk that the heat generated could melt the plastic surrounding the connector module, which increases the risk of a fire.

What will we do?

Your General Motors dealer will replace the female connector and harness. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 25 minutes.

What should you do?

You should contact your General Motors dealer to arrange a service appointment as soon as possible.



**Did you already
pay for this
repair**

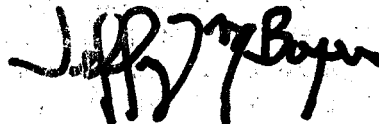
If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request; however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by February 28, 2017, unless state law specifies a longer reimbursement period.

**Do you have
questions?**

If you have questions or concerns that your dealer is unable to resolve, please contact the Hummer Customer Assistance Center at 1.800.732.5493 (TTY 1.800.833.6537).

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to <http://www.safercar.gov>. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 15V421.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.



Jeffrey M. Boyer
Vice President
Global Vehicle Safety

Enclosure
GM Recall #15042



[REDACTED]
SAN GABRIEL, CA.
[REDACTED]

SANTA ANA CA 926
01 APR 2016 PM 8 L



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

20590

