

Safety Complaint Portable Form

Step 1: Complete this form.

Step 2: Click here to save the form to your computer.

Step 3: Click here to access the upload web page.

Temporary Complaint Number (TCN): 7JN17-04721

#11166492

This PDF document is secured
and the content is protectedRequired Information in **Bold**

Form Approved OMB No. 2127-0008; Expires 08/31/2021

Vehicle Information

FEB 9 3 2019

Vehicle Identification Number (VIN) (See instructions on the next page to locate the VIN.)

1102 1 0 003

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20

CL-11166492-1365

Select/Enter Make

CHEVROLET

Enter Model

IMPALA

Select/Enter Year

2000

Incident Information

Approximate Incident Date

12/09/2018

For multiple incidents, enter
the first incident date only.

Description

Failure Mileage

78,500

miles

For multiple incidents,
enter the first failure mileage.

Speed (at time of incident)

0

mph

Was there a Crash?

☐ Yes ☒ No

Was there a Fire?

☒ Yes ☐ No

Number of Deaths, if any

0

Number of Persons Injured, if any

0

Was medical attention required?

☐ Yes ☒ No

Description (up to 1000 characters)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database.

Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

see all documents/pictures
enclosed

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Engine

Failed Component 2

Fuel System

Failed Component 3

Unknown or Other

Personal Information

First Name

Last Name

Email

(Optional: enter your email for email delivery)

Daytime Phone

Evening Phone

Address 1

Address 2

City

Rockwell

State

IOWA

Zip Code

9

888-327-4236 | www.safercar.gov

Department of Transportation, NHTSA, Office of Defects Investigation/CRD, NYS-216, 1200 New Jersey Ave SE, Washington, DC 20390

Page 1 of 3

3A
02/06/19
AB

General Instructions

Purpose of Form

The Safety Complaint Portable Form is offered as an easy way for vehicle owners to submit vehicle-related safety complaints. Your complaint information will be entered into NHTSA-ODI's vehicle owner's complaint database and used with other complaints to determine if a safety-related defect trend exists.

How and Where to File

The Safety Complaint Portable Form can be filed electronically by uploading the completed and saved form to NHTSA by using the Upload Web page. Just three easy steps are needed to submit your complaint information. These are given at the top of this form and are explained in more detail below.

Note: JavaScript must be enabled to use this form. This setting can be made on the Reader's Edit > Preferences > JavaScript panel.

Step 1: Complete this form. The Portable Form must be completed before submitting it for entry in our system. If you need to amend a submitted form, you must contact the Hotline at the phone number below.

Step 2: Save this form. Click the link contained in Step 2 at the top of this form and choose an easily accessible location on your computer for the form file. You will need to browse to this location in the next step.

Step 3: Upload this form. To ensure that your complaint information is loaded into our system as you entered it, access our Upload Web page using one of these methods:

- Click on the link contained in Step 3 at the top of this form,
- Click on the link provided in the email you received with this form, or
- Use the link: <https://www-odi.nhtsa.dot.gov/portable/index.cfm#upload>.

Follow the instructions on the Upload page to browse on your computer to locate your saved Portable Form and to upload it to our system.

Step 4: (Optional) Check the status of your Portable Form. You can check the status of your Portable Form on the [Track Form](#) tab of the Portable Form home page. You will need to enter the email address and TCN of the form and then select the Get Status button. A status message will be shown indicating that your Portable Form has not yet been received, that it is being reviewed, or that processing has been completed. Additional information may be provided, depending on the status.

To contact NHTSA-ODI if you have any questions on filling out this form or would like to file your vehicle safety complaint by phone, please call the Hotline Monday - Friday 8am to 8pm Eastern at (888) 327-4236, TTY: (800) 424-9153.

Specific Instructions

Vehicle Information

Vehicle Identification Number (VIN): The VIN is a 17-character identifier found on the dashboard (see image) and driver's side door jamb stickers (see image) on your vehicle, on the vehicle registration and on your car insurance card. A utility to "test" your VIN is provided right next to the VIN field. After you enter the VIN, you may click on the "Test your VIN" button to test and validate the VIN. All letters in the VIN are automatically converted into uppercase letters.



Make: Some of the Vehicle Makes are already given on the Form. Please choose a Make if it is already present. If your Vehicle Make is not already present, then you may enter your Vehicle Make.

Model: Enter your complete vehicle Model information in this field. Include information such as AWD, XL, etc.

Year: Pick the Model Year of your vehicle or enter it if it is not present in the list.

(Instructions continued on next page.)

Specific Instructions (continued)**Incident Information**

Provide as much information as possible about your incident(s). If you have encountered multiple incidents, enter the details related to the first occurrence.

Approximate Incident Date: Enter a date in mm/dd/yyyy format for when the incident prompting this complaint occurred. You may also click in the entry box and then click the drop-down button that appears to the right of the field. This will display a calendar from which you can choose the incident date.

Description: You may write a narrative description of up to 1900 characters in this field. This Description field provides a spell-checker feature by underlining the misspelled word in red. Additionally, the character counter on the Description field informs you of the number of remaining characters available as you enter the text. Note: Please do not provide any personal information in this field.

Failed Component (1, 2, 3): You may select up to three vehicle components which may have contributed to the incident(s). If you are unsure of which component failed or the failed component is not in the list, you may choose "Unknown or Other".

Personal Information

Enter the information in the fields provided. This information is necessary in case we need to contact you for additional data or to clarify your entries.

PLEASE NOTE: We do NOT share your personal information with the general public.

We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sept. 3, 2004).

The Privacy Act of 1974 - Public Law 93-579, As Amended: This information is requested pursuant to the authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or statistical summary thereof, may be used in support of the agency's action.

Paperwork Reduction Act Burden Statement: A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2127-0008. Public reporting for this collection of information is estimated to be approximately 15 minutes per response, including the time for reviewing instructions, completing, and reviewing the collection of information. All responses to this collection of information are voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590.

1

111 66492

Re: Thank you for contacting Chevrolet

Mon 1/14/2019, 9:25 AM

To: CustomerAssistance@Chevrolet.com <CustomerAssistance@Chevrolet.com>

Chuck,

I discussed the situation this week end with [REDACTED] and heres where I guess I'm going to need more information (bare with me please, I have carpel tunnel and try to notes the best that I can, but maybe I read my notes wrong) from the beginning when I called you I thought that what happened to his car was part of a recall the GM had issued back in 2004 Chevy recall # 03054B and another one that the last date I had from Chevy for recall #15757, Oct. 26,2015. Then after talking to you , I was advised that it was an allegation but due to customer relations you wanted to investigate the problem, plus you asked me how i got the number and info on my inquire and I told you on read it online so that was why I called, and you asked me what I was expecting from GM on this, my response was hopefully the car fixed and running like it was. So you sent me letter asking for specific pictures, [REDACTED] drivers license copy, registration, and title front and back, (which he is trying to locate). So then you contacted me and said you were reaching out to dealers in our area to do an dealer repair estimate , next call Pilchards couldn't do it so I said originally I didn't want to go to Schuki so you said you were checking area, I then said well if you have to use them. So Schuiki said they would check it out. You said you would make all arrangements to have car towed and everything. Which was great. They did the repair of which you authorized them to do, and then I stopped in there to get something out of [REDACTED] car, they asked me if before this happened to the car did it miss or back fire or run roughly? I said not it ran great. They were waiting for a cal back from you then. So you must of talked to them and told them to go ahead and dig a bit deeper (due to car being in excellent condition for that year). Then whatever Schuki did still didn't fix the problem. So thats when you called and said we are now looking at buy back of car and offered him \$2604.00 (correct amount?) When I called you back on Friday the 11th to discuss that [REDACTED] had to work and wasn't going to back in time to call you about all this cause its his decision not mine on what to do (the only reason I'm involved with this is due to him working out of town on railroad and they can't have or use their phones while working ,due to safety issues) you told me to discuss offer with him and get back with you. I then got to thinking about it and called you back for more details to discuss with [REDACTED] so maybe he could understand it more then I did. I said to you well I knew that the car had like 78,500 or so miles on it, new tires all 4, new brake lines all the way around, new battery and in excellent condition for a 2000, and when do you call repairing the car enough, was there guidelines or what and was there an option to just take car back and fix it the rest of the way, cause he would never get a car of that quality for the amount of money you were offering. You then advised me that you fixed the car according to the guidelines to follow of the recalls. I said now wait a minute, what recalls? I thought the recalls weren't involved on this, and you said after the review that there were safety concerns on recalls. So I assumed they were the above 2 recalls I referenced, you weren't specific. And I asked if we could just have the car back and further fix the problem our self since you had repaired car as much as you had? your reply was no we couldn't do that due to safety issues, and that the car would be destroyed or crushed. I explained that well I would talk to him the best I could to see how he felt about it. Well like I said i wanted guidelines of when you call it quits to explain to [REDACTED] we looked up the 2 recalls above and I don't know anything about cars and [REDACTED] said that he read it as you basically replaced almost the entire top end of motor if these were the correct recalls.... I said I didn't know for sure if they were or not. Then he stated well why wouldn't I be able to replace the bottom end of motor and it would be ok? I told him you said that wasn't an option due to safety issues. And you had also said the pistons had been scored (whatever that means) and he said well that would be part of bottom end of motor. Anyway he said get my information on what that guy even said cause what you are telling me mom makes no sense to me.. I can't replace that car with in the condition it was for 2604 and if the guidelines they followed were part of recalls you think they are why can't I just fix it the rest of the way? I said I don't

understand it< i will ask for more information where you can look at it and not relies on me to be the middle person. So my question is after reading this did I get this right or not? and could you possibly send me the recall numbers if I have them wrong and the guidelines you followed to say no we are done here. I would appreciate that. [REDACTED] is working out of town again this week , he has been working 6-6 and has to work again this Friday, so he will be calling me tonight sometime to see what I found out. I'm sorry this has been so difficult but like I said I.m the middle person here and have no idea what stuff is when it comes to cars and I'm trying my best! I'm at hospital today waiting for a friend in surgery thats why I'm using laptop to communicate. (no phone service in here). I will try to call you when I'm not in hospital later on. Thank you for your help with this issue.

[REDACTED]

From: CustomerAssistance@Chevrolet.com <CustomerAssistance@Chevrolet.com>
Sent: Monday, December 10, 2018 4:00 PM
To: [REDACTED]
Subject: Thank you for contacting Chevrolet

Email ID# [REDACTED] (Do not delete/alter this line)

=====

Dear [REDACTED],
Thank you for calling Chevrolet with regard to your 2000 Chevrolet Impala.

For your reference, your case number from our conversation today is 8-[REDACTED]

I appreciate the opportunity to assist you.

Chevrolet Customer Assistance

11166492

1st letter
they sent.

Thank you for contacting Chevrolet

CustomerAssistance@Chevrolet.com

Mon 12/10/2018 3:59 PM

To: [REDACTED]

Email ID# [REDACTED] (Do not delete/alter this line)

=====

Dear [REDACTED],

Thank you for calling Chevrolet with regard to your 2000 Chevrolet Impala.

For your reference, your case number from our conversation today is [REDACTED]

I appreciate the opportunity to assist you.

Chevrolet Customer Assistance

#11166492

then we received
their response

PAC Introduction and Photo Request for 8-4 [REDACTED], 2G1WH55K6Y9 [REDACTED]
[REDACTED]

GMBRCPAC@gm.com

Wed 12/12/2018 9:39 AM

To: [REDACTED]

Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2000 Chevrolet Impala.

A complete review by General Motors will be conducted to determine if there is any indication of a GM manufacturing concern. Each case is reviewed and resolved solely on the facts of your case. Once we have completed our review, PAC will share the findings with you. Until then, please do not make any alterations or repairs to the vehicle.

In order to best determine the appropriate next steps in our review process, PAC is requesting some initial photos be provided. Please ensure requested photos are clear with no shadows, not dark, blurry, or obstructed by the sun.

1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of damage or area of concern
6. Broad view of damage or area of concern
7. Overall view of the areas surrounding the damage or area of concern (Examples: side of vehicle, trunk, engine compartment, dash, door, undercarriage etc)
8. Vehicle Certification Label (door tag) with VIN visible
9. Photo of the complete engine compartment without engine cover if possible (See attachment for an example).

In addition, please provide photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available), front and back

Once the photos are received and reviewed, PAC will reach out to you with the next steps.

If you need anything from PAC, please contact 866-446-6963, extension 5921673. You can reply directly to this email with any attachments. Please use the Service Request number for reference.

Thank you,

Chevrolet Product Assistance Claims

[SR [REDACTED]]

②

11166492

Re: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED], [REDACTED]

Wed 12/12/2018 3:57 PM

To: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

2 attachments (3 MB)

motor1.zip, motor2.zip

Here are 2 zip files of pictures requested
will send 2 more emails

first set
of zip
files

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]

Subject: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED], [REDACTED]

Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2000 Chevrolet Impala.

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3

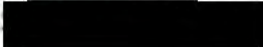
#111 66492

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If you need anything from PAC, please contact 866-446-6963, extension 5921673. You can reply directly to this email with any attachments. Please use the Service Request number for reference.

Thank you,

Chevrolet Product Assistance Claims

[SR: 

#11166492

received after I
sent zip files -

We Received Your Message

no-reply@gm.com

Wed 12/12/2018 3:58 PM

To:

1 attachments (685 bytes)

GMBRCPAC@gm.com-AutoReply.txt

#11166492

Outlook



[Download](#) [Hide email](#)

Thank you for your email.

Our representatives normally respond to email messages the next business day.

If you are providing requested information the assigned agent will acknowledge your email with a confirmation of receipt email mes

All other inquires will result in a follow up phone call and or email.

11166492

Re: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED]

Wed 12/12/2018 3:59 PM

To: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

2 attachments (6 MB)

motor3.zip; motor4.zip;

here is the second email of requested pictures

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]

Subject: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED]

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In addition, please provide photos of the following owner documents:

1. The owner's driver's license
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2nd
set
of zip files

#11166492

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Thank you,

Chevrolet Product Assistance Claims

[SR: 

11166492

We Received Your Message

no-reply@gm.com

Wed 12/12/2018 4:00 PM

To: [REDACTED] >

📎 1 attachments (685 bytes)

GMBRCPAC@gm.com-AutoReply.txt

Received
after
2 set of
2 up files

11166492

Outlook

[Download](#) [Hide email](#)

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11166492

Re: PAC Introduction and Photo Request for 8 [REDACTED], 2G1WH55K6Y9 [REDACTED]

Wed 12/12/2018 4:01 PM

To: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

2 attachments (5 MB)

motor5.zip, motor6.zip

3rd set
of zip files

this is the last of requested pictures I noticed you have [REDACTED] listed as [REDACTED] his last name is [REDACTED] He has the title and wont be home til tomorrow night

Thank you

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]

Subject: PAC Introduction and Photo Request for 8 [REDACTED], 2G1WH55K6Y9 [REDACTED]

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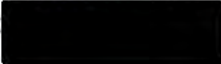
- # 111 66492
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 2. The current registration
 3. The vehicle's title (if available), front and back

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Thank you,

Chevrolet Product Assistance Claims

[SR: 

11166492

We Received Your Message

no-reply@gm.com

Wed 12/12/2018 4:02 PM

To:

1 attachments (685 bytes)

GMBRCPAC@gm.com-AutoReply.txt;

received after
3rd set of
zip files

#11166492

GMBCPAC%40gm.com-AutoReply

Thank you for your email.

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All other inquiries will result in a follow up phone call and or email.

#1166492

Re: Fw: PAC Introduction and Photo Request for 8 [REDACTED], 2G1WH55K6Y9 [REDACTED]
[REDACTED]

Fri 12/14/2018 5:25 AM

To: [REDACTED]

4 attachments (14 MB)

20181212_152332.jpg; 20181212_152346.jpg; 20181212_152356.jpg; 20181212_152411.jpg;

*Resent
files
(not as zip
file)*

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: [REDACTED] >

Date: 12/13/18 1:12 PM (GMT-06:00)

To: [REDACTED] >

Subject: Fw: PAC Introduction and Photo Request for 8-[REDACTED], 2G1WH55K6Y9 [REDACTED]
[REDACTED]

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]

Subject: PAC Introduction and Photo Request for 8-[REDACTED] 2G1WH55K6Y9 [REDACTED] [REDACTED]

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4. Rear Exterior
5. Close-up image of damage or area of concern

11166492



2.

#11166492



11166492



4
111 66492



111 66492

Re: Fw: PAC Introduction and Photo Request for 8-[REDACTED], 2G1WH55K6Y9[REDACTED]

[REDACTED] >
Fri 12/14/2018 5:27 AM

To: [REDACTED]

4 attachments (16 MB)

20181212_152450.jpg; 20181212_152452.jpg; 20181212_152500.jpg; 20181212_152504.jpg

*Rec'd
files
(not as yet
file)*

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: [REDACTED] >

Date: 12/13/18 1:12 PM (GMT-06:00)

To: [REDACTED]

Subject: Fw: PAC Introduction and Photo Request for 8-[REDACTED], 2G1WH55K6Y9[REDACTED]
[REDACTED]

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]

Subject: PAC Introduction and Photo Request for 8-[REDACTED], 2G1WH55K6Y9[REDACTED]

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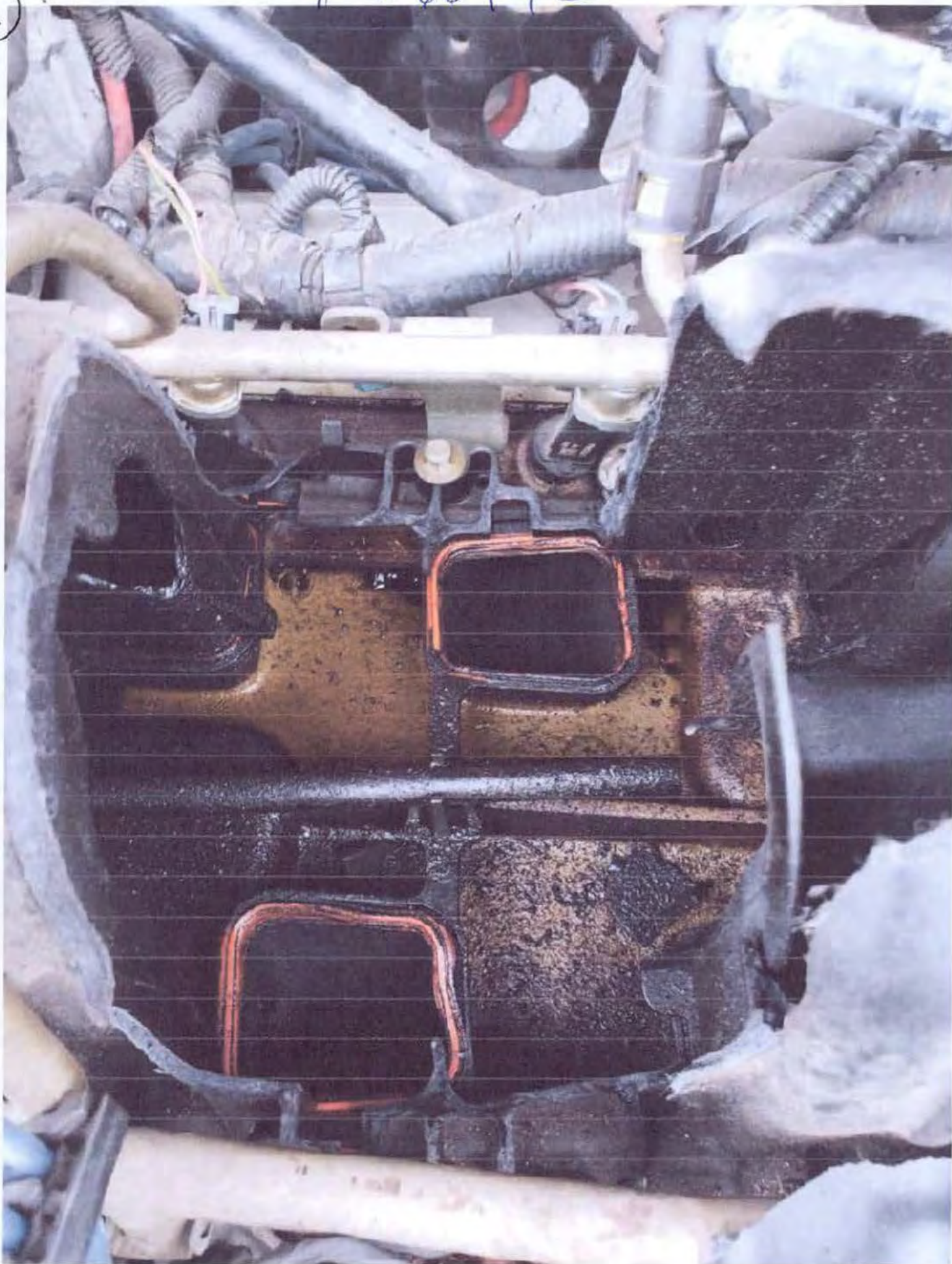
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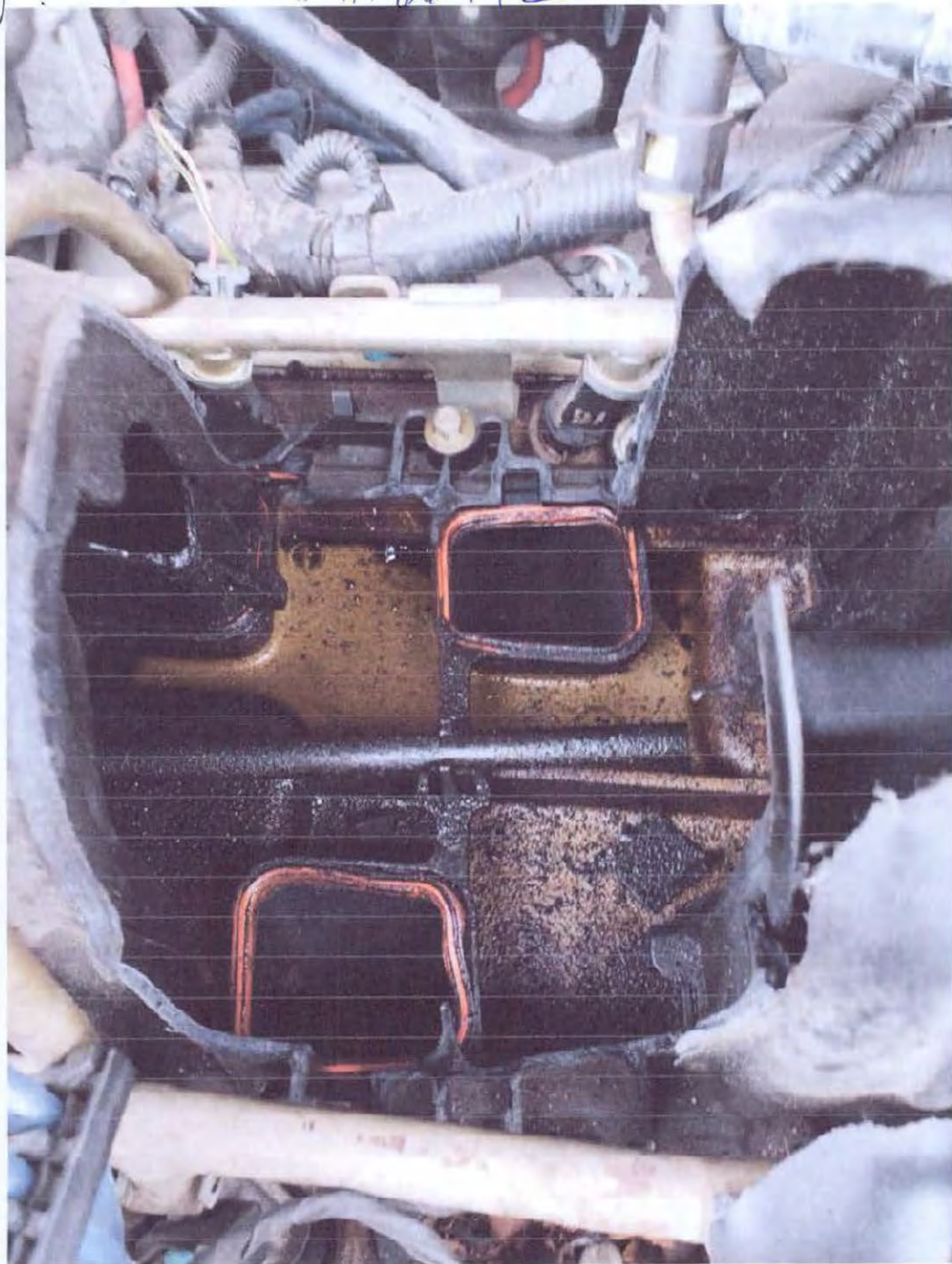
①

111 66492



2

111 66492

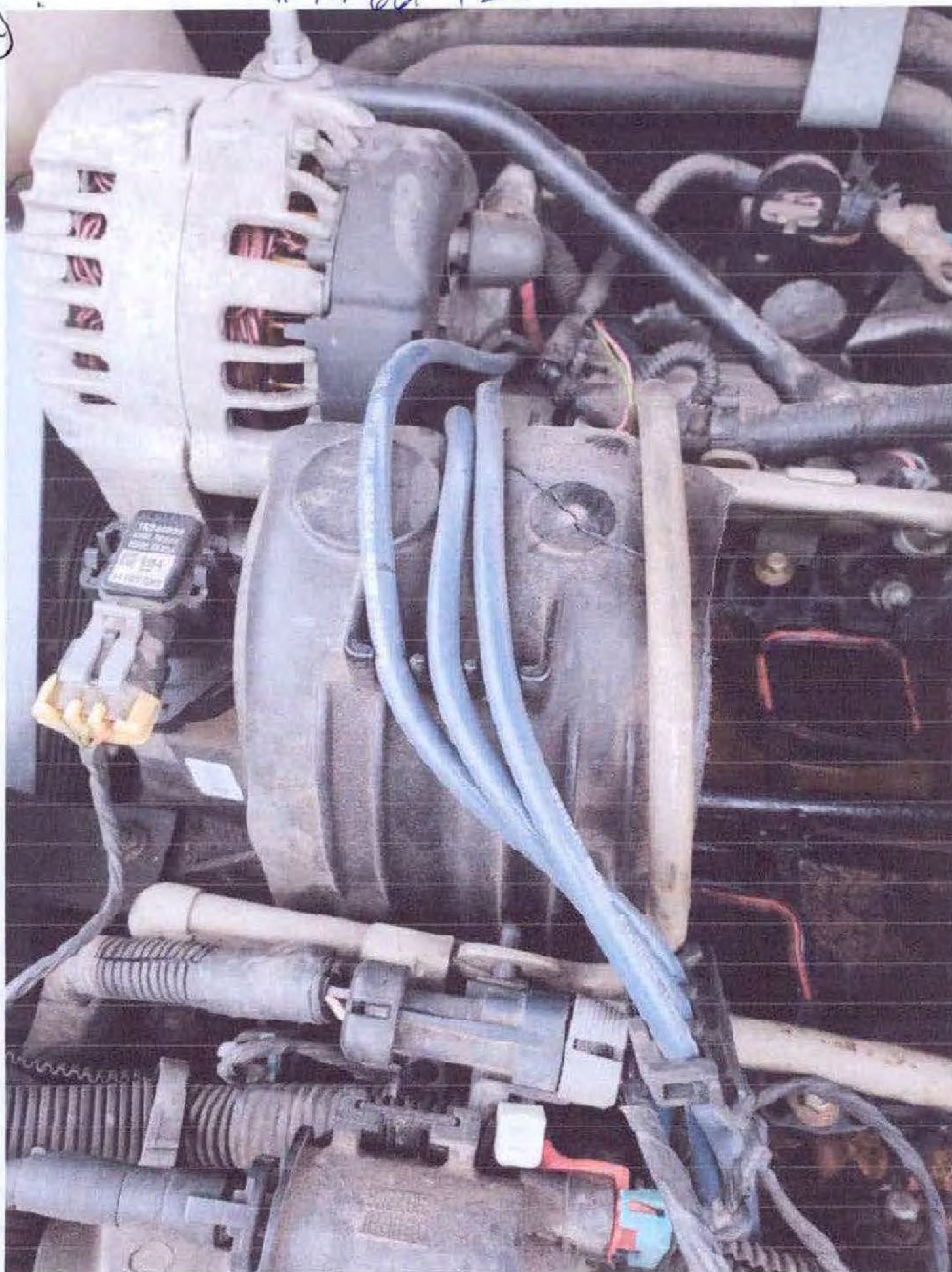


#111 66 492

②



#111 664 92



11166492

Re: Fw: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED]

Fri 12/14/2018 5:29 AM

To: [REDACTED]

4 attachments (19 MB)

20181212_152513.jpg; 20181212_152517.jpg; 20181212_152527.jpg; 20181212_152530.jpg

*Resent
files
(not as zip file)*

Sent from my Verizon Samsung Galaxy smartphone

----- Original message -----

From: [REDACTED] <[REDACTED]@m>

Date: 12/13/18 1:12 PM (GMT-06:00)

To: [REDACTED] <[REDACTED]@m>

Subject: Fw: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED]

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]@m

Subject: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED]

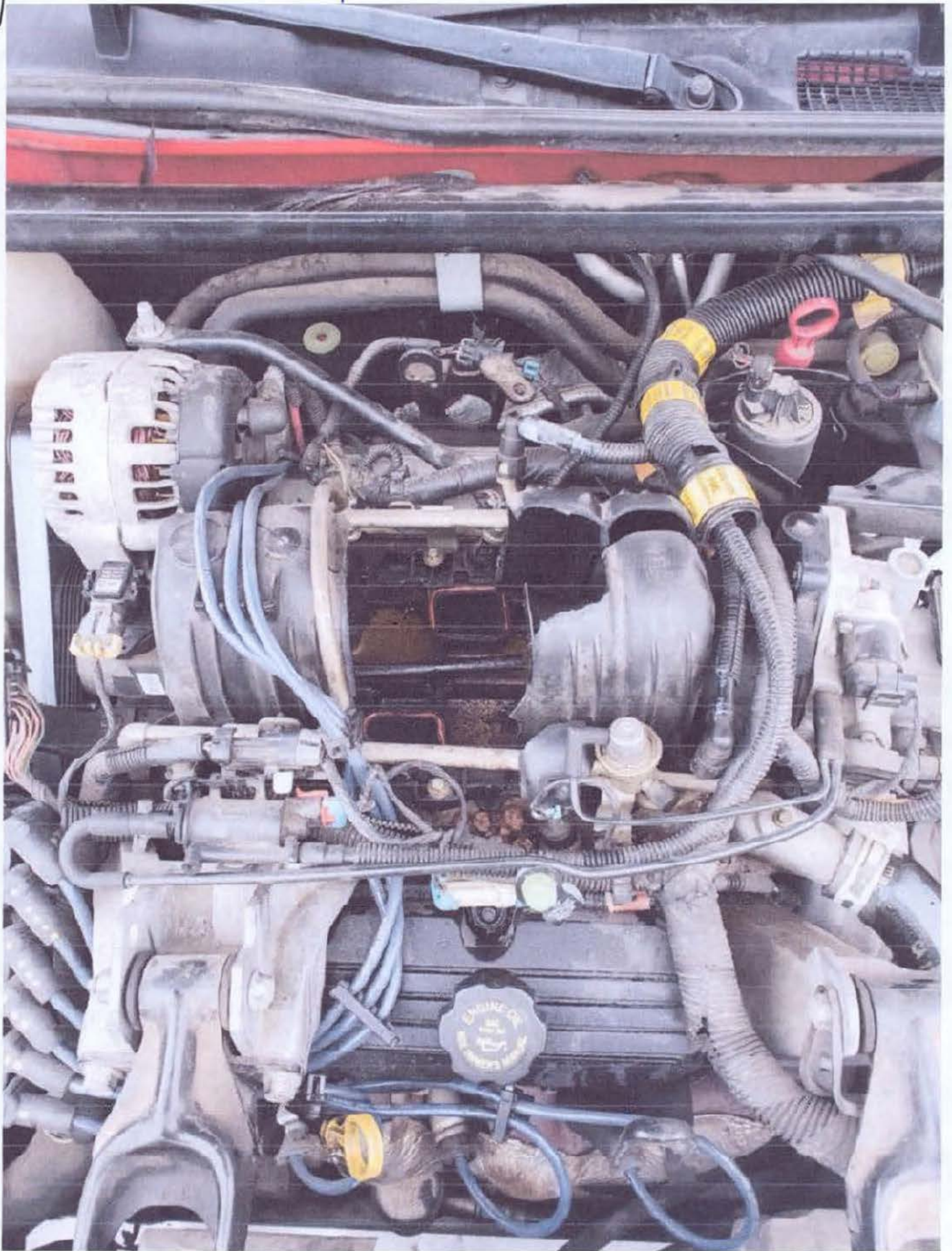
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1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of damage or area of concern

111 66 492



12

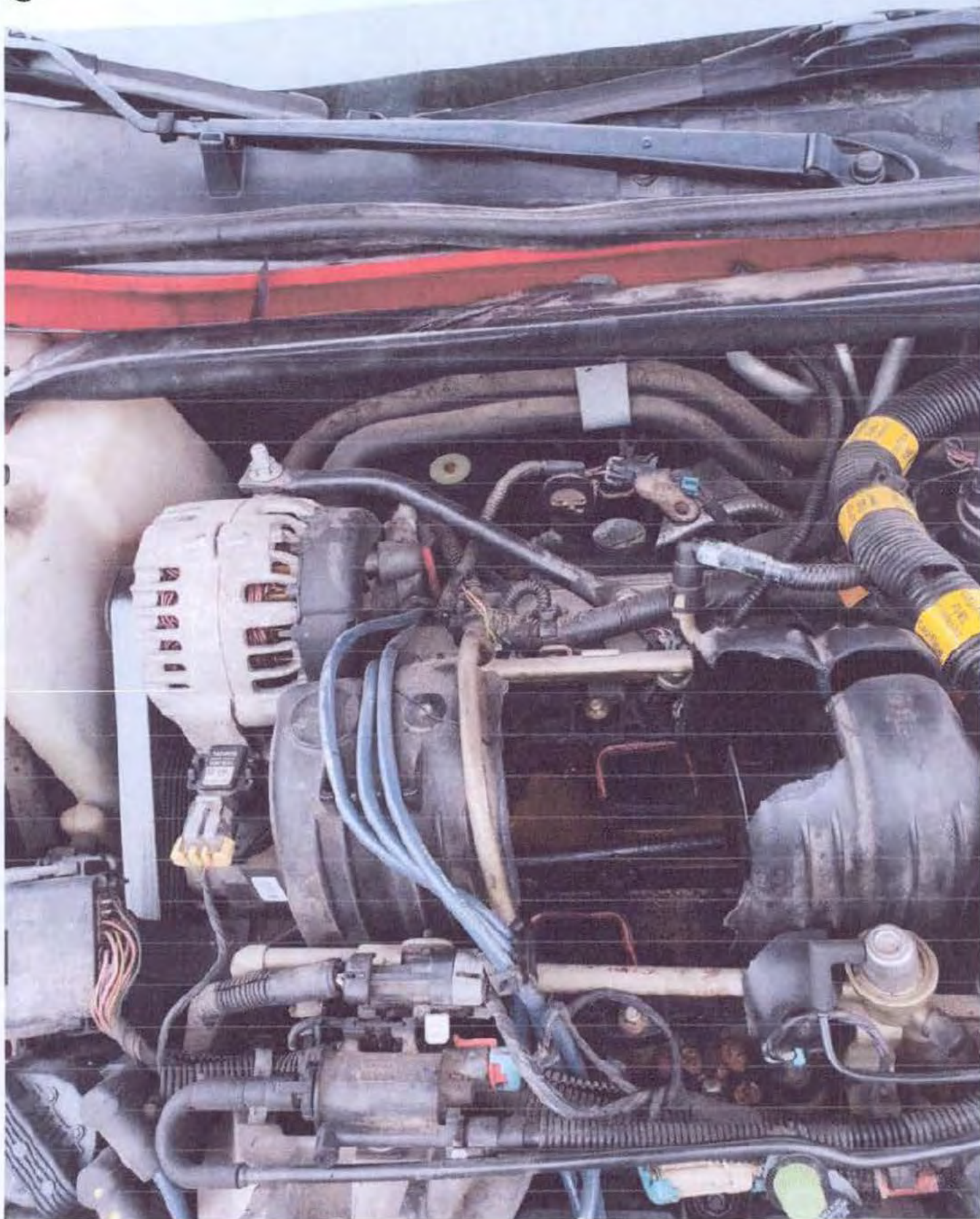
11146492



11166492



111 66492



#11166492

Re: Fw: PAC Introduction and Photo Request for 8-[REDACTED], 2G1WH55K6Y9-[REDACTED]
[REDACTED]
[REDACTED]

Fri 12/14/2018 5:31 AM

To: [REDACTED]

4 attachments (18 MB)

20181212_152533.jpg; 20181212_152544.jpg; 20181212_152548.jpg; 20181212_152556.jpg;

*resent files
(not as jpg file)*

Sent from my Verizon Samsung Galaxy smartphone

----- Original message -----

From: [REDACTED] <[REDACTED]>

Date: 12/13/18 1:12 PM (GMT-06:00)

To: [REDACTED] <[REDACTED]>

Subject: Fw: PAC Introduction and Photo Request for 8-[REDACTED], 2G1WH55K6Y9-[REDACTED]
[REDACTED]

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]

Subject: PAC Introduction and Photo Request for 8-[REDACTED], 2G1WH55K6Y9-[REDACTED]
[REDACTED]

Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2000 Chevrolet Impala.

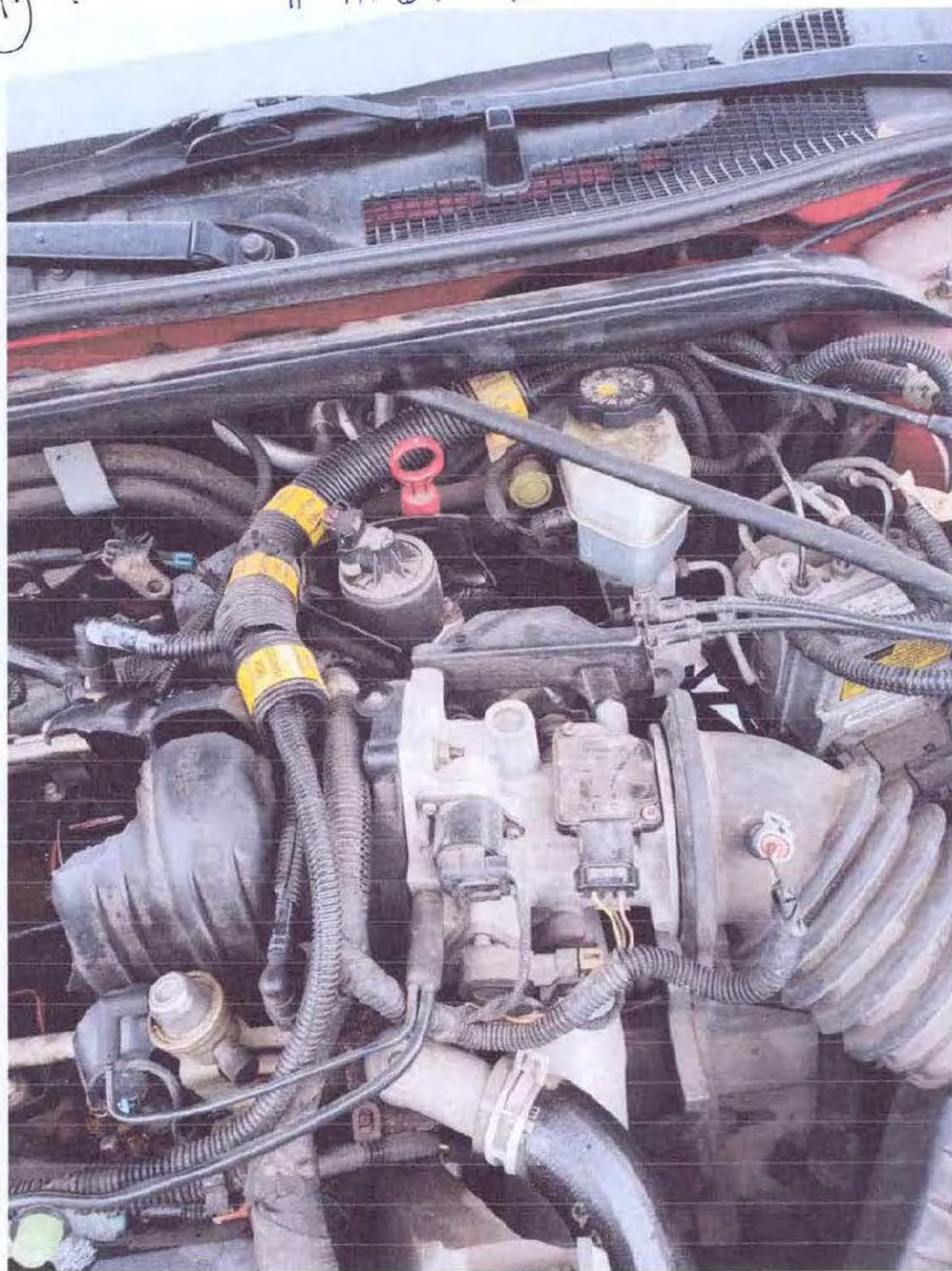
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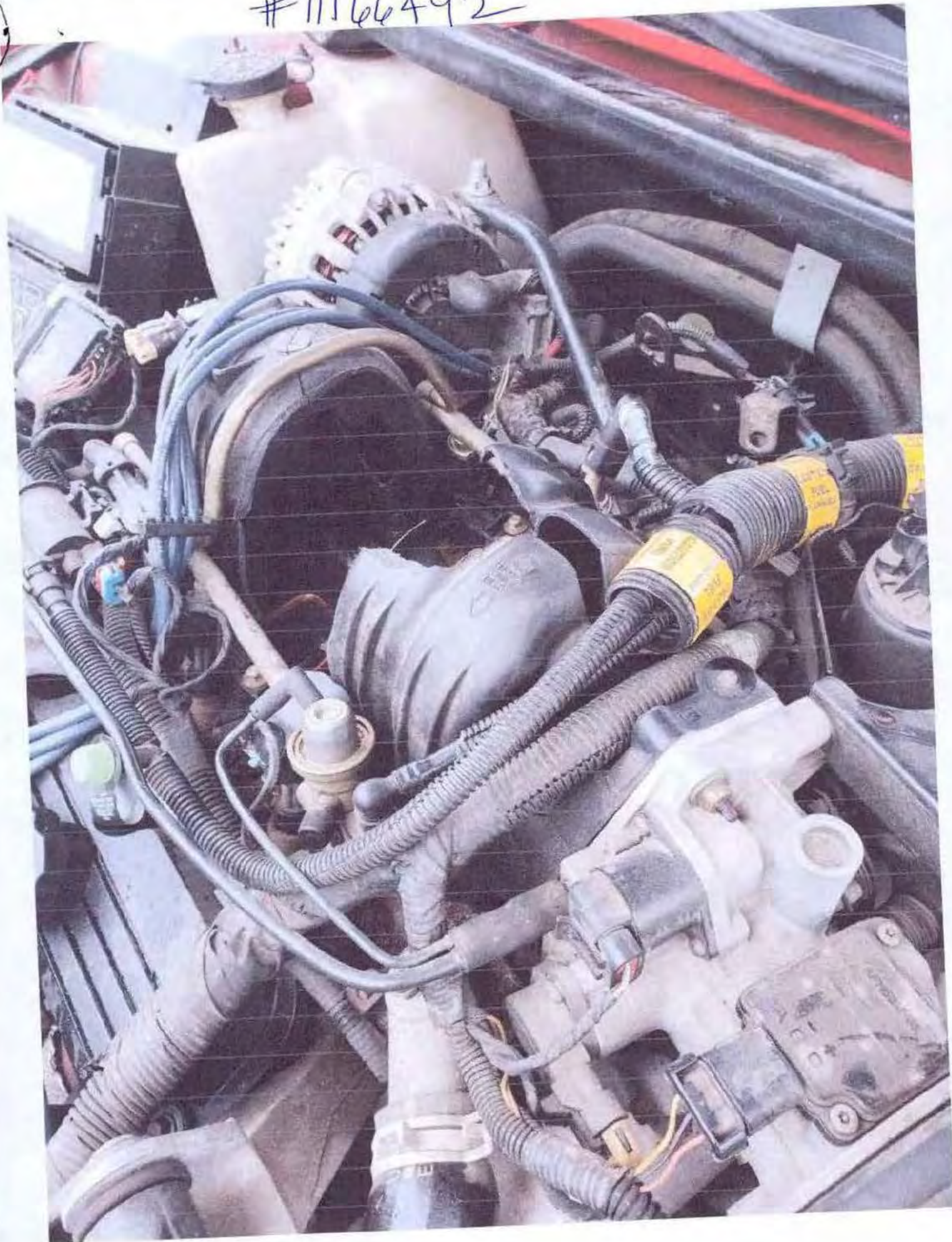
①

11166492



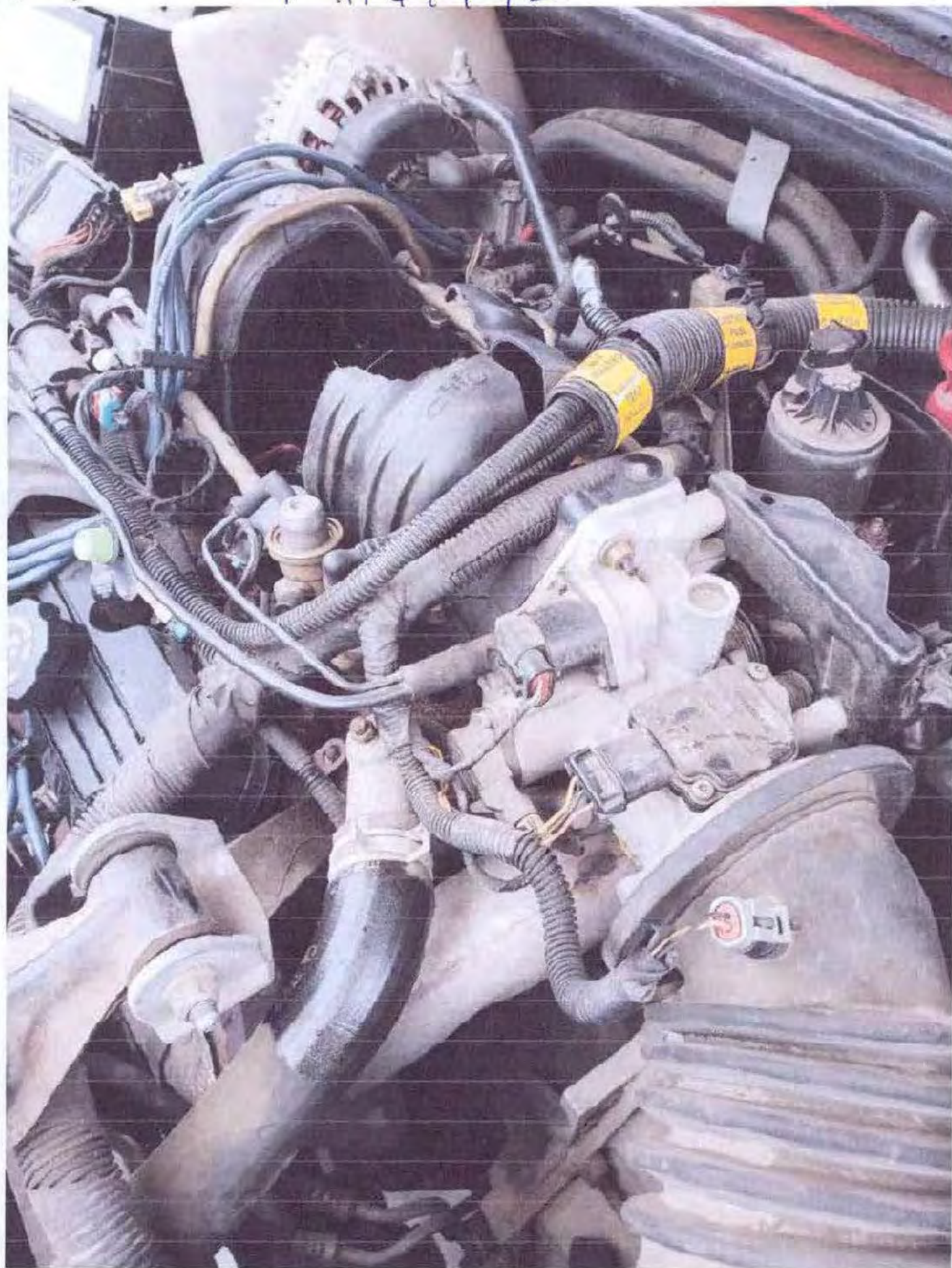
#11166492

(2)



③

11166492



#11166492



#11166492

Re: Fw: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED]

Fri 12/14/2018 5:35 AM

To: [REDACTED]

5 attachments (22 MB)

20181212_152601.jpg; 20181212_152622.jpg; 20181212_152624.jpg; 20181212_152544.jpg; 20181212_152648.jpg;

*Recent files
(not as up to date)*

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: [REDACTED] >

Date: 12/13/18 1:12 PM (GMT-06:00)

To: [REDACTED] >

Subject: Fw: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED]

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED] m

Subject: PAC Introduction and Photo Request for 8- [REDACTED], 2G1WH55K6Y9 [REDACTED]

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11166492



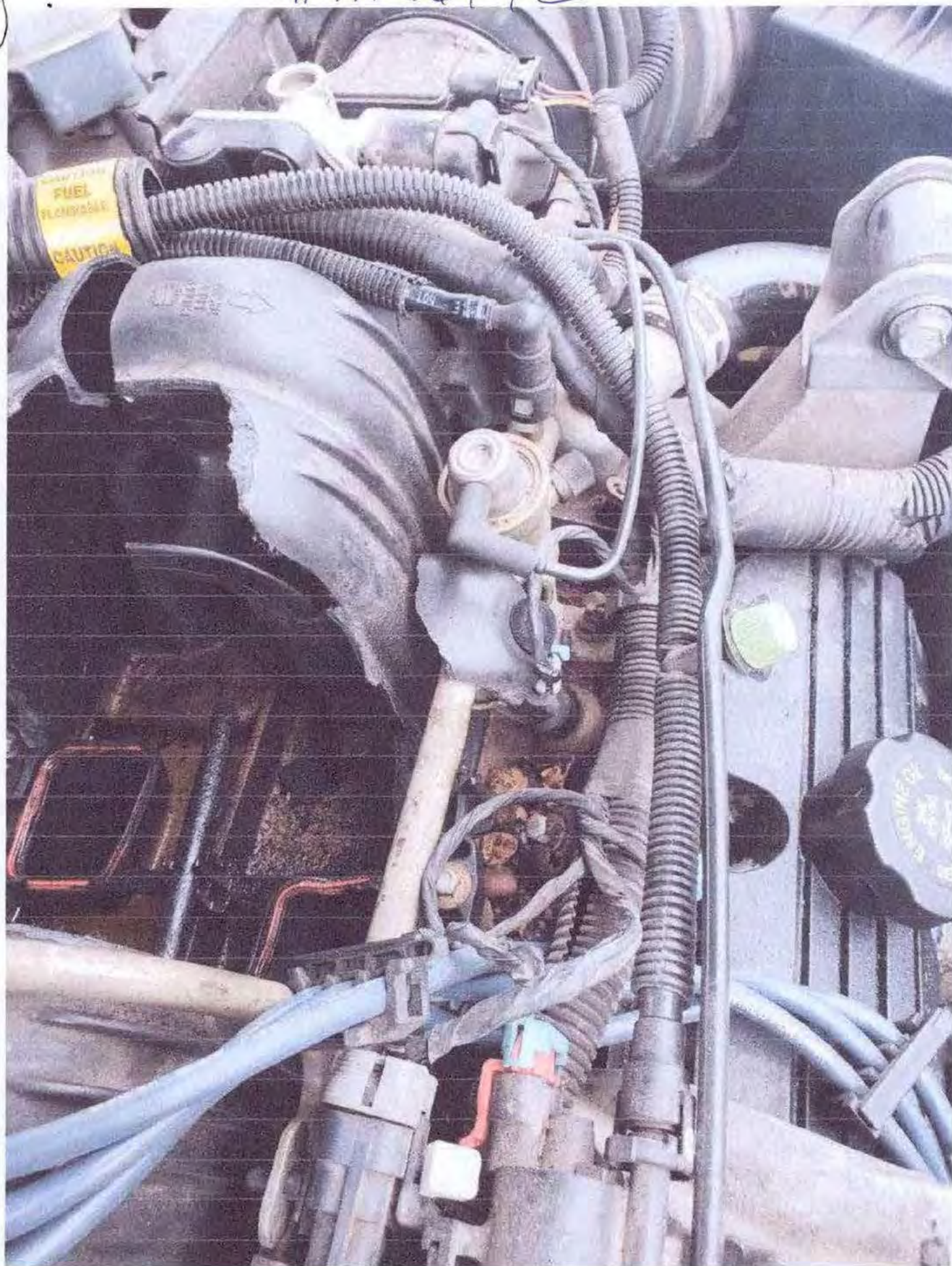
②

11166492

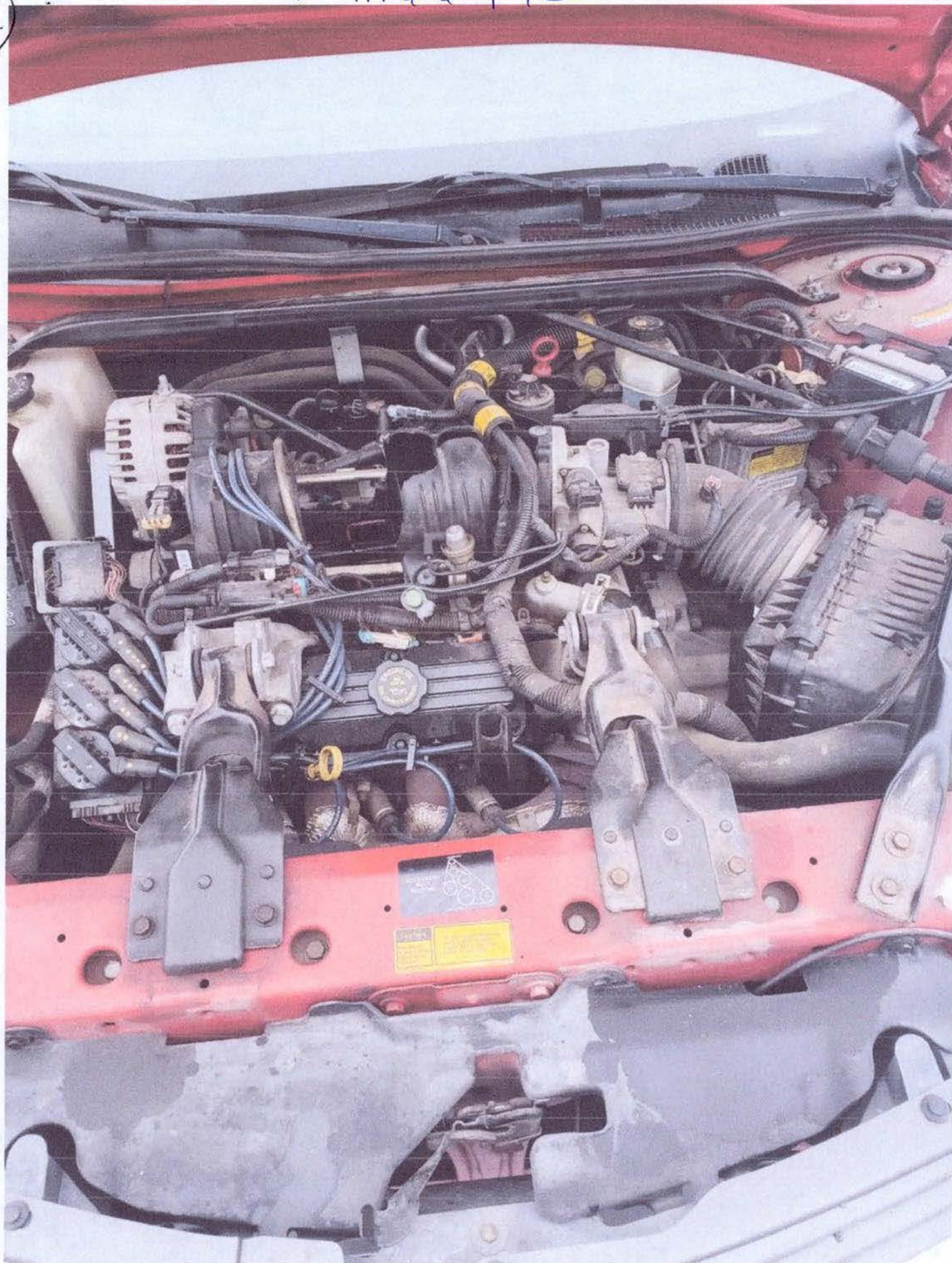


③

#11166492



11166492





11166492

Re: Fw: PAC Introduction and Photo Request for [REDACTED] 2G1WH55K6Y9 [REDACTED]

Fri 12/14/2018 5:35 AM

To: [REDACTED]

4 attachments (14 MB)

20181212_152648.jpg; 20181212_152654.jpg; 20181212_152723.jpg; 20181212_152724.jpg;

*recent files
(not as zip file)*

Sent from my Verizon Samsung Galaxy smartphone

----- Original message -----

From: [REDACTED]

Date: 12/13/18 1:12 PM (GMT-06:00)

To: [REDACTED]

Subject: Fw: PAC Introduction and Photo Request for [REDACTED] 2G1WH55K6Y9 [REDACTED]

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]

Subject: PAC Introduction and Photo Request for [REDACTED] 2G1WH55K6Y9 [REDACTED]

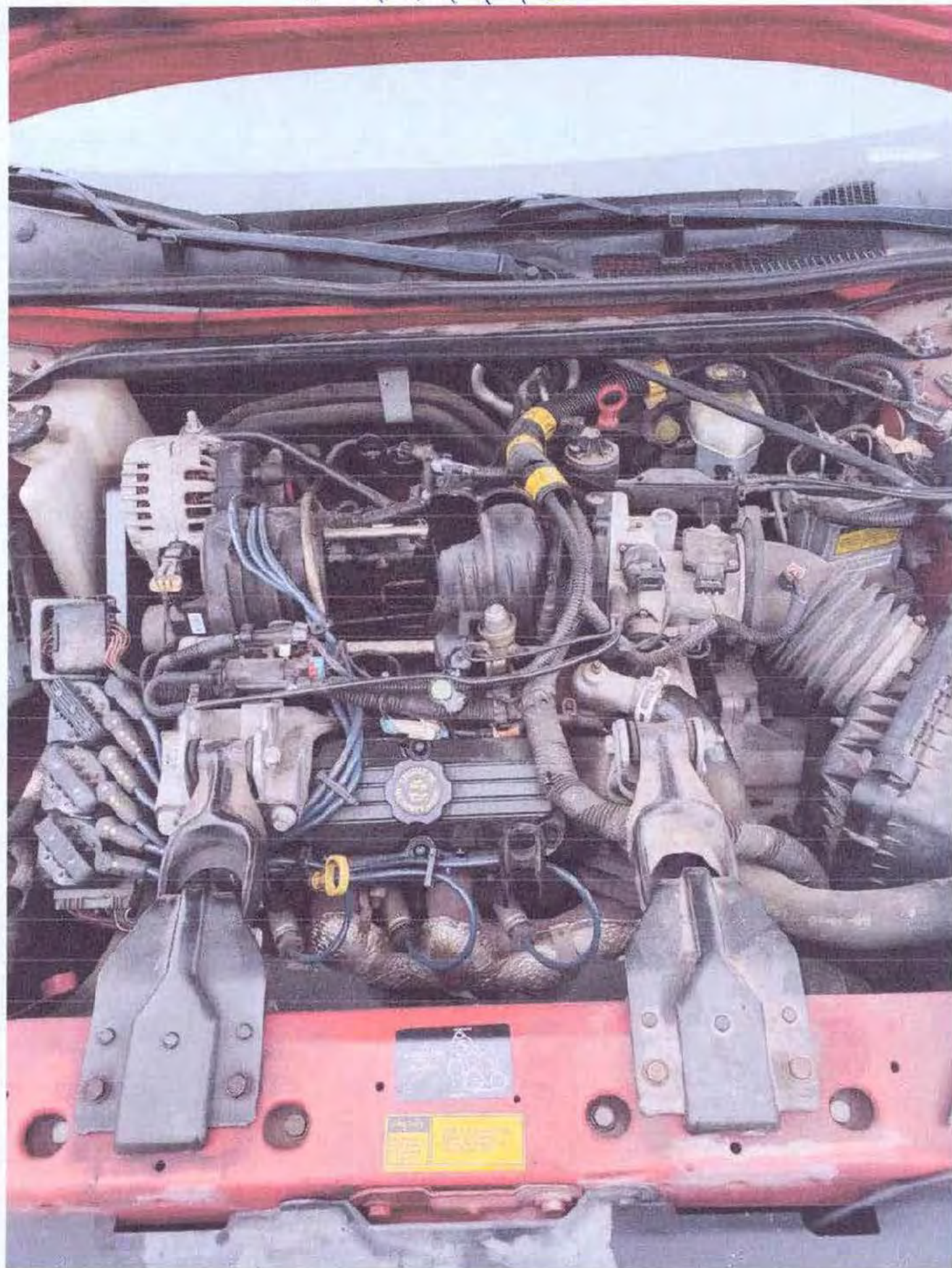
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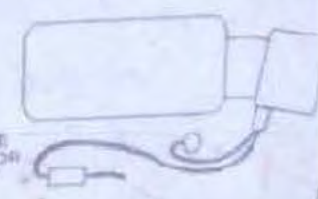
1. Driver (Left) side Exterior
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3. Front Exterior
4. Rear Exterior
5. Close-up image of damage or area of concern

#111 66492



2

111 66 492

3.8 LITER VGXKX03 8042 VGXKX01 27819	VEHICLE EMISSION CONTROL INFORMATION  GENERAL MOTORS CORPORATION	CATALYST SF / EGR / R025 / TWG	BTAE MANIFOLD  FUEL PRESSURE REGULATOR EVAP CANISTER PURGE SOLENOID VALVE TO EVAP CANISTER
NO ADJUSTMENTS NEEDED. SEE SERVICE MANUAL AND MAINTENANCE SCHEDULE FOR MORE INFORMATION		38VACXBY 	
THIS VEHICLE CONFORMS TO U.S. EPA REGULATIONS APPLICABLE TO 2006 MODEL YEAR NEW PASSENGER CARS. PRINTED IN U.S.A. 24508257			

#111166492

3

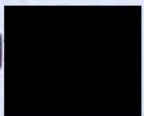


MFD BY GENERAL MOTORS OF CANADA LTD.

DATE	GVWR	GAWR FRT	GAWR RR
07/99	2027 KG 4468 LB	1118 KG 2464 LB	909 KG 2004 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN
EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

2G1WH55K6Y9



TYPE: PASS CAR

#111 66492

(X)

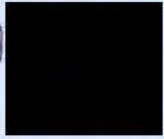


MFD BY GENERAL MOTORS OF CANADA LTD.

DATE	GVWR	GAWR FRT	GAWR RR
07/99	2027 KG	1118 KG	909 KG
	4468 LB	2464 LB	2004 LB

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2G1WH55K6Y9



TYPE: PASS CAR

11166492

Re: Fw: PAC Introduction and Photo Request for [REDACTED], 2G1WH55K6Y9 [REDACTED]

Fri 12/14/2018 5:37 AM

To: [REDACTED]

4 attachments (9 MB)

20181212_152849.jpg; 20181212_152851.jpg; IMG_1208.jpg; IMG_1209.jpg

*other photos
they asked
for*

Sent from my Verizon Samsung Galaxy smartphone

----- Original message -----

From: [REDACTED] <[REDACTED]>

Date: 12/13/18 1:12 PM (GMT-06:00)

To: [REDACTED]

Subject: Fw: PAC Introduction and Photo Request for [REDACTED], 2G1WH55K6Y9 [REDACTED]

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED] m

Subject: PAC Introduction and Photo Request for [REDACTED], 2G1WH55K6Y9 [REDACTED]

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3. Front Exterior
4. Rear Exterior
5. Close-up image of damage or area of concern

111 66 492

New Plate

ROCKWELL, IA

--Valid for one month after expiration

Issue

--Keep this receipt with vehicle
Registration Receipt

County Cerro Gordo
Usage Regular
Title No.

Issue Date 05/15/2018
Tonnage 0

--Expiration Date 11/30/2018
Validation No.
Plate No.

ROCKWELL, IA

VIN 2G1WH55K6Y9

Year 2000
Cyl. 6
Color Red

Make Chevrolet
Fuel Gasoline

Model Impala LS
Weight 3,500
LP \$22,400

Type Automobile

Style 4D
GVWR
Sq Ft

Plate Type County Sid
Designation
Cumulative Damage
Annual Fee \$50

Notes
Audit No.

Patricia J. Wright
County Treasurer

	Fee	Penalty
Title Fees	\$25.00	\$0.00
Fee for New Reg	\$50.00	
Registration Fees	\$25.00	\$0.00
SI Fees	\$0.00	
Plate Fees	\$0.00	
Other Fees	\$0.00	
Totals	\$104.00	\$0.00
Grand Total	\$104.00	

DO NOT DETACH

If the vehicle being sold is a regular or semi trailer weighing 2,000 lbs. or less and not issued a title, complete the information below and give to the buyer.

Date of Sale

Buyer

Buyer's Address

Seller's Signature

111 66 492

New Plate

**Valid for one month after expiration

Iowa

ROCKWELL, IA

**Keep this receipt with vehicle

**Expiration Date 11/30/2018

Registration Receipt

County Cerro Gordo
Usage Regular
Title No.

Issue Date 05/15/2018
Tonnage 0

Validation No.
Plate No.

ROCKWELL, IA

VIN 2G1WH55K6Y9

Type Automobile

Year	2000	Make	Chevrolet	Model	Impala LS	Style	4D
Cyl	6	Fuel	Gasoline	Weight	3,500	GVWR	
Color	Red			LP	\$22,400	Sq Ft	

Plate Type County Std
Designation
Cumulative Damage
Annual Fee \$50

Notes
Audit No.

Patricia J. Wright

County Treasurer

	Fee	Penalty
Title Fees	\$25.00	\$0.00
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SI Fees	\$0.00	
Plate Fees	\$0.00	
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Buyer's Address

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111 666 492

(11)

IOWA

COMMERCIAL DRIVER LICENSE

USA



ROCKWELL, IA

4a DL No

4a Iss

4b Exp

5 Sex

9 Clas

12 Res

R

[REDACTED]

CLASS: A-Veh w/26001 GCWR or more towed unit is 10001 GVWR or more
ENDORSEMENTS: None
RESTRICTIONS: B-Corrective Lenses

11/22/1979

11166492

11166492

Re: PAC Introduction and Photo Request for [REDACTED] 2G1WH55K6Y9 [REDACTED]

Thu 12/20/2018 11:13 AM

To: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Chuck

I said we would prefer not to use Schukei Chevrolet but if Pritchards can't do it or 'you can't get a hold of them' then go with Schukei if you have to. We want to get this taken care ASAP! From everything that I have researched this should of been a recall prior to this happening. If I'm wrong please correct me. My son is having to rent a car while this car is out of commision. Please get in touch with whoever and lets get this resolved PLEASE!! I will be looking to hear from you later today to see where we sit. I can go over to Pritchards and get someone to return your call if I need too.

Thank you,
[REDACTED]

From: GMBRCPAC@gm.com <GMBRCPAC@gm.com>

Sent: Wednesday, December 12, 2018 9:39 AM

To: [REDACTED]

Subject: PAC Introduction and Photo Request for [REDACTED] 2G1WH55K6Y9 [REDACTED]

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2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of damage or area of concern
6. Broad view of damage or area of concern
7. Overall view of the areas surrounding the damage or area of concern (Examples: side of vehicle, trunk, engine compartment, dash, door, undercarriage etc)
8. Vehicle Certification Label (door tag) with VIN visible
9. Photo of the complete engine compartment without engine cover if possible (See attachment for an example).

11166492

We Received Your Message

no-reply@gm.com

Thu 12/20/2018 11:14 AM

To: [REDACTED] >

1 attachments (685 bytes)

GMBRCPAC@gm.com-AutoReply.txt;

III IMAGE

111 66492

Download Hide email

Thank you for your email.

Our representatives normally respond to email messages the next business day.

If you are providing requested information the assigned agent will acknowledge your email with a confirmation of receipt email mes

All other inquiries will result in a follow up phone call and or email.

11166492

Re: Thank you for contacting Chevrolet

letter
of record
that I discussed
with Chuck
at GM

Mon 1/14/2019 9:25 AM

To: CustomerAssistance@Chevrolet.com <CustomerAssistance@Chevrolet.com>

Chuck,

I discussed the situation this week end with [REDACTED] and heres where I guess I'm going to need more information (bare with me please, I have carpal tunnel and try to notes the best that I can, but maybe I read my notes wrong) from the beginning when I called you I thought that what happened to his car was part of a recall the GM had issued back in 2004 Chevy recall # 03054B and another one that the last date I had from Chevy for recall #15757, Oct. 26, 2015. Then after talking to you, I was advised that it was an allegation but due to customer relations you wanted to investigate the problem, plus you asked me how i got the number and info on my inquire and I told you on read it online so that was why I called, and you asked me what I was expecting from GM on this, my response was hopefully the car fixed and running like it was. So you sent me letter asking for specific pictures, [REDACTED] drivers license copy, registration, and title front and back. (which he is trying to locate). So then you contacted me and said you were reaching out to dealers in our area to do an dealer repair estimate, next call Pilchards couldn't do it so I said originally I didn't want to go to Schuki so you said you were checking area, I then said well if you have to use them. So Schuiki said they would check it out. You said you would make all arrangements to have car towed and everything. Which was great. They did the repair of which you authorized them to do, and then I stopped in there to get something out of [REDACTED] car, they asked me if before this happened to the car did it miss or back fire or run roughly? I said not it ran great. They were waiting for a cal back from you then. So you must of talked to them and told them to go ahead and dig a bit deeper (due to car being in excellent condition for that year). Then whatever Schuki did still didn't fix the problem. So thats when you called and said we are now looking at buy back of car and offered him \$2604.00 (correct amount?) When I called you back on Friday the 11th to discuss that Ryan had to work and wasn't going to back in time to call you about all this cause its his decision not mine on what to do (the only reason I'm involved with this is due to him working out of town on railroad and they can't have or use their phones while working, due to safety issues) you told me to discuss offer with him and get back with you. I then got to thinking about it and called you back for more details to discuss with [REDACTED] so maybe he could understand it more then I did. I said to you well I knew that the car had like 78,500 or so miles on it, new tires all 4, new brake lines all the way around, new battery and in excellent condition for a 2000, and when do you call repairing the car enough, was there guidelines or what and was there an option to just take car back and fix it the rest of the way, cause he would never get a car of that quality for the amount of money you were offering. You then advised me that you fixed the car according to the guidelines to follow of the recalls. I said now wait a minute, what recalls? I thought the recalls weren't involved on this, and you said after the review that there were safety concerns on recalls. So I assumed they were the above 2 recalls I referenced, you weren't specific. And I asked if we could just have the car back and further fix the problem our self since you had repaired car as much as you had? your reply was no we couldn't do that due to safety issues, and that the car would be destroyed or crushed. I explained that well I would talk to him the best I could to see how he felt about it. Well like I said i wanted guidelines of when you call it quits to explain to [REDACTED] we looked up the 2 recalls above and I don't know anything about cars and [REDACTED] said that he read it as you basically replaced almost the entire top end of motor if these were the correct recalls.... I said I didn't know for sure if they were or not. Then he stated well why wouldn't I be able to replace the bottom end of motor and it would be ok? I told him you said that wasn't an option due to safety issues. And you had also said the pistons had been scored (whatever that means) and he said well that would be part of bottom end of motor. Anyway he said get my information on what that guy even said cause what you are telling me mom makes no sense to me.. I can't replace that car with in the condition it was for 2604 and if the guidelines they followed were part of recalls you think they are why can't I just fix it the rest of the way? I said I don't

11166492

understand it< i will ask for more information where you can look at it and not relies on me to be the middle person. So my question is after reading this did I get this right or not? and could you possibly send me the recall numbers if I have them wrong and the guidelines you followed to say no we are done here. I would appreciate that [REDACTED] is working out of town again this week , he has been working 6-6 and has to work again this Friday, so he will be calling me tonight sometime to see what I found out. I'm sorry this has been so difficult but like I said I.m the middle person here and have no idea what stuff is when it comes to cars and I'm trying my best! I'm at hospital today waiting for a friend in surgery thats why I'm using laptop to communicate. (no phone service in here). I will try to call you when I'm not in hospital later on. Thank you for your help with this issue.

[REDACTED]

From: CustomerAssistance@Chevrolet.com <CustomerAssistance@Chevrolet.com>
Sent: Monday, December 10, 2018 4:00 PM
To: [REDACTED]
Subject: Thank you for contacting Chevrolet

Email ID# [REDACTED] (Do not delete/alter this line)
=====

Dear [REDACTED],
Thank you for calling Chevrolet with regard to your 2000 Chevrolet Impala.

For your reference, your case number from our conversation today is [REDACTED]

I appreciate the opportunity to assist you.

Chevrolet Customer Assistance

11116492
ACTION NEEDED: PAC Case follow up for [REDACTED]

2G1WH55K6Y9 [REDACTED]

GMBRCPAC@gm.com

Mon 1/21/2019 10:20 AM

To: [REDACTED]

Dear [REDACTED]

*received
by
email*

Thank you for allowing the Chevrolet Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2000 Chevrolet Impala. We have been unable to reach you using the preferred telephone number. Please contact 866-446-6963, extension 5921673 as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative.

Thank you,

Chevrolet Product Assistance Claims

[SR [REDACTED]]

111 66 492

ACTION NEEDED: PAC Case follow up for [REDACTED] 2G1WH55K6Y9 [REDACTED]

*Received
by
mail*

60day@gm.com

Wed 1/23/2019 8:09 AM

To: [REDACTED]

Dear [REDACTED]

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Thank you,

Chevrolet Product Assistance Claims

[REDACTED]