

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

December 2, 2010

(REDACTED)
(REDACTED)
Tampa, FL (REDACTED)

Service Request: 1-385454947
Customer Relationship Manager: Linette Jackson

Dear (REDACTED):

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F05FXXXXXX, is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 01/30/06 and ending on 01/30/07, and begins with 34,000 and ends with 46,000 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

December 2, 2010

(REDACTED)
(REDACTED)
Tampa, FL (REDACTED)

Service Request: 1-385454947
Customer Relationship Manager: Meagan Maughan

Dear (REDACTED):

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-932-4368 extension 35247, Monday through Friday during the hours of 9:30 a.m. to 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

Chevrolet Division
General Motors Corporation