



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

May 8, 2006 **INFORMATION Redacted PURSUANT TO THE FREEDOM OF**

Robert Silverman, Esq. **INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Kimmel & Silverman, PC

30 East Butler Pike

Ambler, PA 19002

RE:

Service Request: 1-407258903

2005 Chevrolet Mailbu

Vehicle Identification Number: 1G1ZS52F25E [REDACTED]

Customer Relationship Manager: Marcus Logan

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated May 8, 2006. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

Copy of owner's current title and/or registration

Finance agreement

Buyer's agreement

General Motors Corporation
c/o MSX International, ATTN: BRC Legal
1919 Concept Drive
Warren, MI 48091

If you have any questions, please call the number below.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE

November 15, 2010

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 E Butler Pike
Ambler, PA 19002

RE: [REDACTED] v. General Motors Corporation
Service Request: 1-407258903
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZS52F25F [REDACTED]
Customer Relationship Manager: Kerri Crotty

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3,500.00 made payable to [REDACTED]. The second is in the amount of \$1,750.00 made payable to Kimmel & Silverman, PC.

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter will be sent directly to [REDACTED] after processing.

If you need further assistance please contact our Business Resource Center at 1-800-231-1841, prompt 1, and then prompt 4.

Sincerely,

General Motors Corporation

LG0008T

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Jackie Cameron State: {State}

Customer Name: [REDACTED]	Service Request: 1-407258903	GM Legal File No.: n/a
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Vehicle ID No.: 1G1ZS52F25F [REDACTED]	In Service Date: 6-10-05	Vehicle is: New	BAC Code: 113659
Year, Make & Model: 2005 Chevrolet Malibu			
Lien holder: GMAC <input type="checkbox"/> Other <input type="checkbox"/> : {Name}			

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

 Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4-17-06	126328	2	12258	C/S after about 15 min of driving, power steering light came on, steering was binding slightly went off when driving in the afternoon <i>C0176 - SYSTEM THERMAL ERROR TEMPERATURE HIGH</i> <i>C0545 - STEERING WHEEL TORQUE INPUT SENSOR, ROAD TESTED VEHICLE 14 MILES FOR PROPER OPERATION OF THE STEERING, EVERYTHING IS OPERATING AS IT WAS MANUFACTURED. CHECKED DOCUMENT #175919.</i> UNABLE TO DUPLICATE CUST CONCERN AT THIS TIME **CUST PAID FOR RENTAL VEHICLE \$42.00
5-1-06	126990	1	12928	C/S whenever turning the steering wheel all the way left or right, wheel feels tight & a beep sound. Power steering light comes on display NORMAL CHARACTERISTIC FOR THIS VEHICLE. CONDITION DESCRIBED BY CUST IS A NORMAL CHARACTERISTIC
5-4-06	24075	1/1 DAY RENTAL	13093	C/S power steering message appears in dic and steering is losing power assist, can barely turn the wheel. <i>FOUND CODE DTC 0545. SHORT IN STEERING COLUMN MODULE</i> REPLACED STEERING COLUMN

 Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5-1-06	126990	1	12928	C/S driver vanity mirror cover fell off while driving REPLACED SUNSHADE PER BULLETIN. REPLACED MIRROR & COVER NON-ILLUMINATED

Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6-10-05	123863	2/2 DAY RENTAL PROVIDED	9903	C/S vehicle towed in, after sitting overnight car would not start or do anything. 2 nd try it started but was shaking & service engine light waqs flashing <i>INTERNAL SHORT</i> REPLACED INTEGRATED DIRECT IGNITION MODULE

Wheel/Tires

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2-25-06	123826	1	9846	C/S tire leaking REPAIRED RIGHT REAR TIRE, HAD A SLOW LEAK

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4

Time period 15 MONTHS / 15,000 MILES

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs {# of repair attempts}

Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: 3

Total days out of service during the presumption period: 4

Total days out of service during customer's ownership: 5

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Vehicle does not meet presumption. 3 visits for steering concern, 1 repair performed.

1 visit for trim, tire and electrical (1 each)

Cust was originally requesting \$42.00 reimbursement for rental vehicle on 4-17-06 from CAC before becoming a NISM.

Rental vehicle was not covered under warranty as the concern could not be duplicated, vehicle was road tested 14 miles.

All repairs performed have been covered under New Vehicle warranty.

CRM recommends SmartCare and component letter for steering column or denial.

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER:	{CASH/REP/TRADE}:	DATE: {Date}	OFFER TO CUST: \$ {Amount}
			ATTORNEY FEES: \$ {Amount}
			OR INCLUSIVE OFFER: \$ {Amount}

PLAINTIFF'S FINAL DEMAND:	{CASH/REP/TRADE}:	DATE: {Date}	AMOUNT TO CUST: \$ {Amount}
			ATTORNEY FEES: \$ {Amount}
			OR INCLUSIVE OFFER: \$ {Amount}

TEAM MANAGER APPROVING:	{Name}	Date: {Date}
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COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and QuadraSteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**