

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

November 15, 2010

[REDACTED]
Lenexa, KS [REDACTED]

Service Request: 1-407760605
Customer Relationship Manager: Veronica Lopez

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 Value Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F55F [REDACTED] is for the following:

- 48 months or 60,000 miles, whichever occurs first, beginning on June 1, 2006 and ending on June 1, 2010 and begins with 32,200 and ends with 92,200 odometer miles
- Standard rental
- 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.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

November 15, 2010

[REDACTED]
[REDACTED]
[REDACTED]
Lenexa, KS [REDACTED]

Service Request: 1-407760605
Customer Relationship Manager: Ryan Monteith

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

Privileged and Confidential Information

CASE ASSESSMENT BY: Veronica Lopez

Siebel/CARS Request No: 1-407760605

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: Chevrolet Model: Malibu Current Mileage: 32,200

Vehicle ID No.: 1G1ZS52F55F [REDACTED] In Service Date: 12/14/2004 Purchased: New

What is customer seeking: Repair or Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Rattling Noise

Date:	Mileage:	Days Out:	Description of Repair:
10/31/05	20,855	4	R&R instrument panel assembly
11/10/05	20,855		Replace steering gear and align front end

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Squealing Noise

Date:	Mileage:	Days Out:	Description of Repair:

NO DOCUMENTATION OF RO'S FOR SQUEALING NOISE

Total Days Out of Service: 4 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? There has only been one repair attempt made to the vehicle for the concern the customer is alleging. Ineligible.

AVM and/or DEALER RECOMMENDATION(s):

Offered repairs only.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

1) CRM offering customer a 48/60 GMPP Value Guard to restore the customers faith in GM and the vehicle. The customers complaint was for different types of noises and a GMPP Value Guard should suffice for coverage on the vehicle for the components that have been associated with the sounds. The GMPP will also serve as an apologetic gesture for the customers inconvenience.

7/24/06

2) Since, customer has reopened case and seeks to go through arbitration as there are no repairs made to the vehicle and no dates for correction available.

A repair has been released as of 6/13/06 and customer was informed by the dealer. The customer declined repairs and states he still seeks to go to arbitration for a repurchase.

Selling dealer has informed crm that after customer purchased the vehicle that he was in a bad accident and was upset that the vehicle was not totaled with there being so much damage and was persistent in having insurance total out the vehicle, which they did not go. Afterwards he sought repurchase.

1) Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:

Privileged and Confidential Information

2) Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:

November 15, 2010

[REDACTED]
Lenexa, KS [REDACTED]

Service Request: 1-407760605
Customer Relationship Manager: Veronica Lopez

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