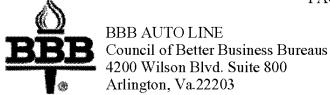
CBBB 8/1/2007 12:16:17 PM PAGE 001/002 Fax Serve

TO: AUTOLINE NEW CASE COMPANY:

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

FACSIMILE TRANSMISSION



FROM: Name: Scott Estep

Fax Number: (703) 247-9700

TO: Name: AUTOLINE NEW CASE

Fax Number: 19314892926

MESSAGES:

Date and time of transmission: Wednesday, August 01, 2007 12:15:46 PM

Number of pages including this cover sheet: 02

CBBB 8/1/2007 12:16:17 PM PAGE 002/002 Fax Server

TO:AUTOLINE NEW CASE COMPANY:



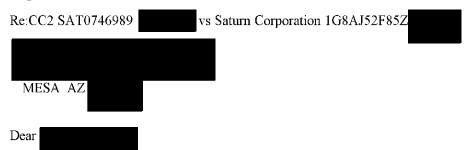
BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

August 1, 2007



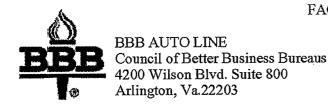
I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the mileage requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to provide assistance to you.

Sincerely,

Scott Estep at Extension 515 CC: AUTOLINE NEW CASE

FACSIMILE TRANSMISSION



FROM:

Name:

Scott Estep

Fax Number:

(703) 247-9700

TO:

Name:

AUTOLINE NEW CASE

Fax Number:

19314892926

MESSAGES:

Date and time of transmission: Thursday, July 12, 2007 3:15:40 PM Number of pages including this cover sheet: 04



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

July 12, 2007

Re:m01 SAT0746989

vs Saturn Corporation

AUTOLINE NEW CASE SATURN CORPORATION 100 SATURN PARKWAY SPRING HILL TN 37174

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Customer Claim Form

Contact Date: 07/08/07	Start Date:	Case	Number: SAT0746989
Have you contacted the mfr regethave you previously filed a claim If yes, name of provider:	n on this vehicle with 1	the BBB or another dispu	tte resolution provider? ☐ YES ☒ NO e Number:
Titled Owner(s) Name&A	<u>ddress</u>		
MESA, AZ Day Phone:		ening Phone:	Cell Phone:
Fax Number: Customer Contact Info:	<u>L</u> Y-	man Address.	
Vehicle Information Name(s) of individual(s) or bus Vehicle Use: ☑Personal ☐Busin Transmission Type: Make: Saturn Me Vehicle Identification Number: Servicing Dealer/City/State: Selling Dealer/City/State: Insurance Carrier: Has vehicle been in an accident Description of Damage:	ness□Both Pe Number of odel: Ion2 ————————————————————————————————————	ercentage of time vehicles of vehicles owned or lease Model Year: 2005 Clarita, Santa Clarita, CA Policy Nu	ced by the business: Current Mileage: 43000 mber:
Purchase/Lease Information	n (Complete left side if	vehicle was purchased or i	right side if vehicle was leased)
Purchase Date:10/27/04 Mileago	e at purchase:	Lease Date:	Mileage at lease:
Purchased As : ☑ New ☐ Use	d Demo	Leased As: ☐ Nev	v □ Used □ Demo
Is the vehicle in your possession		Is the vehicle in yo	our possession?
Lienholder's Name: GMAC Fina		Leasing Company'	s Name:
Address:		_	ddress:
City/St/Zin:		('ift	/St/Zip:
City/St/Zip: Phone: () -			Phone:
Lienholder Acet #:		Leasing Company	s Acct #:
Customer's Desired Outco In order for this to be 100% resolve says NO, and that is why I am repo the Better Business Bureau.	ed with the Better Busine	ess Bureau. Lexpect my car	concern) to be repaired at NO cost to me. I know Ri his complaint will be left UNRESOLVED w
Signature of Tided Occurrence A. T.	255045).		Date
I am submitting this dispute for reso LINE Arbitration Rules.	lution in the BBB AUTO	LINE program, and I agree t	Date on arbitrate the dispute under BBB AUTO
Return the Form to: BBB AUT	O LINE, 4200 Wilson	Blvd., Suite 800, Arling	ton Va, 22203-1838

Customer Name:	Case Number: SAT0746989
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 12/10/06 Mileage: 28000 Date: Mileage:

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Security Lock not disarming - Bad Ignition	no				
2.					
Cracked Stabilizer bar-making noises on bumps	no				
	ı				
3. Power Steering goes out while driving	yes				
			·		
		·			

If you need additional space, please attach a separate sheet of paper following the above outline.