

TO:AUTOLINE NEW CASE COMPANY:

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

FACSIMILE TRANSMISSION



BBB AUTO LINE  
Council of Better Business Bureaus  
4200 Wilson Blvd. Suite 800  
Arlington, Va.22203

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**FROM:** Name: Scott Estep  
Fax Number: (703) 247-9700

**TO:** Name: AUTOLINE NEW CASE  
Fax Number: 19314892926

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MESSAGES:

Date and time of transmission: Wednesday, August 01, 2007 12:15:46 PM  
Number of pages including this cover sheet: 02

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

Re: CC2 SAT0746989 [REDACTED] vs Saturn Corporation 1G8AJ52F85Z [REDACTED]

[REDACTED]  
MESA AZ [REDACTED]

Dear [REDACTED]

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,

## FACSIMILE TRANSMISSION



BBB AUTO LINE  
Council of Better Business Bureaus  
4200 Wilson Blvd. Suite 800  
Arlington, Va.22203

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**FROM:** Name: Scott Estep  
Fax Number: (703) 247-9700

**TO:** Name: AUTOLINE NEW CASE  
Fax Number: 19314892926

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MESSAGES:

Date and time of transmission: Thursday, July 12, 2007 3:15:40 PM  
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**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 [REDACTED] 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,

Scott Estep at Extension 515

### Customer Claim Form

Contact Date: 07/08/07

Start Date:

Case Number : SAT0746989

Have you contacted the mfr regarding your claim?  YES  NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

#### Titled Owner(s) Name&Address

[Redacted Name]

MESA, AZ [Redacted]

Day Phone: [Redacted]

Fax Number: [Redacted]

Customer Contact Info: [Redacted]

Evening Phone: [Redacted]

Cell Phone: [Redacted]

E-mail Address: [Redacted]

#### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [Redacted]

Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:

Transmission Type: \_\_\_\_\_ Number of vehicles owned or leased by the business:

Make: Saturn Model: Ion2 Model Year: 2005 Current Mileage: 43000

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : Saturn of Tempe,

Selling Dealer/City/State : Galpin Saturn of Santa Clarita, Santa Clarita, CA

Insurance Carrier : Unitrin Direct Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

#### Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 10/27/04 Mileage at purchase: \_\_\_\_\_ Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As :  New  Used  Demo Leased As :  New  Used  Demo

Is the vehicle in your possession? yes Is the vehicle in your possession?

Lienholder's Name: GMAC Finance Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_ City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_ Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_ Leasing Company's Acct # : \_\_\_\_\_

#### Customer's Desired Outcome (Describe what you want done to resolve your concern)

In order for this to be 100% resolved with the Better Business Bureau, I expect my car to be repaired at NO cost to me. I know Rita says NO, and that is why I am reporting this to the BBB. If this is repair is not done, this complaint will be left UNRESOLVED with the Better Business Bureau.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

Customer Name: [REDACTED]

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				
3. Power Steering goes out while driving	yes				

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