

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

June 30, 2010

[REDACTED]

Port Bolivar, TX [REDACTED]

Service Request: S1-112097765

Dear Mr. [REDACTED]:

We would like to discuss your request for assistance regarding your 1999 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

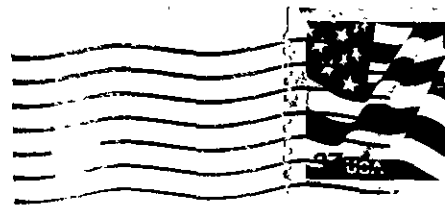
To help us review your request in a timely manner, please contact General Motors Executive Office at 313-667-7153 Monday through Friday between 8:00 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above.

Sincerely,

Emogene Mann
Executive Office

RS0006-T/ic

CRYSTAL BEACH, TX.



PERSONAL AND CONFIDENTIAL

MR. G. RICHARD WAGONER, JR.
GENERAL MOTORS
CHAIRMAN & CHIEF EXECUTIVE OFFICER
300 RENAISSANCE CENTER
DETROIT, MICHIGAN 48265

JUN 20 2003

48243+1402 34



Mr. G. Richard Wagoner, Jr.
General Motors
Chairman & Chief Executive Officer
300 Renaissance Center
Detroit, Michigan 48265

RECEIVED

JUN 17 2003

G.R. WAGONER, JR.

Dear Mr. Wagoner:

We recently took our 1999 Chevrolet Silverado 150 truck, with only 18,000 miles on it, to the Sand Dollar Auto Plex in Galveston, Texas. We had two recalls, and needed to check out a loss of braking power.

Mike, the Service Manager, was our service writer. After examination of the problem, he reported that "\$1,225" worth of brake repair was necessary. We were shocked! He explained that corrosion was the culprit, and that everything connected to the brakes had to be replaced.

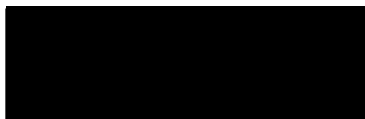
We do live at the beach, but not on it. This truck has never been driven on our beaches or in the water. A four year old General Motors truck should not be having this problem. We have not had a problem with our 1994 Geo Tracker, our 1999 Pontiac Montana, or our 2000 Chevrolet Malibu.

We have owned General Motors automobiles and trucks since 1961, but have to question why this happened to a Chevrolet Silverado Pickup, and if all the repairs were even necessary. We were never given any calls from Mike to explain the delays in the completion time of the repairs. His attitude will keep us from buying any new cars from the Sand Dollar Auto Plex in Galveston, Texas. We know good customer service!

We have enclosed our bill for \$ 1,303.73, and our recall notice. We would appreciate your looking over this, and seeing if there is anything you can do for us. We have been loyal General Motors customers.

Thank you for your time!

Cordially,



[REDACTED]

Crystal Beach, Texas [REDACTED]
[REDACTED]

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



C00093-S
February, 2001

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1999-2000 Chevrolet Silverado, and 2000 Chevrolet Tahoe and Suburbans. Some of these vehicles have a clearance condition between the front right-hand brake pipe and the body cross sill that may decrease to the point of allowing contact during the life of the vehicle. If contact occurs and the brake pipe becomes damaged, in half of the brake system there can be a loss of brake fluid and pressure. The brake warning lamp will be activated when the brake fluid level reaches the indicator limit. During braking, the pedal will be lower than normal and stopping distances will be longer. If this occurs when stopping distance is limited, a crash could occur.

What Will Be Done: Your Chevrolet dealer will inspect the front right-hand brake pipe and ensure sufficient clearance between the brake pipe and the body cross sill. During this inspection if the brake pipe shows signs of wear, your dealer will replace this section of brake pipe. This service will be performed for you at **no charge**.

How Long Will The Repair Take? The length of time required to perform this service procedure is approximately twenty minutes. If the brake pipe should require replacement, another 50 minutes will be required. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed to schedule, process and repair your vehicle.

Contacting Your Dealer: Please contact your Chevrolet dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Your Chevrolet dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center at 1-800-222-1020. The deaf, hearing impaired, or speech impaired should call 1-800-833-2438 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

X1228766

88041



SAND DOLLAR

A U T O P L E X

Chevrolet • Oldsmobile • Cadillac • Pontiac • Buick • GMC • Honda

5915 Broadway • Galveston, TX 77553

Gal. 409-744-5711

Hou. 713-350-0980

INVOICE

PAGE 1

CRYSTAL BEACH, TX

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 4205 MIKE HUGHES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLUE	99	CHEVROLET SILVERADO	2GCEC19T3X1		18288/18288	T1921	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAY1999			17:00 30MAY03			CASH	09JUN2003

R.O. OPENED

READY

OPTIONS: ENG:5.3_Liter_8, MFI, Iron

09:12 30MAY03 15:24 09JUN03

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHECK BRAKE SYSTEM OP - NO PRESSURE - WARNING LIGHTS COMING ON

5 CK SYSTEM, REPLACE ALL BRAKE LINES AND HOSES
AND BLEED SYSTEM AS NEEDED

1000 CSGM 12.00

900.00 900.00

1	15075741	HOSE	69.25	69.25	69.25
1	15075742	HOSE	69.49	69.49	69.49
2	12377967	FLUID	6.70	6.70	13.40
1	12378392	CLEANER	4.67	4.67	4.67
1	15075746	HOSE	40.28	40.28	40.28
1	15075747	HOSE	40.28	40.28	40.28
1	40	TUGING AND FITTINGS	79.52	79.52	79.52
2	BL-451	BRAKELINE	7.91	7.91	15.82
4	BL412	BRAKELINE	4.29	3.77	15.08
1	12377967	FLUID	6.70	6.70	6.70

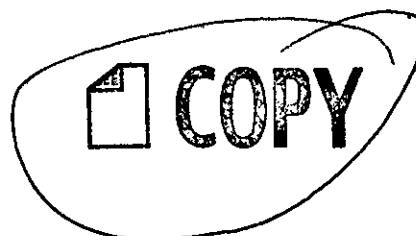
B RECALL#00045 - FRONT SAFETY BELT COMPLIANCE

CAUSE: RECALL

V0523 REPLACE SEAT BELT RETAINERS 40-20-40

1000WSGM4 1.00

1	88937152	BELT KIT
1	88935286	BELT KIT

(N/C)
(N/C)
(N/C)

C RECALL#00093 - FRONT BRAKE PIPE CONTACT WITH BODY CROSS SILL

CAUSE: RECALL

V0609 INSTALLED SPACER CLIP

1000WSGM4 0.30

1	ASSORTED BRAKE PIPE AND FITTINGS
1	15070819 BRACKET

(N/C)
(N/C)
(N/C)

PROPORTIONED SUPPLIES FOR ABOVE NOTED REPAIRS

19.99

DESCRIPTION	TOTALS
LABOR AMOUNT	900.00
PARTS AMOUNT	354.49
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.99
TOTAL CHARGES	1274.48
LESS INSURANCE	0.00
SALES TAX	29.25
PLEASE PAY THIS AMOUNT	1303.73

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

[REDACTED]		SchwabOne		205
PORT BOLIVAR, TX [REDACTED]		DATE 3-10-02	000	3-5/310 150
PAY TO THE ORDER OF	SAND DOLLAR AUTO PLEX	000	\$ 000	72
ONE THOUSAND THREE HUNDRED THREE AND 22/100 - DOLLARS		000	000	
Charles Schwab PNC BANK, N.A. Philadelphia, PA		[REDACTED]		
FOR [REDACTED]		[REDACTED]		

DATE 06/10/2003
MER # 05671428

TIME 02:51:36pm
TERM # 001

SAND DOLLAR AUTO PLEX
5915 BROADWAY
GALVESTON, TX 77500
409-744-5711

I authorize the merchant to convert my check and debit my account for the sale amount via draft or Electronic Funds Transfers (EFT). In the event that my draft or EFT is returned unpaid, I agree to pay and have my account debited electronically or drafted for an item fee of \$25.00 plus any applicable taxes.

ELECTRONIC CHECK

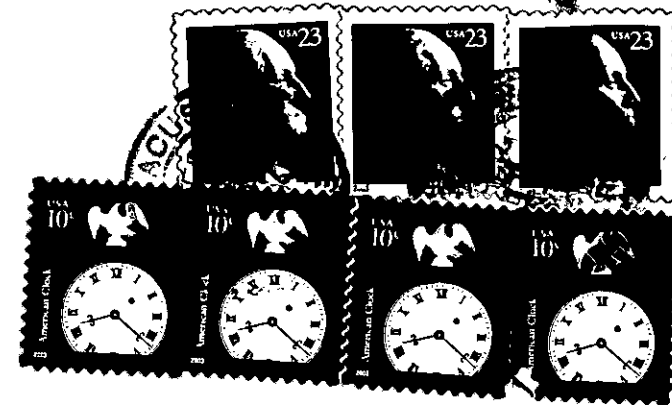
TOTAL SALE AMOUNT \$1303.73

TRANSACTION # 009
BATCH # 787
INVOICE 88041
TRACE NUMBER [REDACTED]
CHECK NUMBER 20205
APPROVAL CODE 6133

ELECTRONICALLY DEPOSITED
IT'S SAFE. IT'S SECURE
IT'S FROM TELECHECK
QUESTIONS? CALL 1-800-697-9263
CUSTOMER COPY



Clay, NY



CHEVROLET Division
P.O. BOX 33170
Detroit, MI 48232
ATTN: Rema Tinnison

SEP 16 2004

CLAY, NY

RE: FILE # 1-21450178

Chrysler Corporation.
P.O. BOX 33170
Detroit, MI 48232

Dear Ms. Tinnison:

Enclosed please find all documents as requested.
Thank you for your time and consideration in
this matter.
Should you need anything further. Please contact
me at any number listed above.

Sincerely,



604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Service 233-0349

CUSTOMER NO. 605445	ADVISOR CANDICE SULLIVAN 381	CARD NO. 979	INVOICE DATE 12/12/02	INVOICE NO. CICS33313
[REDACTED]	LABOR RATE 81.00	LICENSE NO. [REDACTED]	MILEAGE IN 34173	COLOR LT PENTHER/1
	YEAR/MAKE/MODEL 01/CHEVROLET TRUCK/2500 PICKUP/PU		DELIVERY DATE 10/13/00	STOCK NO. 910102
	VEHICLE ID. NO. 1GCHK29J11E [REDACTED]		SELLING DEALER NO.	DELIVERY MILES 13
	F.T.E. NO.		P.O. NO.	PRODUCTION DATE
CLAY, NY [REDACTED]			R.O. DATE 12/12/02	
R [REDACTED]	BUSINESS PHONE			MILEAGE OUT NO. 34180

LABOR & PARTS
JOB # 1 40CT24X4 4WD/AXLE HOURS: TECH(S):853
CUSTOMER STATES THAT THE SERVICE 4WD LIGHT IS ALWAYS ON
WHEN ENGAGED INTO 4WD
ENCODER MOTOR SHORTED
TECHNICIAN ORDERED ENCODER MOTOR--WE WILL NOTIFY OWNER
WHEN THE PART ARRIVES---SHOULD BE AVAILABLE FOR APPT ON TUES

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	0	12478096	MOTOR ASM 4.563	
PART ON SPECIAL ORDER				
** QUANTITY 1 IS SPECIAL ORDERED **				

WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 50CTZ ELECTRICAL HOURS: 1.00 TECH(S):853
CUSTOMER REQUESTS CALIBRATE FLOW LIGHTS
COMPLETED AS REQUESTED

12.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS
				0.00
				JOB # 2 TOTAL LABOR & PARTS
				12.00

JOB # 3 70CTZ ACCESSORIES HOURS: 1.00 TECH(S):853
CUSTOMER REQUESTS CHECK TRAILER AND TOWING HARNESSES--THERE
IS SOMETHING HANGING UNDER NEATH---HARNESSES WAS INSTALLED
PRIOR TO DELIVERY
CUSTOMER WAS ADVISED THAT NEEDS TO RETURN TO AMERICAN
TRUCK WHERE INSTALLATION WAS DONE

0.00

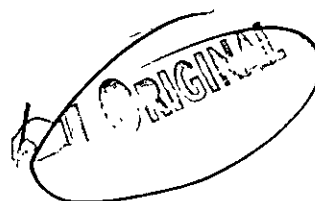
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 3 TOTAL PARTS
				0.00
				JOB # 3 TOTAL LABOR & PARTS
				0.00

ESTIMATE -
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$30.00 (+TAX)
TOTALS -

DEAR CUSTOMER. ALL (OM) PARTS WITH AN * IN FRONT OF IT
ARE COVERED UNDER OM PLUS LIMITED LIFE TIME WARRANTY
PARTS & LABOR BY THE INSTALLING DEALER.

TOTAL LABOR....	12.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL C.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.84
TOTAL INVOICE \$	12.84

CUSTOMER SIGNATURE





604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Service 233-0349

CUSTOMER NO. A05445	ADVISOR CANDICE SULLIVAN 381	CARD NO. 249	INVOICE DATE 12/17/02	INVOICE NO. CICS33485
[REDACTED]	LABOR RATE 21.00	MILEAGE IN 14277	COLOR LT PENTER/C	STOCK NO. 910102
	YEAR/MAKE/MODEL 01/CHEVROLET TRUCK/2500 PICKUP/PU		DELIVERY DATE 10/13/00	DELIVERY MILES 13
	VEHICLE ID. NO. 15C4K2901E		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 12/17/02
CLAY - NY	BUSINESS PHONE			MILEAGE OUT RM: 34282

LABOR & PARTS
JOB # 1 30012
TRANSMISSION HOURS: 0.90 TECH(3):B53
CUSTOMER REQUESTS INSTALL ENCODER---
MOTOR---ORDERED DUE TO 4WD INOPERATIVE
ENCODER MOTOR
K:1247.9/0J/6C--TECHNICIAN COMPLETED DIAGNOSTIC CHECK
OF THE SYSTEM---VERIFIED CONDITION--FOUND ENCODER MOTOR FOR
TRANSFER CASE INOPERATIVE
REPLACED ENCODER MOTOR AND VERIFIED REPAIR

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	12478096	MOTOR ASN 4.563	

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

DEAR CUSTOMER, ALL (GM) PARTS WITH AN * IN FRONT OF IT
ARE COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY
PARTS & LABOR BY THE INSTALLING DEALER.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

ORIGINAL



604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Service 233-0349

CUSTOMER NO. 401445	ADVISOR CANNIFF BILL FORD 381	CARD NO. 860	INVOICE DATE 01/02/03	INVOICE NO. CTCS:0974
	LABOR RATE 51.00	MILEAGE IN 34695	COLOR LT PENTER/	STOCK NO. 910102
	YEAR / MAKE / MODEL 01/CHEVROLET TRUCK/2500 PICKUP/PH		DELIVERY DATE 10/13/00	DELIVERY MILES 13
	VEHICLE ID. NO. 15CWR2901LE		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O.	R.O. DATE 01/02/03
17 AY- NY	BUSINESS PHONE			MILEAGE OUT END 34701

LABOR & PARTS -
JOB # 400124X1

4WD/AXLE

HOURS:

TECH(S):BES

WARRANTY

CUSTOMER STATES THAT THE SERVICE 4WD LIGHT IS ON --ADVISE
HISTORY CODE B2725
TECHNICIAN COMPLETED COMPUTER SCAN OF SYSTEM- FOUND CODE
B2725 FOR AN ACTIVE TRANSFER CASE MOUNT SWITCH MALFUNCTION
NOT HAPPENING AT PRESENT TIME--Cleared CODE AND
TESTED 4WD SYSTEM--ALL SWITCHING AS DESIGNED AT THIS TIME
ROAD TESTED--LIGHT DID NOT COME BACK ON--

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTAL'S

DEAR CUSTOMER, ALL (GO) PARTS WITH AN * IN FRONT OF *
ARE COVERED UNDER OUR PLUS LIMITED LIFE TIME WARRANTY
PARTS & LABOR BY THE INSTALLING DEALER.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL C.O.G....	0.00
TOTAL HISC CHG.	0.00
TOTAL HISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

[Handwritten signature and stamp]



604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Service 233-0349

CUSTOMER NO. 605411	ADVISOR MANNY CONDON	CARD NO. 388	INVOICE DATE 02/13/03	INVOICE NO. CTCS35481
	LABOR RATE 31.00	LICENSE NO. 32637AX	MILEAGE IN 36954	COLOR LT PEUTER/C
	YEAR / MAKE / MODEL 01/CHEVROLET TRUCK/2500 PICKUP/PU			STOCK NO. 910102
	VEHICLE ID. NO. 1GCHK29U1E			DELIVERY DATE 10/13/00
	F.T.E. NO.			DELIVERY MILES 13
CLAY, NY	P.O. NO.		R.O. DATE 02/10/03	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE			MILEAGE OUT MO? 36954

LABOR & PARTS
J# 1 20CTZ

ENGINE RELATED AREA HOURS: 3.50 TECH(S):342 853
CUSTOMER STATES VEHICLE WILL NOT START. NO CRANK, CK AND ADV
EXCESSIVE CORROSION IN POS BATTERY TERMINAL
REPLACED POS BATTERY CABLE AND BATTERY. POS TERM HAS EXTERNL
WIRE FOR ELEC FLOW. TERMINAL END ON CABLE CORRODED BEYOND
REPAIR. TERMINAL IN BATTERY LOOSE DUE TO CORROSION. ALSO
REPLACED HOOD CABLE PER BROKEN HANDLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15321247	CABLE 2.342	21.36	21.36
JOB # 1	1	15769724	CABLE 8.075 A	24.82	24.82
JOB # 1	1	19001632	BATTERY	83.31	83.31
JOB # 1	2	728221	ADAPTER	3.59	7.18
JOB # 1 TOTAL PARTS					206.67

JOB # 1 TOTAL LABOR & PARTS

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$449.00 (+TAX)

TOTALS

DEAR CUSTOMER, ALL (OM) PARTS WITH AN R IN FRONT OF IT
ARE COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY
PARTS & LABOR BY THE INSTALLING DEALER.

TOTAL LABOR....	212.50
TOTAL PARTS....	206.67
TOTAL SUBLET....	0.00
TOTAL C.O.C....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	29.41

TOTAL INVOICE \$ 449.50

CUSTOMER SIGNATURE

Charge

577 Chevrolet



604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Service 233-0349

CUSTOMER NO. 605445	ADVISOR MANNY CONDON	388	CARD NO. 466	INVOICE DATE 02/17/03	INVOICE NO. CICS35713
[REDACTED]	LABOR RATE 61.00	[REDACTED]	MILEAGE IN 37345	COLOR LT PEWTER/C	STOCK NO. 910107
	YEAR / MAKE / MODEL 01/CHEVROLET TRUCK/2500 PICKUP/PU			DELIVERY DATE 10/13/00	DELIVERY MILES 13
	VEHICLE ID. NO. 10CHK29J11E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/17/03
CLAY, NY	BUSINESS PHONE			MILEAGE OUT 37345	

LABOR & PARTS
J# 1 40CTZ4X4 4WD/AXLE HOURS: 0.50 TECH(S):853
CUSTOMER STATES 4X4 LIGHT ON
B2725 ACTIVE TRANSFER CASE SWITCH
REPLACED SWITCH
F0023 .5 0J/6C

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15063844	SWITCH 4.563 A	

JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 30CTZ TRANSMISSION HOURS: 4.50 TECH(S):853
CUSTOMER STATES TRANS SLIPS INTO GEAR, W/USE BEFORE IT
WILL MOVE
TRANS COOLER LINES LEAKING TRANS LOW ON FLUID
REPLACED TRANS COOLER LINES AND PERFORMED TRANS SERVICE

274.50

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	24210956	FLTR KIT 4.197 R	52.63
JOB # 2	1	24205102	FITTING 4.128 A	10.96
JOB # 2	1	15765054	PIPE ASM 4.128 E	17.54
JOB # 2	1	15050821	HOSE ASM 4.128 D	35.07
JOB # 2	1	15765054	PIPE ASM 4.128 E	17.54

JOB # 2 TOTAL PARTS

133.76

JOB # 2 TOTAL LABOR & PARTS

408.26

J# 3 20CTZ ENGINE RELATED AREA HOURS: TECH(S):853
CUSTOMER STATES VEHICLE STALLS AT STOPS. CK AND ADVISE
RELATED TO LINE 2
SEE LINE 2

0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3				

JOB # 3 TOTAL PARTS

0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$600.00 (+TAX)
TOTALS

DEAR CUSTOMER, ALL (GM) PARTS WITH AN # IN FRONT OF IT
ARE COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY
PARTS & LABOR BY THE INSTALLING DEALER.

TOTAL LABOR....	274.50
TOTAL PARTS....	133.76
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC USC	0.00
TOTAL TAX.....	28.58
TOTAL INVOICE \$	436.84

CUSTOMER SIGNATURE



604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Service 233-0349

CUSTOMER NO. 605445	ADVISOR MATTHEW L BURDICK 412	CARD NO. 886	INVOICE DATE 04/26/04	INVOICE NO. ENC554923
[REDACTED]	LABOR RATE 85.00	MILEAGE 47737	COL PEWTER/6	STOCK NO.
	YEAR/MAKE/MODEL 01/CHEVROLET TRUCK/SILVERADO 2500/2		DELIVERY DATE 10/13/00	DELIVERY MILES 13
	VEHICLE ID NO. 15CHK29U11E		SELLING DEALER NO.	PRODUCTION DATE
CLAY, NY	F.T.E. NO.	P.O. NO.	R.O. 04/26/04	
BUSINESS PHONE				MILEAGE OUT 49758

LABOR & PARTS-----
JH 1 01CTZ LUBE / MAINTENANCE HOURS: 0.20 TECH(S):382 8.00
CUSTOMER STATES REAR TAILGATE STRAPS ARE BROKEN
CONFIRMED-TECH FOUND THE REAR TAILGATE STRAPS TO BE BROKEN
TECH REPLACED BOTH REAR TAILGATE STRAPS

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	88980510	CBL-E/GAT 17.202	14.70	14.70
JOB # 1	1	88980509	CBL-E/GAT 17.202	14.70	14.70
JOB # 1 TOTAL PARTS					29.40
JOB # 1 TOTAL LABOR & PARTS					37.40

JH 2 50CTZBULBS REPLACE BULBS HOURS: 0.20 TECH(S):382 8.00
CUSTOMER STATES RIGHT FRONT MARKER BULB IS OUT
TECH FOUND THE LEFT FRONT DRL BULB TO BE BLOWN
TECH REPLACED LEFT FRONT BULB

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 2	1	9441839	BULB LP 8.991	2.58	2.58
JOB # 2 TOTAL PARTS					2.58
JOB # 2 TOTAL LABOR & PARTS					10.58

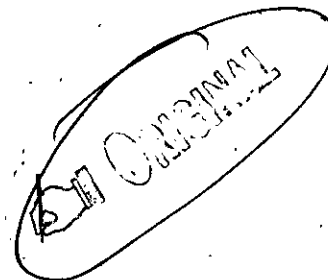
ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$50.00 (+TAX)
TOTALS-----

DEAR CUSTOMER, ALL (GM) PARTS WITH AN * IN FRONT OF IT
ARE COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY
PARTS & LABOR BY THE INSTALLING DEALER.

WARRANTY REPAIRS WILL BE FOLLOWED UP BY A GENERAL MOTORS
SURVEY. OUR EMPLOYEES TAKE GREAT PRIDE IN MAKING OUR
CUSTOMERS COMPLETELY SATISFIED. IF YOU CAN NOT ANSWER
THIS SURVEY COMPLETELY SATISFIED PLEASE CALL YOUR
SERVICE ADVISOR AT 315-233-0333.

TOTAL LABOR....	16.00
TOTAL PARTS....	31.98
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.48
TOTAL INVOICE \$	51.46

CUSTOMER SIGNATURE





604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Service 233-0349

CUSTOMER NO. 805445	ADVISED STEVEN S DALONZO 441	CARD NO 101	INVOICE DATE 08/10/04	INVOICE NO. CIC557106
[REDACTED]	LABOR RATE 65.00	MILEAGE IN 50428	COLOR LT PEWTER/D	STOCK NO
	YEAR / MAKE / MODEL 01/CHEVROLET TRUCK/SILVERADO 2500/2		DELIVERY DATE 10/13/00	DELIVERY MILES 13
	VEHICLE ID NO. 1GCHK29U11E		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO		P.O. NO.	R.O. DATE 08/10/04
CLAY, NY	BUSINESS PHONE			MILEAGE OUT NO: 50428

LABOR & PARTS

J# 1 35CTZ AIR CONDITIONING HOURS: 1.00 TECH(S):435 65.00
CHECK AND REPORT ON HISSING
TECH FOUND NOISE TO BE THE A/C COMPRESSOR DO TO CORROSSION
TECH STATED THAT ALL PARTS ARE CORRODED IN A/C SYSTEM AND
NEED TO BE REPLACED COST ABOUT 1,400.00 +TAX CUST DECLINED
JOB # 1 TOTAL LABOR & PARTS 65.00

G.O.G. & SUPPLIES

JOB # 1 0.0 134A A/C e 8.920 /UNIT 0.00
TOTAL - GOG 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$65.00 (+TAX)

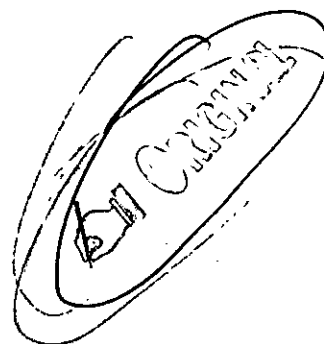
TOTALS

DEAR CUSTOMER, ALL (GM) PARTS WITH AN * IN FRONT OF IT
ARE COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY
PARTS & LABOR BY THE INSTALLING DEALER.

WARRANTY REPAIRS WILL BE FOLLOWED UP BY A GENERAL MOTORS
SURVEY. OUR EMPLOYEES TAKE GREAT PRIDE IN MAKING OUR
CUSTOMERS COMPLETELY SATISFIED. IF YOU CAN NOT ANSWER
THIS SURVEY COMPLETELY SATISFIED PLEASE CALL YOUR

TOTAL LABOR.... 65.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 4.71
TOTAL INVOICE \$ 69.71

CUSTOMER SIGNATURE





604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Service 233-0349

CUSTOMER NO. 605445	ADVISOR STEVEN S DALONZO 441	CARD NO. 537	INVOICE DATE 07/02/04	INVOICE NO. CICS60751
	LABOR RATE 65.00	MILEAGE IN 01123	COLOR LT PEWTER/G	STOCK NO.
	YEAR/MAKE/MODEL 01/CHEVROLET TRUCK/SILVERADO 2500/2		DELIVERY DATE 10/13/00	DELIVERY MILES 13
	VEHICLE ID NO. GCHK29U11E		SELLING DEALER NO.	PRODUCTION DATE
CLAY, NY	F.T.E. NO.	P.O. NO.	PO DATE 07/01/04	REPRINT# 1
				MILEAGE OUT NO. 52112

LABOR & PARTS-----
JOB # 1 35CTZ AIR CONDITIONING HOURS: 1.50 TECH(S):995 97.50
CUSTOMER STATES A/C COMPRESSOR IS FAULTY-REFER TO PREVIOUS ORDER
TECH TESTED AND FOUND THE BELT TENSIONER FROZEN AND CAUSING BELT TO SLIP WHEN A/C ENGAGED
TECH REPLACED BELT TENSIONER AND BELT CONCERN REPAIRED

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 1	1	12576447	BELT 1.066	21.42	21.42
JOB # 1	1	12580196	TENSIONER 9.180	43.70	43.70
JOB # 1 TOTAL PARTS					65.12
JOB # 1 TOTAL LABOR & PARTS					162.62

JOB # 2 01CTZ ROTATION ROTATION ONLY HOURS: TECH(S):995 20.00
PERFORM ROTATION ONLY
MAINTENANCE
COMPLETED ROTATION

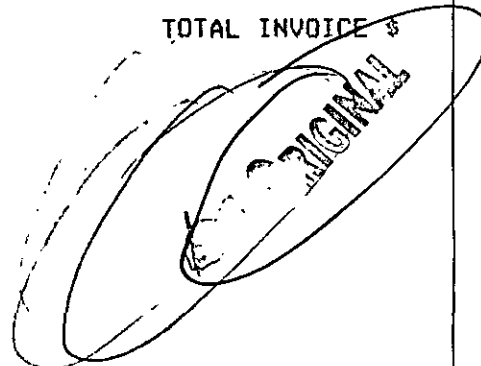
PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					20.00

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # 1	1	ALL SERVICE COUPONS		-65.00
TOTAL - MISC				-65.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$1500.00 (+TAX)

TOTALS-----	
DEAR CUSTOMER, ALL (GM) PARTS WITH AN * IN FRONT OF IT ARE COVERED UNDER GM PLUS LIMITED LIFE TIME WARRANTY PARTS & LABOR BY THE INSTALLING DEALER.	
WARRANTY REPAIRS WILL BE FOLLOWED UP BY A GENERAL MOTORS SURVEY. OUR EMPLOYEES TAKE GREAT PRIDE IN MAKING OUR CUSTOMERS COMPLETELY SATISFIED. IF YOU CAN NOT ANSWER THIS SURVEY COMPLETELY SATISFIED PLEASE CALL YOUR SERVICE ADVISOR AT 215-233-0333	
	TOTAL LABOR.... 117.50
	TOTAL PARTS.... 65.12
	TOTAL SUBLET... 0.00
	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC -65.00
	TOTAL TAX..... 9.70
	TOTAL INVOICE \$ 127.32

CUSTOMER SIGNATURE





604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Parts Direct: 233-0350
Fax 233-0347
WWW.BRESEECHEVROLET.COM



"KEEP THAT GREAT
GM FEELING WITH
GENUINE GM PARTS"

THANK YOU FOR BUYING FROM
**** BRESEE ****
YOUR GM PARTS WAREHOUSE

All Items received unbroken & in good package



Mr. Goodwrench

NO REFUNDS ON SPECIAL ORDERS AND ELECTRICAL PARTS
NO REFUNDS AFTER 30 DAYS OR IF ORIGINAL CONTAINER IS DAMAGED

CUSTOMER NO.	TAX EXEMPT NUMBER	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
--------------	-------------------	----------------	----------	-----	---------	--------------	-------------

605445

CHARGE

ROBERT RATHBUN J 06/12/03 94319
COW

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CLAY, NY

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QUANTITY		PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT	EXT. CHG.	EXT. CHG.
SHIP	B.O.							

1	0	88892972 CBL-E/GAT 17.198 A	030410	15.09	12.07	12.07		
---	---	-----------------------------	--------	-------	-------	-------	--	--

NOTICE: All claims and returned goods must be accompanied by this invoice. Twenty percent (20%) restocking charge on all returned parts.

USE CAUTION IN OPENING
IF CONTAINER DAMAGED, TORN OR OTHERWISE DEFACED - PART NOT ELIGIBLE FOR RETURN CREDIT

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS.

SUB-TOTAL 12.07

TAX 0.88
FREIGHT 0.00

PAY THIS AMOUNT 12.95



604 Old Liverpool Road
LIVERPOOL, NEW YORK 13088
Phone: 233-0333 Parts Direct: 233-0350
Fax 233-0347
WWW.BRESEECHEVROLET.COM



"KEEP THAT GREAT
GM FEELING WITH
GENUINE GM PARTS"

THANK YOU FOR BUYING FROM
**** B R E S E E ****
YOUR GM PARTS WAREHOUSE

All Items received unbroken & in good package



Mr. Goodwrench

NO REFUNDS ON SPECIAL ORDERS AND ELECTRICAL PARTS
NO REFUNDS AFTER 30 DAYS OR IF ORIGINAL CONTAINER IS DAMAGED

CUSTOMER NO.	TAX EXEMPT NUMBER	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
605445				CHARGE	RICHARD CROCKETT	10/10/03	106705 COW

B
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CLAY, NY

S
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O

QUANTITY		PART NUMBER / DESCRIPTION				BIN	LIST	NET	AMOUNT	REMARKS	DATE
SHIP	B.O.										

1	0	12471649	ROD KIT	6.233	A	170806	83.98	58.79	58.79		
---	---	----------	---------	-------	---	--------	-------	-------	-------	--	--

NOTICE: All claims and returned goods must be accompanied by this invoice. Twenty percent (20%) restocking charge on all returned parts.

USE CAUTION IN OPENING
IF CONTAINER DAMAGED, TORN OR
OTHERWISE DEFACED - PART NOT
ELIGIBLE FOR RETURN CREDIT

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/

X

SUB-TOTAL

58.79

TAX
FREIGHT

4.26
0.00

PAY THIS AMOUNT

63.05



TIRE & SERVICE CENTER

Store #622

Invoice #43082

08-15-2003

Sta#2

12:44 PM

Sold To:

CLAY, NY

Ship To: YEAR/MAKE /MODEL 01 CHEVY SILVER
MILAGE 41011
LICENSE NO.

ITEM	ORDER	SHIP	DESCRIPTION	S/L	PRICE	AMOUNT
1	1	1	LINES/FITTINGS N	~NONSTK.	39.94	39.94
2	1	1	BRAKE FLUID	~NONSTK.	20.00	20.00
3	1	1	REPLACE LEAKING BRAKE LINE	~NONSTK.	177.00	177.00
Sub-Total						236.94
Tax 7.25%						17.18
Total						254.12
# AMEX						254.12

Sales Person: GEORGE
NYS REPAIR SHOP # 7051942

[Handwritten signature]

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle; or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

ALL PARTS REMOVED WILL
BE RETAINED UNLESS
INSTRUCTED OTHERWISE.

RETURN ☐

UNCLAIMED VEHICLES WILL
BE SUBJECT TO LIEN SALE
30 DAYS AFTER REPAIRS ARE
COMPLETED.

X

CUSTOMER'S SIGNATURE

THERE IS A STORAGE CHARGE OF \$10.00 PER DAY ON VEHICLES NOT PICKED UP WITHIN 5 DAYS AFTER COMPLETION OF REPAIRS. BECAUSE OF THE EXTENT OF TEAR DOWN AND INSPECTION, THE VEHICLE MAY NOT PERFORM AS WELL AS BEFORE AND MAY REQUIRE REPAIRS FOR REASSEMBLY.

**BRESEE CHEVROLET CO. INC.**

604 Old Liverpool Road
LIVERPOOL NEW YORK 13088
PH. 315-233-0333

091146

DATE	RECEIPT NO.	CONTROL NO.	AMOUNT
4/24/03	91146	605445	809 91

HOW PAID	PAID ON
CASH <input type="checkbox"/>	ACCOUNT <input type="checkbox"/>
CHECK <input type="checkbox"/>	NOTE <input type="checkbox"/>
CREDIT CARD <input checked="" type="checkbox"/>	<input type="checkbox"/>
DRAFT / M.O. <input type="checkbox"/>	
CASHIER'S CHECK <input type="checkbox"/>	

FORM NAF AA-508 (2 OR 3 PART)

BRESEE CHEVROLET CO. INC.

Thank You!

**BRESEE CHEVROLET CO. INC.**

604 Old Liverpool Road
LIVERPOOL NEW YORK 13088
PH. 315-233-0333

092730

DATE	RECEIPT NO.	CONTROL NO.	AMOUNT
7/21/03	92730	605445	12 95

HOW PAID	PAID ON
CASH <input type="checkbox"/>	ACCOUNT <input type="checkbox"/>
CHECK <input type="checkbox"/>	NOTE <input type="checkbox"/>
CREDIT CARD <input checked="" type="checkbox"/>	<input type="checkbox"/>
DRAFT / M.O. <input type="checkbox"/>	
CASHIER'S CHECK <input type="checkbox"/>	

FORM NAF AA-508 (2 OR 3 PART)

BRESEE CHEVROLET CO. INC.

Thank You!

**BRESEE CHEVROLET CO. INC.**

604 Old Liverpool Road
LIVERPOOL NEW YORK 13088
PH. 315-233-0333

099846

DATE	RECEIPT NO.	CONTROL NO.	AMOUNT
9/14/04	99846	605445	127 32

HOW PAID	PAID ON
CASH <input type="checkbox"/>	ACCOUNT <input type="checkbox"/>
CHECK <input type="checkbox"/>	NOTE <input type="checkbox"/>
CREDIT CARD <input checked="" type="checkbox"/>	<input type="checkbox"/>
DRAFT / M.O. <input type="checkbox"/>	
CASHIER'S CHECK <input type="checkbox"/>	

FORM NAF AA-508 (2 OR 3 PART)

BRESEE CHEVROLET CO. INC.

Thank You!

RECEIVED
LIVERPOOL
9/21/03



BRESEE CHEVROLET CO. INC.
604 Old Liverpool Road
LIVERPOOL NEW YORK 13088
PH. 315-233-0333

098142

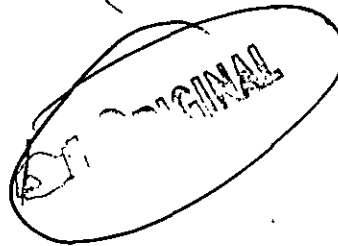
DATE	RECEIPT NO.	CONTROL NO.	AMOUNT
6/2/04	98142	605442	51 46

HOW PAID	PAID ON
CASH <input type="checkbox"/>	ACCOUNT <input type="checkbox"/>
CHECK <input type="checkbox"/>	NOTE <input type="checkbox"/>
CREDIT CARD <input checked="" type="checkbox"/>	<input type="checkbox"/>
DRAFT / M.O. <input type="checkbox"/>	OVER \$10,000
CASHIERS CHECK <input type="checkbox"/>	FILE FORM IRS-8300

BRESEE CHEVROLET CO. INC.

THANKS!!

FORM NAF AA-508 (2 OR 3 PART)



BRESEE CHEVROLET
604 OLD LIVERPOOL RD
LIVERPOOL NY 13088
(315) 233-0333

10:39 AM 07/21/03

SALE TERM 0001

AMOUNT \$ 12.95

REF #003 AP 106227
BATCH #832
RD #305445

I AGREE TO COMPLY WITH
THE CARDHOLDER AGREEMENT

WHITE-MERCHANT YELLOW-CUSTOMER

THANKS!

LOFOTH-1

LOFOTH-1

BRESEE CHEVROLET
604 OLD LIVERPOOL RD
LIVERPOOL NY 13088
(315) 233-0333

9:49 AM 04/24/03

[REDACTED]
SALE TERM# 0001

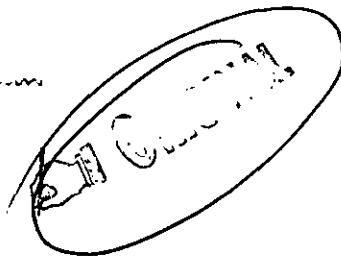
AMOUNT \$ 809.91

REF #002 AP 107857
BATCH #775
RD #605445

I AGREE TO COMPLY WITH
THE CARDHOLDER AGREEMENT
[REDACTED]

THANKS!

DOROTHY



BRESEE CHEVROLET
604 OLD LIVERPOOL RD
LIVERPOOL NY 13088
(315) 233-0333

2:24 PM 11/25/03

SALE TERM# 0001

AMOUNT \$ 63.05

REF #002 AP 142500
BATCH #916
RD #605445

I AGREE TO COMPLY WITH
THE CARDHOLDER AGREEMENT

WRITE MERCHANT FOLLOW CUSTOMER

THANKS

RECEIVED
11/25/03

BRESEE CHEVROLET
604 OLD LIVERPOOL RD
LIVERPOOL NY 13088
(315) 233-0333

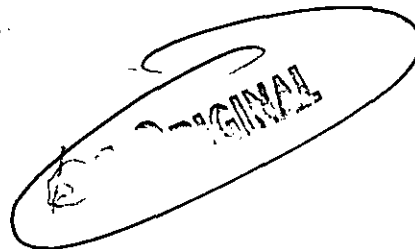
9:48 AM 09/14/04

M AE *****1006 ***
SALE TERM# 0001

AMOUNT \$ 127.32

REF #001 AP 120432
BATCH #100
RD #60751

CUSTOMER COPY



45082

HIRAMS TIRE & SERVIC
7669 MORGAN ROAD
LIVERPOOL NY 13090
315-622-1818

DATE: 08/15/03 TIME: 12:39
MER#: 000000122244 TER#: 0001
S-A-L-E-S D-R-A-F-T

REF: 0006 BCH: 033
CD TYPE: AX
TR TYPE: PR
AMOUNT: \$254.12

ACCT: *****1006 EXP: ***
AP: 522860
NAME: C. LARROCA

CARDMEMBER ACKNOWLEDGES RECEIPT OF
GOODS AND/OR SERVICES IN THE AMOUNT OF
THE TOTAL SHOWN HEREON AND AGREES TO
PERFORM THE OBLIGATIONS SET FORTH BY THE
CARDMEMBER'S AGREEMENT WITH THE ISSUER

X

TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER

ORIGINAL

NEW YORK STATE REGISTRATION DOCUMENT

COM 32637AX COM
65626JN
2001 CHEVR NONTRANSFERABLE
PICK GY 1GCHK29U11E
9200 G 8 UTD4023 SEP 24 2002
Wt/Seats Fuel/Cyl 004 UTD

Expires 10/12/04

CLAY

NY

54.75

ANNUAL CHG

AMT PAID (INCL ADD CHG)

VOID IF ALTERED EXCEPT FOR ADDRESS

115.00



CLAY

NY

00626

CERTIFICATE OF TITLE

NEW YORK STATE



* * LIENS * *

Title and Identification No.

1GCHK29U11E
1GCHK29U11E

Year

2001

Make

CHEVR

Model Code

2KH

Body/Hull

PICK

Document No.

Color

GY

Wt/Gts./Lgth

5350

Fuel

GAS

Cyl./Prop.

8

New or Used

NEW

Type of Title

VEHICLE

Date Issued

1/30/02

Name and Address of Owner(s)

ODOMETER / READING:

00013

ACTUAL MILEAGE

00013

CLAY

NY

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

KEY BANK NATIONAL
ASSOCIATION

PO BOX 919

ALBANY NY

12201

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

MV-999(11/99)

DEPARTMENT OF MOTOR VEHICLES

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 900667574

50-837
213

DATE
09/24/04

*****468 DOLLARS

****89 CENTS

AMOUNT
*****468.89

PAY
TO THE
ORDER
OF

CLAY NY

North American Operations
General Motors Corporation
Disbursement Account

Richard C. [Signature]
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900667574

PAYMENT
DATE 09/24/04

VENDOR
DUNS NO. BB 000000157

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1GCHK29U116	09/23/04 1-2114501	VM 1-4A5G9A 78.1-4A5G9A	00.0000	468.89	.00	468.89
-------------	-----------------------	----------------------------	---------	--------	-----	--------

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

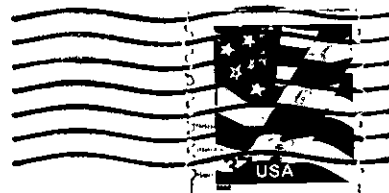
W3

TOTAL

468.89

.00

468.89



CHEVROLET
PO Box 33170
Detroit, MI

48232-5170

SEP 20 2004

48232+5170

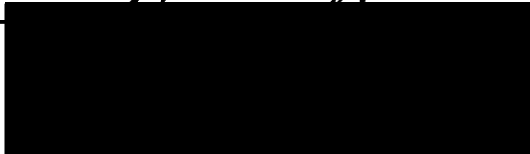


REFERENCE FILE # 1-252943506

Mr. 

Enclosed please find the information that you requested. Please call me if you need more info.

Thank You



75009

99983
ORIGINAL INVOICE*

CHEVROLET - OLDS - BUICK - PONTIAC

2707 S. DuPont
Route 13 P.O. Box 20
SMYRNA, DELAWARE 19977Phone: (302) 653-6000 (800) BUY-WILLIS (Outside DE)
Fax: (302) 653-2984MAGNOLIA, DE
HOME: [REDACTED]

PAGE 1

SERVICE ADVISOR: 16 CLIFF ELLIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	99	CHEVROLET SILVERADO	2GCEK19T2X1		34621/34621	T4	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JAN1999			17:00 01SEP04			CASH	10SEP2004

R.O. OPENED

READY

OPTIONS:

ENG:5.3_Liter_8,_MFI,_Iron

07:01 01SEP04 11:08 10SEP04

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REPLACE ALL STEEL & RUBBER BRAKE LINES

99 MISC.

371 CLMR

569.00 569.00

1 15102334 HOSE

37.94 37.94 37.94

1 15102333 HOSE

37.94 37.94 37.94

1 15195571 HOSE

61.64 61.64 61.64

1 15102329 HOSE

61.53 61.53 61.53

1 15102328 HOSE

61.53 61.53 61.53

6 PIPE 60"

14.50 14.50 87.00

3 PIPE 51"

12.95 12.95 38.85

3 PIPE 20"

6.75 6.75 20.25

8 CONNECTORS

2.34 2.34 18.72

1 PIPE 30"

8.75 8.75 8.75

1 12377967 FLUID

9.63 9.63 9.63

PARTS: 443.78 LABOR: 569.00 OTHER: 0.00 TOTAL LINE A: 1012.78

34621 REMOVE ALL BRAKE LINES AND INSTALL NEW ONES REMOVE ALL BRAKE HOSES AND INSTALL NEW ONES BLEED SYSTEM ROAD TEST OK CHECK FOR LEAKS NON FOUND

B CK FLUID IN REARS & TRANSFER CASE

99 CK FLUIDS

371 CLMR

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

34621 CHECK FLUID LEVEL IN REAR AND TRANSFER CASES OK

C LUBE CHASSIS

99 LUBE CHASIS

371CLMQK

15.00 15.00

PARTS: 0.00 LABOR: 15.00 OTHER: 0.00 TOTAL LINE C: 15.00

34621 LUBE CHASIS ALL GREASE FITTINGS OK

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION

TOTALS

LABOR AMOUNT	584.00
PARTS AMOUNT	443.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1027.78
LESS INSURANCE	0.00
SALES TAX	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

1027.78

CUSTOMER COPY



STATE OF DELAWARE

Motor Vehicle Registration Card

Good Only When Signed On Back And Officially Validated

VEHICLES MAY BE INSPECTED AND REGISTRATION RENEWED ANYTIME WITHIN 90 DAYS BEFORE EXPIRATION
A \$10.00 LATE FEE IS CHARGED FOR LATE REGISTRATION RENEWALS

SPECIAL TAG, IF ANY	ODOMETER MILEAGE	WINDOW STICKER	
	200,000		
TITLE, TAG AND REGISTRATION NO.	MANUFACTURER AND YEAR	MODEL	REGISTRATION
	CHEV 1999	SLV	3C
TITLE DATE	VEHICLE IDENTIFICATION NO.	GROSS WEIGHT	
02/09/2004	2BCEK19T2X1	5,000	
EXPIRATION	YEARLY FEE	MGVWR	USE
01/31/2006	20.00	6,400	TRANSFER

ACTUAL VEHICLE MILEAGE

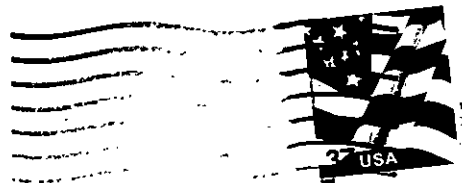
CURRENT VALIDATION

004202090421MLB015 10.00TLW-CL34511
004202090421MLB015 302.00TLW-CL34511
004202090421MLB015 15.00TLW-CL34511
004202090421MLB015 40.00RGR-CL34511
EXPIRATION DATE: 01/31/2006
VALID : 02/09/2004 DRV

MAGNOLIA

DE

Magnolia, DE

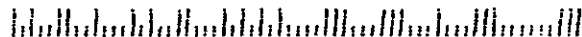


Chevrolet
PO Box 33170
Detroit MI 48232-5170

OCT 14 2004

Ref# 1-252943506

48232+5170



Credit CARD bill showing

Conv check # 03219 dated Sept 15

Amount of \$1,027.18

Ref # 1-252943506

Customer Corner

Access your credit card account without using your card. Use the attached check to make home or car repairs, buy new appliances, or write it to yourself for cash. It will post as a cash advance and is subject to a 3% fee with a \$10 minimum and the Cash APR stated in your Cardholder Agreement. This check cannot be used to pay a Bank of America credit card account.

CLAIM YOUR REWARD TODAY!
As a valued Bank of America Cardholder, you can claim high-quality merchandise rewards for a small fee from brands such as Disney, Lenox, and Tonka. Just go to **WWW.REWARDCENTER.COM** and type in 129338 where it asks for your reward certificate. Featured rewards & special deals are frequently updated, so act now! Bank of America is not the provider of this service and is not affiliated with RewardCenter.

Get \$40 in Gas when you try AutoVantage, two months for only \$1!

Save on car maintenance and get peace of mind with 24-hr. roadside assistance for you and your immediate household. Go to **www.autovantage.com/offer** to try AutoVantage now and you'll get \$40 in gas certificates with your benefit materials!

Account Number: [REDACTED]

Your Bank of America Visa® Account
New Balance **\$1,028.66**

Total Credit Line	[REDACTED]	Available Credit	[REDACTED]
Cash Limit	[REDACTED]	Available Cash	[REDACTED]
Overlimit Amount	\$0.00	Billing Date	09/26/04
Minimum Payment Due	\$11.52	Payment Due Date	10/16/04

24-Hour Customer Service
For Lost or Stolen Cards

1.800.732.9194
1.800.848.6090

Pay online! Visit
www.bankofamerica.com

Transactions View recent transactions and pay your bill online at www.bankofamerica.com.

POST. DATE	TRANS. DATE	REF. NO.	DESCRIPTION	AMOUNT CR=CREDIT
Sep 03	Sep 03	927	Payment - Thank you	[REDACTED]
Sep 16	Sep 15	267	0*BALANCE TSFR 03219 13410193026	\$1,027.18
Sep 26	Sep 26		PERIODIC FINANCE CHARGE	\$1.52

Account Summary

Previous Balance		[REDACTED]
Purchases	+	\$0.00
Cash Advances	+	\$0.00
Other Debits	+	\$1,027.18
Credits	-	\$0.00
FINANCE CHARGE	+	\$1.52
Payments	-	[REDACTED]
New Balance	=	\$1,028.66

Finance Charge Summary

	Corresponding APR	Daily (D) / Monthly (M) Periodic Rate	Average Daily Balance (ADB)	Minimum (M) / Periodic (P) Charge
Purchases	9.900%	0.02713% D	\$0.00	\$0.00 P
Cash	19.990%	0.05477%v D	\$0.00	\$0.00 P
Promotional 4	4.500%	0.01233%v D	\$397.87	\$1.52 P

ANNUAL PERCENTAGE RATE 4.500%

v=Variable

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. 900733658

50-837
213

DATE
02/15/05

*****154 DOLLARS

*****55 CENTS

AMOUNT
*****154.55

PAY
TO THE
ORDER
OF

PORT ARANSAS TX

North American Operations
General Motors Corporation
Disbursement Account

Kihel C. Quinn
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900733658

PAYMENT
DATE 02/15/05

VENDOR
DUNS NO. BB 000000100

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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16CEC14W02Z	02/14/05 1-281161170.1-54ZZQM	VM 1-54ZZQM	00.0000	154.55	.00	154.55
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

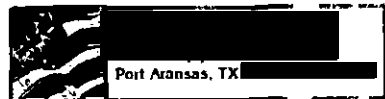
W3

TOTAL

154.55

.00

154.55



Customer Assistance Center
Chevrolet Division
General Motors Corporation
P. O. Box 33170
Detroit, MI 48232-5170

FEB 04 2005

48232+3170 |||||

Customer Assistance Center
Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

February 2, 2005

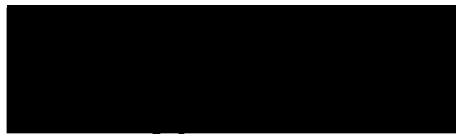
ATTN: Nicholas Wentworth
Reference: File Number 1-281161170

Dear Mr. Wentworth,

This is a request for a refund of money paid to Aransas Autoplex, Inc. for a charge for looking at my truck. It was covered by warranty and they refused to do it and charged me for checking it and confirming the brake line was leaking. I told them when I delivered it that the brake line was leaking and it was covered by warranty. I told them I had to leave and go to my other home in Killeen, Texas to be with my family for Thanksgiving.

I have explained this in the letter I sent you and after the telephone conversation today I am sending a copy of the credit card bill showing the charge and my payment along with the original bill I made the payment on. I had to make the payment in order to have the truck released and towed to the Chevrolet dealer in Portland where the repairs were made. The warranty service included the towing charge and the dealer in Portland was very good. Service was excellent and in fact based largely on that service I purchased a new 2005 Silverado 2500 from that dealer at the end of December.

My wife and I have been very impressed with the courteous attitude from you and from the dealer in Portland but very unhappy with the service, attitude and lack of satisfaction from the dealer in Aransas Pass.



Port Aransas, [REDACTED]
Telephone [REDACTED]

Enclosures:

Original bill from Aransas Autoplex, Inc.
Copy of the vehicle title
Copy of the credit card bill
Copy of letter sent to Aransas Autoplex, Inc. (No answer ever received)

ARANSAS AUTOPLEX, INC.
P.O. Box 2060
ARANSAS PASS, TEXAS 78335

December 1, 2004

This is a letter to express my total disappointment with your service or should I say lack of service. I was denied warranty service on my pick up truck, a 2002 Silverado Chevrolet with 28367 miles on it. I took it to your location on Friday the 19th of November and told the service representative, Jim Leonard that the brakes were not working properly. I had pressed the pedal and it went down to the floor. I found the brake fluid to be low and added some but the brakes still did not work properly. I told the service representative that I thought there was a leak in the brake lines. I also told him it was a small leak since there was no evidence of any fluid leaking on my driveway. I told him that this should be covered under the warranty. He told me he would have to have it checked out first. I then told him I was leaving to spend Thanksgiving with my family in Killeen, Texas and would return after Thanksgiving. I provided him with the telephone number in Killeen in case he needed to contact me.

Later he called me in Killeen and told me he would not honor the warranty and it would cost about \$1100.00 to make the brake repairs needed. I was shocked but felt at that time I had little choice. I told him I was not happy but go ahead. Then I discussed it with my wife and we called a dealer in Temple, Texas where we had purchased the vehicle and then we called the GM hot line to ask about warranty service. They said it should be covered under the vehicle warranty. We called back to your service representative and told him to stop and do no work on the vehicle and that we would take the truck to somebody who would fix it under warranty. We were then told it would cost us \$147.00 for diagnostic services even if we did not have it repaired there.

I went to your location on Monday the 29th and paid the bill \$154.55 for what was described as diagnostic service. Two hours of labor to determine the brake lines leaked. That is exactly what I had said when I delivered it. Since the vehicle was covered by warranty and you refused to do the warranty work I feel I should not be charged for the service. I am asking GM to take action against your operation for failing to do the warranty work and for causing me to have to have the vehicle towed away and repaired under warranty at a dealer willing to do what is supposed to be done when needed.

Your bill had the Mr. Goodwrench symbol on it but that is certainly not the type service that GM and Chevrolet advertise under that name. I would like to request that you reimburse me for the bill I had to pay to get my vehicle released so I could get it repaired. I will also be asking GM to take action to have me reimbursed and to make note that you do not represent the values GM and Chevrolet advertise and use to sell their new vehicles.

I was able to get the vehicle towed away and repaired properly under warranty in one day after it was released for the tow away action. The repairs took very little more time than

your operation took to determine the brake line was leaking. That dealer was concerned about customer satisfaction and doing the job right. I feel those actions are not part of your operations and I also feel you have made a lot of money from people visiting the area who trust a GM and Chevrolet dealer to be fair and capable of good service. Winter Texans visit this area and I will have to say they are probably getting a very unfair deal when they bring a vehicle to you. I know a lot of people who visit this area and will be informing them that there is an alternate to your service (or lack of it).

Although a reply would be welcome along with a refund I must say I do not expect it. I will get my reply from GM and Chevrolet and hope that they will contact you about your unfair treatment of us. I am enclosing a copy of the bill I had to pay to get my truck released so you will be able to identify this unhappy ex-customer.


Port Aransas, TX 

PORT ARANSAS

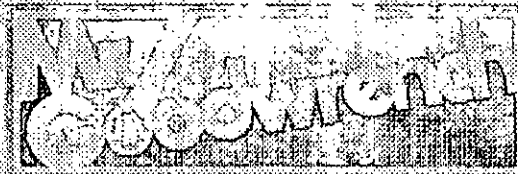
TX

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/19/04	02	CHEVROLET	SILVERADO	1GCEC14W02Z	55541	28367	28367	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
00/00/00	11/24/04	54	00/00/00 00:00		73.60	01	11/24/04	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
18922				LT PEWTER 1				

===== REPAIR LINE 01 =====
CUSTOMER STATES THAT THE BRAKES ARE INOPERATIVE PEDAL GOES TO THE FLOOR VEHICLE IS LEAKING BRAKE FLUID
TECHNICIAN FOUND THAT THE BRAKE LINES GOING TO AND RETURNING FROM THE ABS MODULE WERE ALL RUSTED AND IN NEED OF REPLACEMENT. 4 LINES TOTAL.
CUSTOMER DECLINED REPAIRS AT THIS TIME. 2 HOURS TIME IS FOR DIAGNOSIS, PRESSURE FUNCTION TESTING AND MEASURING LINES. CUSTOMER AUTHORIZED REPAIRS FIRST THEN CALLED BACK AND DECLINED SERVICES.

BILL CODE - C
875 DIAG BRAKE LEAK 37 M A 2.00 147.20
TOTAL LABOR 147.20
GM 12377967 -FLUID 6.82
TOTAL PARTS 6.82
PAYMENT TYPE - 1 154.55 CUSTOMER TYPE CORPORATION



Jim Leonard - Service Advisor

Joe Exeno - Service Mgr.

ORIGINAL

11/29/04

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

LABOR AMOUNT	147.20
PARTS AMOUNT	6.82
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	154.02
DEDUCTIBLE	.00
SALES TAX	.53
OTHER PAY	.00
CUSTOMER PAY	154.55

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

>

Please detach and mail the coupon above with your payment.



USAA
SAVINGS
BANK



Account number 5420 3961 4807 8721
Credit limit \$17,500.00
Available credit \$17,261.00

Questions? Lost or Stolen Cards?

Call Customer Service 1-800-822-8092
in San Antonio 210-456-8735
Overseas collect 210-491-8097

Or write us at:

P.O. BOX 65020, SAN ANTONIO, TX 78265-5020

Remit payment to: USAA CREDIT CARD SERVICES
10750 MCDERMOTT FWY
SAN ANTONIO, TX 78289-0570

Statement closing date 12/06/04

Previous balance \$0.00
Payments 0.00
Purchases and Debits 229.36
TOTAL FINANCE CHARGES 0.00
New balance \$229.36
Minimum payment due \$15.00
Payment due date 12/31/04

TO AVOID ADDITIONAL FINANCE CHARGES ON PURCHASES, PAY YOUR ENTIRE NEW BALANCE, EVEN IF YOU EXPECT TO RECEIVE A CREDIT, BY THE DUE DATE SHOWN ABOVE. MAILED PAYMENTS RECEIVED AFTER 12:00 P.M. CENTRAL TIME WILL BE CREDITED THE NEXT BUSINESS DAY.

Transactions

Trans	Post	Card	Reference Number	Description	Amount
11/17	11/17	M	5543286NJ00HFE4VWM	ESI*MAIL PHARMACY T2 868-DODTMOP AZ	24.00
11/22	11/22	M	0545252NRWQMELLPTM	MURPHY USA 6870 ARANSAS PASS TX	17.12
11/23	11/23	M	5543425NT8HRZJLK4M	AAFES/FT HOOD WW GASPU FT HOOD TX	33.69
11/29	11/29	M	2541117NZ9R4AF77QM	ARANSAS AUTOPLEX ARANSAS PASS TX	154.55

FINANCE CHARGE

	Average Daily Balance	Monthly Periodic Rate	Nominal Annual Percentage Rate	Periodic Finance Charge
Purchase	\$0.00	.563%	V 8.75%	\$0.00
Cash Advance	\$0.00	.813%	V 8.75%	0.00

Days in Billing Period 33

Notes of Interest

MEC CK 0506 12-16-04

[Faint, mostly illegible text and markings, possibly a stamp or additional notes, located below the 'Notes of Interest' section.]

TEXAS CERTIFICATE OF TITLE



ORIGINAL

53191807

VEHICLE IDENTIFICATION NUMBER
1GCEC14W02Z

YEAR MODEL
2002

MAKE OF VEHICLE
CHEV
TITLE/DOCUMENT NUMBER

BODY STYLE
PK

DATE TITLE ISSUED

04/22/2002

MODEL

GPD CAPACITY
IN TONS

WEIGHT

LICENSE NUMBER

1/2 4100

PREVIOUS OWNER

DON RINGLER CHEV TOYT TEMPLE TX

OWNER

KILLEEN, TX

ACTUAL MILEAGE

UNLESS OTHERWISE AUTHORIZED BY LAW, IT IS A VIOLATION OF STATE LAW TO SIGN
THE NAME OF ANOTHER PERSON ON A CERTIFICATE OF TITLE OR OTHERWISE GIVE FALSE
INFORMATION ON A CERTIFICATE OF TITLE.

DATE OF LIEN

1ST LIENHOLDER

DATE OF LIEN

2ND LIENHOLDER

DATE OF LIEN

3RD LIENHOLDER

IT IS HEREBY CERTIFIED THAT THE PERSON HEREIN NAMED IS THE OWNER
OF THE VEHICLE DESCRIBED ABOVE WHICH IS SUBJECT TO THE ABOVE LIENS

RIGHTS OF SURVIVORSHIP AGREEMENT
WE, THE PERSONS WHOSE SIGNATURES APPEAR HEREIN, HEREBY AGREE
THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS CERTIFICATE
OF TITLE SHALL FROM THIS DAY FORWARD BE HELD JOINTLY AND IN THE
EVENT OF DEATH OF ANY OF THE PERSONS NAMED IN THE AGREEMENT,
THE OWNERSHIP OF THIS VEHICLE SHALL VEST IN THE SURVIVOR(S).

FORM 30-C REV. 12-99

DO NOT ACCEPT TITLE SHOWING ERASURE, ALTERATION, OR MUTILATION.

BY _____
AUTHORIZED AGENT

2ND LIEN RELEASED _____
DATE

BY _____
AUTHORIZED AGENT

3RD LIEN RELEASED _____
DATE

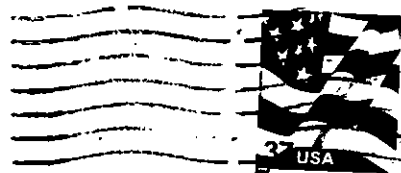
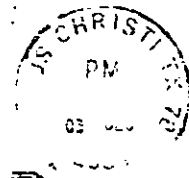
BY _____
AUTHORIZED AGENT

SIGNATURE DATE

SIGNATURE DATE

SIGNATURE DATE

PORT ARANSAS, TX



NICK WHITWORTH
P.O. BOX 33170
DETROIT, MI 48232

DEC 06 2004

48232+3170



GM Chevrolet Division
Attn: Nick Whitworth
Detroit, MI 48232-5170

December 1, 2004

I want to report an unhappy experience with the dealer in Aransas Pass, Texas. The dealership is: Aransas Autoplex, Inc. mailing address is P.O. Box 2060, Aransas Pass Texas 78335.

I took my 2002 Silverado Chevrolet pickup truck to Aransas Autoplex on Friday the 19th of November late in the afternoon. I told them the brakes were not working properly and I was able to push the pedal all of the way to the floor. I had added some brake fluid before I carefully drove the pickup the nine miles to the dealership. I knew it was under warranty with the mileage showing at 28367. The service representative said he would have to have it checked before he would honor the warranty but I did not feel that would be a problem and told him I was leaving town and would return right after Thanksgiving. I gave him a telephone number so he could reach me in Killeen where I would be for the holiday. He called me on Monday the 22nd and said he would not honor the warranty and it would cost me about \$1100 to have the brakes repaired. I was shocked and did not know what to do. I said are you sure the warranty will not help and he said he would not honor the warranty. I knew I could not drive the vehicle without brakes and I was a long way away at the time. I told him go ahead and fix my truck.

I discussed this with my wife and we decided to call the dealer where we purchased the last five new trucks. He said it did not seem right and gave us the GM telephone number to call and ask about the warranty work. That person called the Aransas Autoplex and they apparently told him they would not do the work under warranty. We next contacted a dealer in the next town, Portland, Texas and he said no problem doing warranty work. We called back to Autoplex and said stop and do no work unless it is covered by warranty and we would take the vehicle away to a dealer who would honor and perform warranty service. The service representative then said it would cost me \$147 for diagnostic service and that was not under warranty either.

When we got back to this area on Monday we made arrangements to have the truck hauled to Portland and repaired under warranty. I had to pay the \$154.55 charge for service to get my truck released for repair.

The repair and treatment we received from Al Willeford Chevrolet, Inc. was outstanding. It was done quickly and everybody there was friendly and courteous. They told me that the repairs would be done the next day after we had the truck towed in. I got the call the next afternoon and we picked up the truck. Everything was done and there was no charge, it was a warranty action handled in the very best way. That dealership believes in and practices customer satisfaction. Aransas Autoplex, Inc. does not do either.

One question I have is can I be reimbursed for actions taken such as the look at the truck and the determination that the activity would not honor the vehicle warranty? I thought all dealers were supposed to honor vehicle warranty and perform repairs as needed. Does GM and Chevrolet allow dealers to refuse warranty actions? The symbol on the bill I had to pay shows clearly Mr. Goodwrench a name and symbol that many of us recognize as dependable and capable. Not so at Aransas Autoplex, Inc.

I want to say that the treatment and responses we got when we began calling were nice and friendly and courteous. Not at all like Aransas Autoplex where customer satisfaction is not a consideration. The dealer in Portland was wonderful and our old dealer in Temple is very good. We simply could not use the dealer in Temple (Don Ringler) since the truck was in Aransas Pass about 275 miles away. I had been planning on buying another new truck early in 2005 and I still may do that but if we had to deal with Aransas Autoplex it would not be a Chevrolet. Now that it is fixed we plan on another truck soon.

I have always been pleased to own and drive Chevrolet trucks and we had purchased five from Don Ringler in Temple, Texas. I feel that allowing a dealer such as Aransas Autoplex to continue to treat owners of Chevrolet trucks in this manner will help drive people to other makes of truck. I am enclosing a copy of the Autoplex bill showing that I had to pay to release my truck for tow away and repair. I am also enclosing a copy of the letter I sent to Aransas Autoplex so you will have available my comments to that dealer as well as the bill and this letter.

Sincerely,

2 encl a/s

[REDACTED]
Port Aransas, TX
Telephone: [REDACTED]
Email: [REDACTED]

CASE FILE # 1-2-81161190

ARANSAS AUTOPLEX, INC.
P.O. Box 2060
ARANSAS PASS, TEXAS 78335

December 1, 2004

This is a letter to express my total disappointment with your service or should I say lack of service. I was denied warranty service on my pick up truck, a 2002 Silverado Chevrolet with 28367 miles on it. I took it to your location on Friday the 19th of November and told the service representative, Jim Leonard that the brakes were not working properly. I had pressed the pedal and it went down to the floor. I found the brake fluid to be low and added some but the brakes still did not work properly. I told the service representative that I thought there was a leak in the brake lines. I also told him it was a small leak since there was no evidence of any fluid leaking on my driveway. I told him that this should be covered under the warranty. He told me he would have to have it checked out first. I then told him I was leaving to spend Thanksgiving with my family in Killeen, Texas and would return after Thanksgiving. I provided him with the telephone number in Killeen in case he needed to contact me.

Later he called me in Killeen and told me he would not honor the warranty and it would cost about \$1100.00 to make the brake repairs needed. I was shocked but felt at that time I had little choice. I told him I was not happy but go ahead. Then I discussed it with my wife and we called a dealer in Temple, Texas where we had purchased the vehicle and then we called the GM hot line to ask about warranty service. They said it should be covered under the vehicle warranty. We called back to your service representative and told him to stop and do no work on the vehicle and that we would take the truck to somebody who would fix it under warranty. We were then told it would cost us \$147.00 for diagnostic services even if we did not have it repaired there.

I went to your location on Monday the 29th and paid the bill \$154.55 for what was described as diagnostic service. Two hours of labor to determine the brake lines leaked. That is exactly what I had said when I delivered it. Since the vehicle was covered by warranty and you refused to do the warranty work I feel I should not be charged for the service. I am asking GM to take action against your operation for failing to do the warranty work and for causing me to have to have the vehicle towed away and repaired under warranty at a dealer willing to do what is supposed to be done when needed.

Your bill had the Mr. Goodwrench symbol on it but that is certainly not the type service that GM and Chevrolet advertise under that name. I would like to request that you reimburse me for the bill I had to pay to get my vehicle released so I could get it repaired. I will also be asking GM to take action to have me reimbursed and to make note that you do not represent the values GM and Chevrolet advertise and use to sell their new vehicles.

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your operation took to determine the brake line was leaking. That dealer was concerned about customer satisfaction and doing the job right. I feel those actions are not part of your operations and I also feel you have made a lot of money from people visiting the area who trust a GM and Chevrolet dealer to be fair and capable of good service. Winter Texans visit this area and I will have to say they are probably getting a very unfair deal when they bring a vehicle to you. I know a lot of people who visit this area and will be informing them that there is an alternate to your service (or lack of it).

Although a reply would be welcome along with a refund I must say I do not expect it. I will get my reply from GM and Chevrolet and hope that they will contact you about your unfair treatment of us. I am enclosing a copy of the bill I had to pay to get my truck released so you will be able to identify this unhappy ex-customer.



Port Aransas, TX

PORT ARANSAS

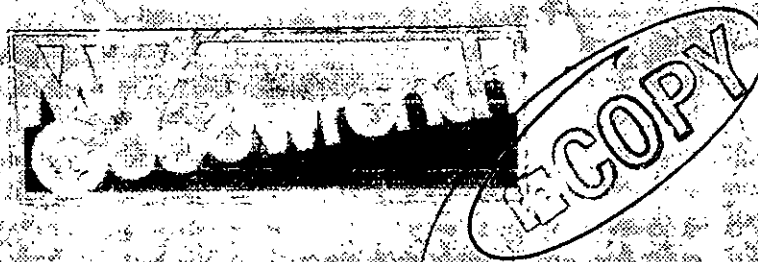
TX

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/19/04	02	CHEVROLET	SILVERADO	1GCRC14W02Z	55541	28367	28367	0000
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
00/00/00	11/24/04	54	00/00/00 00:00		73.60	01	11/24/04	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
18922				LT PEWTER 1				

===== REPAIR LINE 01 =====
CUSTOMER STATES THAT THE BRAKES ARE INOPERATIVE PEDAL GOES TO THE
FLOOR VEHICLE IS LEAKING BRAKE FLUID
TECHNICIAN FOUND THAT THE BRAKE LINES GOING TO AND RETURNING FROM THE
ABS MODULE WERE ALL RUSTED AND IN NEED OF REPLACEMENT. 4 LINES TOTAL.
CUSTOMER DECLINED REPAIRS AT THIS TIME. 2 HOURS TIME IS FOR
DIAGNOSIS, PRESSURE FUNCTION TESTING AND MEASURING LINES. CUSTOMER
AUTHORIZED REPAIRS FIRST THEN CALLED BACK AND DECLINED SERVICES.

BILL CODE - C
875 DIAG BRAKE LEAK 37 M A 2.00 147.20
TOTAL LABOR 147.20
GM 12377967 FLUID 6.82
TOTAL PARTS 6.82
PAYMENT TYPE - 1 154.55 CUSTOMER TYPE CORPORATION

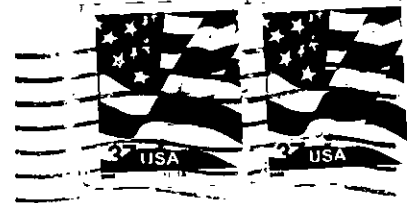


Jim Leonard - Service Advisor
Joe Bruno - Service Mgr.

11-29-04
Dr

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	STATEMENT OF DISCLAIMER THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS	LABOR AMOUNT 147.20 PARTS AMOUNT 6.82 MISC. SALES .00 MATERIALS .00 TOTAL CHARGE 154.02 DEDUCTIBLE .00 SALES TAX .53 OTHER PAY .00 CUSTOMER PAY 154.55
	CUSTOMER SIGNATURE >	

WILCOUGHBY HILLS OH.



CHEVROLET DIVISION

P.O. BOX 33170

DETROIT MICH. 48232-5170

JAN 31 2005

48232+5170



DELRONDA,

THIS IS THE PAPERWORK YOU REQUESTED
SO THAT I CAN BE REIMBURSED ON THE
REPAIR OF MY BRAKE LINE.

COPY OF RECEIPT FILE NO. 1-305437707
COPY OF CHECK
COPY OF REGISTRATION

FIRST I JUST WANT TO SAY THANK YOU
FOR HANDLING THIS MATTER FOR ME.

SECONDLY I WANT TO EXPRESS MY
DISSATISFACTION WITH CHEVROLET, AND
MY TRUCK IN PARTICULAR. I HAVE OWNED
2 OTHER TRUCKS. A 76 $\frac{3}{4}$ TON, AND
MY SON STILL OWNS MY 85 $\frac{1}{2}$ TON 2WD,
IT HAS OVER 200,000 MILES ON IT AND
DID NOT NEED BRAKE OR FUEL LINES UNTIL
IT WAS 15 YEARS OLD, EVERY NEW
CAR I HAVE BOUGHT SINCE I WAS
20 HAS BEEN G.M. 73 OLDS - 75 OLDS
87 BUICK T TYPE ECT. I HAVE NEVER
EXPERIENCED PROBLEMS LIKE I HAVE
WITH MY 2000 TRUCK. I HAD TO
REPAIR MY ABS SENSORS, REPLACE FRT AND
RRR BRAKES TWICE BECAUSE THE CALIPERS

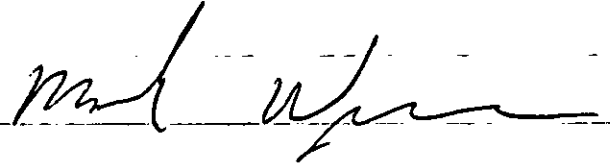
HANG UP DUE TO RUST. ALSO ALL
MY OTHER BRAKE AND FUEL LINES ARE
RUSTY, AND THE REAR DUST SHIELDS
ON THE REAR END ARE SO RUSTY
THEY ARE FALLING APART!

I HAVE 46,000 MILES ON THIS 5 YEAR
OLD TRUCK. IT IS NOT A PLOW TRUCK AND I
DON'T OFF ROAD.

MAYBE G.M. DOES NOT CARE ABOUT
MY PROBLEMS BUT, I CANNOT BE THE
ONLY ONE!

AGAIN, I AM VERY DISAPPOINTED IN
MY TRUCK AND DON'T KNOW AT THIS
POINT IF I WILL EVER BUY ANOTHER.

THANK YOU,



P.S. PLEASE PASS THIS LETTER UP THE
LADDER TO MANAGEMENT. 1

JUNCTION

BUICK, PONTIAC, GMC, INC.

12423 Ravenna Rd.

P.O. Box 228 Chardon, Ohio 44024

Phones: (440) 285-5700 • Cleveland (440) 946-9550

www.junctionauto.com



BUICK



GMC

FAX COVER SHEETDATE 1/28/05 TIME _____

MESSAGE TO _____

MESSAGE FROM GINA

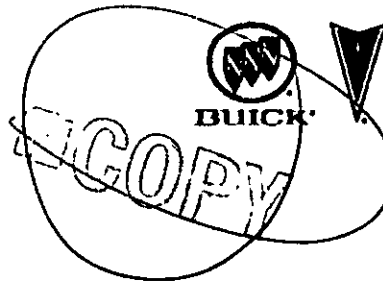
FAX # _____

ANY CORRESPONDENCE REGARDING THIS FAX
SHOULD BE DIRECTED TO:AT (440) 285-5700 (OR) FAX AT (440) 285-2050
946-9550FAX MESSAGE: COPY OF CHECK FAX*Service and Dependability Since 1931*

JUNCTION

BUICK, PONTIAC, GMC, INC.

12423 Ravenna Rd.
P.O. Box 228 Chardon, Ohio 44024
Phones: (440) 285-8700 • Cleveland (440) 846-9880
www.junctionauto.com



GMC

020110CC#55727

CUSTOMER NO. 7283	ADVISOR BRANDON	TAG NO. 254	INVOICE DATE 01/27/05	INVOICE NO. GCCS55727
	LABOR RATE 2	MILEAGE 46687	COLOR GRAY	STOCK NO. 136229Y
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO LS/2DR		DELIVERY DATE 10/27/03	DELIVERY MILES 37148
	VEHICLE ID. NO. 10CEK14T7YE		SELLING DEALER NO.	PRODUCTION DATE
WILLOUGHBY, OH	F.T.E. NO.	P.O. NO.	R.O. DATE 01/28/05	
COMMENTS MO: 46687				

JOB# 1 CHARGES.....
LABOR.....
J# 1 40BUZ **BRAKES** **TECH(S):491** **WARRANTY**

RECALL 00093
INSTALL BRACKET
CAMP COMP
V0609

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	15070819	BRACKET 4.686			WARRANTY
	1	11516569	BOLT 8.908			WARRANTY
	2	12337820	STRAP, 1/P 8.965			WARRANTY
					TOTAL - PARTS	0.00

JOB# 1 TOTALS.....
JOB# 2 CHARGES.....
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL **0.00**

LABOR.....
J# 2 51BUZ **BODY ELECTRICAL** **TECH(S):491** **WARRANTY**

RECALL 02029
REPROGRAM SDM
CAMP COMP.
V0881
.2

JOB# 2 TOTALS.....
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL **0.00**

JOB# 3 CHARGES.....
LABOR.....
J# 3-40BUZ09 **BRAKE FLUID LEAK** **TECH(S):491** **180.00**

CUSTOMER STATES BRAKE FLUID LEAKING
LINE RUSTED FORABS MODULE TO MASTER CLY
REPLACE BRAKE LINE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	12377967	FLUID 8.800	6.96	6.96	6.96
	4	BF56	FITTING	1.95	1.95	7.80
	2	8460	BRK LINE	11.98	11.98	23.96
	2	FT14	UNION	2.97	2.97	5.94
					TOTAL - PARTS	44.66

JOB# 3 TOTALS.....
LABOR **180.00**
PARTS **44.66**
JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL **224.66**

ESTIMATE.....
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$442.00 (+TAX)

Copyright © 1995 The Burrelle and Burrows Company EPAL/DRIVER TO ORDER 1-800-344-0000 Ext. 1-800-531-3025

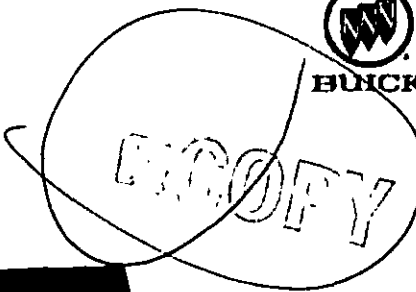
JUNCTION

BUICK, PONTIAC, GMC, INC.

12423 Ravenna Rd.
P.O. Box 228 Chardon, Ohio 44024
Phones: (440) 285-5700 • Cleveland (440) 946-9550
www.junctionauto.com



GMC





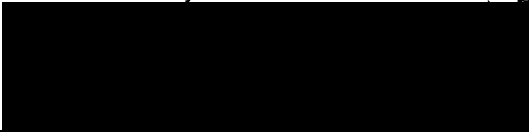
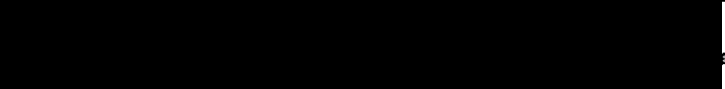
02011288

CUSTOMER NO. 7283	ADVISOR BRANDON	TAG NO. 254	INVOICE DATE 01/27/05	INVOICE NO. GCCS65727
	LABOR RATE 2	MILEAGE 48867	COLOR GRAY	STOCK NO. 138228Y
	LICENSE NO.		DELIVERY DATE 10/27/03	DELIVERY MILEAGE 37148
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO LS/2DR		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE ID NO. 1GCEK14T7YE		R. O. DATE 01/28/05	
WILLOUGHBY, OH	F. T. E. NO.	NO.		
COMMENTS				
MD: 46687				

TOTALS

TOTAL LABOR	180.00
TOTAL PARTS	44.66
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	15.73
TOTAL INVOICE \$	240.39

CUSTOMER SIGNATURE

		10-111-433 412 013010318	3959
WILLOUGHBY HILLS, OHIO		DATE	1-27-05
PAY TO THE ORDER OF	JUNCTION BUICK GMC	\$	240.00
TWO HUNDRED FORTY & 00/100		DOLLARS	A
 www.sky1.com Bank			
MEMO	557.27		

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

REGISTRATION CARD

CENTENNIAL

APPLICATION NO.

TYPE NON-COMMERCIAL	VEH. CLASS NC	CODE R	CODE (1)	TYPE RESERVE	CODE	REG. DATE 10/02/04	LATE	OFFLINE N	GVW 001000
WEIGHT	DATE VEH. PURCHASED 10/13/03	TAX DIST. 4315	AGENCY NO. 4327	ISSUE DATE M 10 D 02 Y 04	EXPIRATION DATE M 10 D 02 Y 05	VALIDATION NO. 5100722178	LICENSE NO.		
FEE 46.00	REFLCO. FEE 0.00					VEH. YR. 00	MAKE CHEV	TYPE (VEH) TK	CODE (2) UV
COUNTY LAKE		ADDITIONAL NAME				VEH. SERIAL NO. 1GCEK14T7E	APPLICATION NO.		
CITY/TOWNSHIP WILLOUGHBY	OWNER HOME ADDRESS	CODE (4) 5				CERTIFICATE TITLE NO.	SEATING CAP.	OLD LIC. NO.	
LOCAL TAX 20.00	INSURE CORR. LIMIT? Y/N	POST OFFICE WILLOUGHBY	STATE OH	RESTRICTION CODE-APV ONLY 1. DAY 2. NIGHT & DAY		TOTAL STATE FEE 66.00			
IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW? Y/N		EQUIPMENT STANDARDS MET? APV ONLY Y/N				BRAKES: MUFFLER SYSTEM Y/N		OLD APP NO.	
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION? Y/N		DEPUTY NAME DON TISDALE SR.							
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID? Y/N		ODOMETER READING 37148				DEPUTY TOWN WICKLIFFE			

TEAR OFF - INFORMATION BELOW IS FOR YOUR RECORDS

FROM TO	CONVERSION ADDITIONAL WT.	FM - FARM TK - COMM TK NC - NON COMM TK NT - NON-COMM TL	EPA INSPECTION PASSED	REVERSAL
DATE OF APP.	OLD EXP. DATE	DATE VEH FIRST USED	DATE 11/28/03	DATE
NEW WT./FEE	OLD WT./FEE	NEW VEH LIC. FEE	MAKE	TYPE
ADDITIONAL FEE	OLD GVW	ADDITIONAL FEE	OLD VEH	SEF. NO.
DUPLICATE		TRANSFER		
TEMPORARY		EVIDENCE OF PURCHASE		
DURING THE CURRENT REGISTRATION YEAR, HAVE YOU BEEN PREVIOUSLY ISSUED A LICENSE PLATE REGISTRATION THAT COULD LEGALLY BE TRANSFERRED TO THIS VEHICLE? (Y/N)		(1) REG. CODE N (NEW), R (RENEWAL), C (CONV. ADD. WT.), T (TRANSFER), S (TEMP), G (REPLACE), D (DUP) (2) VEHICLE CODE: NV (NEW VEH.), UV (USED) (3) OLD VEH. CLASS: PC (PASS), OTHERS SEPARATE LISTING (4) OWNER CODE: X-COMMERCIAL, Y-JOINT, S-SINGLE, L-LEASE		

REG. APPLIED FOR YEAR	SOLD TO (TRANSFER), PURCHASED FROM (TEMP/REG. VEH.) OR OPERATOR NAME/ADDRESS (NON-RESIDENT PERMIT)
REG. CARD STOLEN, LOST, DAMAGED OR REQUESTED (S/L/D/R)	NAME
REPLACEMENT	ADD
VAL. STICKER ONLY (Y/N)	CITY
LIC. PLATE (1) OR (2)	STATE

WERE PLATE(S) STOLEN, LOST, DAMAGED OR REQUESTED? (S/L/D/R)	PROOF OF FINANCIAL RESPONSIBILITY
IF PLATES WERE LOST, WERE POLICE NOTIFIED? (Y/N)	I AFFIRM THAT THE OWNERS (OR LESSEES OF LEASED VEHICLE) NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY (FR PROOF) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF ANY VEHICLE WITHOUT FR PROOF, ALL PREVIOUS REGISTRATION FEES DUE HAVE BEEN PAID, THIS PLATE CATEGORY IS CORRECT, AND THIS VEHICLE WILL NOT BE USED AS A COMMERCIAL OR FARM VEHICLE UNLESS SO REGISTERED.

IMPORTANT--TAX MONEY IS RETURNED FOR YOUR ROADS AND STREETS. IS YOUR TAXING DISTRICT SHOWN CORRECTLY?

X

SIGNATURE OF OWNER(S)

DATE

WARNING - APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.H.C. SEC. 2921.13
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

Deputy Registrar fee is \$3.50

ORIGINAL - B.M.V. RECORDS
RED - OWNER

*TOTAL STATE FEE DOES NOT INCLUDE DEPUTY REGISTRAR FEE

JUNCTION

BUICK, PONTIAC, GMC, INC.

12423 Ravenna Rd.
P.O. Box 228 Chardon, Ohio 44024
Phones: (440) 285-5700 • Cleveland (440) 946-9550
www.junctionauto.com



0201GCCS55727

CUSTOMER NO. 7283	ADVISOR BRANDON 2	TAG NO. 254	INVOICE DATE 01/27/05	INVOICE NO. GCCS55727
	LABOR RATE	LICENSE NO.	COLOR GRAY	STOCK NO. 136229Y
		MILEAGE 46667	DELIVERY DATE 10/27/03	DELIVERY MILES. 37148
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO LS/2DR		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE ID. NO. 1GCCFK14T7YE			
WILLOUGHBY, OH	F. T. E. NO.	P. O. NO.	R. O. DATE 01/26/05	
COMMENTS			MO: 46667	

JOB# 1 CHARGES

LABOR-----
J# 1 40BUZ BRAKES TECH(S):491 WARRANTY
RECALL 00093
INSTALL BRACKET
CAMP. COMP
V0609

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
	1	15070819	BRACKET 4.686		WARRANTY
	1	11516569	BOLT 8.908		WARRANTY
	2	12337820	STRAP,I/P 8.965		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
J# 2 51BUZ BODY ELECTRICAL TECH(S):491 WARRANTY
RECALL 02029
REPROGRAM SDM
CAMP. COMP.
V0881
.2

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
J# 3+40BUZ09 BRAKE FLUID LEAK TECH(S):491 180.00
CUSTOMER STATES BRAKE FLUID LEAKING
LINE RUSTED FORABS MODULE TO MASTER CLY
REPLACE BRAKE LINE

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	WARRANTY
	1	12377967	FLUID 8.800	6.96 6.96	6.96
	4	BF56	FITTING	1.95 1.95	7.80
	2	8460	BRK LINE	11.98 11.98	23.96
	2	FT14	UNION	2.97 2.97	5.94
				TOTAL - PARTS	44.66

JOB# 3 TOTALS

LABOR 180.00
PARTS 44.66

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 224.66

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$442.00 (+TAX)

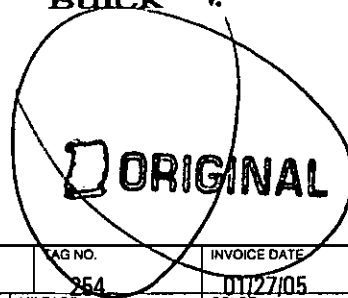
JUNCTION

BUICK, PONTIAC, GMC, INC.

12423 Ravenna Rd.
P.O. Box 228 Chardon, Ohio 44024
Phones: (440) 285-5700 • Cleveland (440) 948-9550
www.junctionauto.com



GMC



0201IGCCS55727

CUSTOMER NO. 7283	ADVISOR BRANDON	2	TAG NO. 254	INVOICE DATE 01/27/05	INVOICE NO. GCCS55727
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 46667	COLOR GRAY	STOCK NO. 136229Y
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO LS/2DR			DELIVERY DATE 10/27/03	DELIVERY MILES 37148
	VEHICLE ID. NO. 1GCEK14T7YE			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			R. O. DATE 01/26/05	
WILLOUGHBY, OH	COMMENTS			MO: 46667	
RESIDENCE PHONE	BUSINESS PHONE				

TOTALS

TOTAL LABOR....	180.00
TOTAL PARTS....	44.66
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	15.73
TOTAL INVOICE \$	240.39

CUSTOMER SIGNATURE

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 900738961

50-937
213

DATE
03/01/05

*****240 DOLLARS

AMOUNT
*****39 CENTS *****240.39

PAY
TO THE
ORDER
OF

WILLOUGHBY ON

North American Operations
General Motors Corporation
Disbursement Account

Richard C. Drum
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000342

1

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900738961

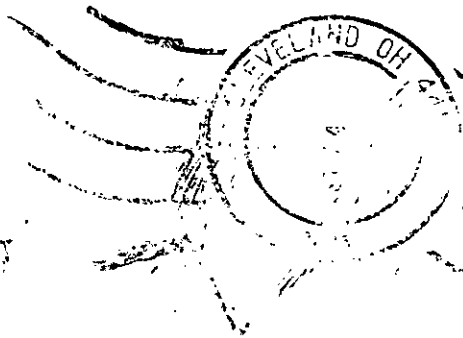
PAYMENT
DATE 03/01/05

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GCEK14T7Y6	02/28/05 1-3054377	VM 1-5809AQ 07.1-5809AQ	00.0000	240.39	.00	240.39
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				240.39	.00	240.39

Concord, OH

MAR 28 2006



Isamu Noguchi 1904-1992



Isamu Noguchi 1904-1992

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

48007+7047



February 24, 2005

BBB Auto Line
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 800
Arlington, VA 22203-1804

Subject: Repairs to correct self activation of anti-lock brake system and brake line failure on my 2000 Chevrolet Tahoe – VIN: 1GNEK13TXYJ [REDACTED]

To Whom It May Concern:

Please see attached copies of the dealership service department work orders for (1) replacement of front hubs and sensors to eliminate self activation of anti-lock brake system, and (2) replacement of rusted through brake lines on my 2000 Chevrolet Tahoe (new body style), a copy of my letter to the National Highway Traffic Safety Administration, and a copy of Vehicle Recall Notice from General Motors of Canada Limited.

While performing a slow speed stop on January 18, 2005 a brake line on my 2000 Chevrolet Tahoe ruptured allowing the brake pedal to go virtually to the floor. The dealership determined the cause of failure to be a rusted through brake line. At the time the vehicle had 75,495 miles and was less than 5 years old. Although the manufacturer warrants this vehicle for 6 years or 100,000 miles against sheet metal rust-through they do not feel they have any financial responsibility for the rust-through of my brake line. I on the other hand find this failure to be a serious safety issue, extremely premature, and the possible result of a design and/or material selection error. I do commend the manufacturer on having a Ms. Katrina Banks promptly contact me regarding my letter to the National Highway Traffic Safety Administration (ref. no: 1-305985054), however I remain dissatisfied that General Motors has made no effort to reimburse me for what I believe to be a very serious and premature failure. In addition, I now have further concerns regarding General Motor's tracking and notification of vehicle safety defects in North America.

During the repair of my brake lines the dealership advised me that the anti-lock brake system self activates and will need new hubs to correct the problem. Within days of this diagnosis I became aware of a Vehicle Recall Notice issued by General Motors of Canada Limited. This recall notice covers my vehicle year and model and addresses the exact symptoms it was displaying.

I obtained a copy of the recall notice (see attached) and contacted the Chevrolet Customer Assistance Center on February 11, 2005. After speaking with a Ms. Brandy Moore and then a Ms. Pamela Grant they explained that the manufacture's position was that the recall was only applicable in Canada, and

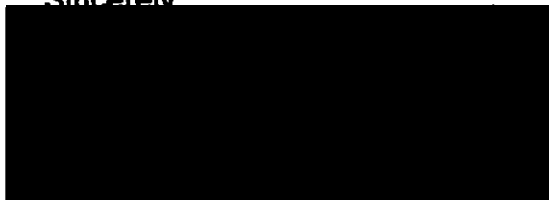
that the best they could do was a "goodwill" gesture of providing the parts needed as free, and I would need to pay the labor and associated taxes.

I truly find it incomprehensible that General Motors can find it appropriate/necessary to issue a safety related recall in Canada, but not in the United States. To make matters worse it appears recall information is not readily shared between General Motors Canada and General Motors U.S dealers and customer service centers. This only makes me more concerned about General Motor's ability to track the safety risks associated with the design and material selection of the brake lines that prematurely failed on my vehicle.

Please note that I do not have any issues with the dealership, its staff or the quality of work performed by them.

My issue is with General Motor's response to what I consider to be two serious safety related failures of my braking system. In a little over a month I have paid \$1,293.07 for what I believe to be design and/or material selection caused premature safety related repairs. It is my sincere belief that General Motors has more obligation to cover the cost of these repairs than they have committed to thus far. In addition, I remain concerned about the overall safety of the brake line design on my and related G.M. vehicles.

Sincerely



Concord, OH 



c: National Highway Traffic Safety Administration
U.S. Department Of Transportation
Washington, D.C. 20590

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

January 21, 2005

National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, D.C. 20590

Subject: Brake Line Failure On 2000 Chevrolet Tahoe – VIN:
1GNEK13TXYJ [REDACTED]

To Whom It May Concern:

Please see attached copy of the dealership service department work order for the replacement of rusted through brake lines on my 2000 Chevrolet Tahoe (new body style).

I am writing this letter in the belief that my vehicle (and potentially other 2000 and later Tahoes, Yukons and Escalades) had a safety defect that could have resulted in a crash and possible serious injury.

Three days ago while performing a slow speed stop in a driveway a brake line on my 2000 Chevrolet Tahoe ruptured allowing the brake pedal to go virtually to the floor, and the distance needed to stop to increase dramatically. The dealership determined the cause of failure to be a rusted through brake line.

While rust is virtually inevitable in areas of high road salt usage such as Northeast Ohio, I believe rust through of a brake line on a vehicle with 75,495 miles and less than 5 years old is extremely premature and a serious safety defect. I hate to think what could have happened if the brake line had ruptured while trying to stop for someone in a crosswalk or a child running out from between some parked cars.

Although the manufacturer warrants this vehicle for 6 years or 100,000 miles against sheet metal rust-through, the dealership, after contacting the manufacturer at my request, advised me that the manufacturer considered the rust through of this brake line to be "under carriage rust" and that they were unable to prevent it.

This response from the manufacturer has me concerned that they are not taking what I consider to be a very premature braking system failure and potentially deadly safety defect seriously enough. I hope for the safety of others that this was a safety related failure unique to my vehicle only, but I suspect it is not.

Thank you for your attention to this matter and please let me know if you require any additional information.

Sincerely,

[REDACTED]

Concord, OH [REDACTED]

[REDACTED]

c: Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

VEHICLE RECALL NOTICE



GENERAL MOTORS OF CANADA LIMITED
1908 COLONEL SAM DRIVE
OSHAWA, ONTARIO L1H 8P7

January 2005

SUNDERLAND ON CA

Dear General Motors Customer:

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 1999-2002 Chevrolet Silverado, 2000-2002 Chevrolet Tahoe, Suburban, 2002 Chevrolet Avalanche, 1999-2002 GMC Sierra, 2000-2002 GMC Yukon, Yukon XLT vehicles located in Ontario, Quebec, Newfoundland, New Brunswick, Nova Scotia, and Prince Edward Island. These vehicles may have a condition permitting corrosion to occur between the front hub/bearing assembly and the wheel speed sensor. If the brakes are applied while the vehicle is travelling at a speed of greater than 6 km/h (3.7 mph) but less than 16 km/h (10 mph), the corrosion may cause an unwanted anti-lock brake system (ABS) activation. If this condition occurred where stopping distance is limited, a crash could occur.

Your dealer will clean and treat the affected area, and in some cases, replace the front wheel speed sensor. This service will be performed for you at no charge.

You may be contacted by a dealer other than the dealer who sold or is currently servicing your vehicle. Please be advised that you may take your vehicle to the General Motors dealership of your choice to have the recall service work completed. Please contact your dealer as soon as possible to arrange a service date.

If parts are required, ask your dealer for details regarding their availability. If parts are not in stock, they can be ordered before scheduling your service date.

This letter identifies your vehicle. Presentation of this letter to your dealer will assist their Service personnel in completing the necessary correction to your vehicle in the shortest possible time.

If you have already paid for some or all of the cost to replace the front wheel speed sensor(s) due to corrosion, and you have not received reimbursement under a Vehicle Service Contract, you should contact your dealer to seek reimbursement. Please provide your dealer with your original paid receipts or invoices verifying the repair, the amount charged, proof of payment, the date of payment of those charges, and proof of ownership of the vehicle at the time of the repair. Your request for reimbursement, including the information and documents mentioned above, must be received by your dealer by January 31, 2006. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Customer Support Department
General Motors of Canada Limited

04094

/11



CLASSIC CHEVROLET

6877 CENTER ST. (RT. 615)

P.O. Box 300

MENTOR, OHIO 44061-0300

(440) 953-1070 • (440) 255-5511



COPY

CUSTOMER NO 536184	ADVISOR GARY R. DALTON	3983	TAG NO 171	INVOICE DATE 02/23/05	INVOICE NO. CTCS47292
CONCORD, OH	LABOR RATE	LICENSE NO	MILEAGE 77,138	COLOR BLACK/	STOCK NO.
	YEAR MAKE MODEL 00/CHEVROLET TRUCK/TAHOE/4 DOOR UTIL			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N E K 1 3 T X Y J			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO			P.O. NO.	R.O. DATE 02/22/05
BUSINESS PHONE		COMMENTS			

LABOR & PARTS
J# 1 08CVZ BRAKES TECH(S):9370 300.00

CUSTOMER STATES A.B.S. ACTIVATES AT LOW SPEEDS

(FUSE IS PULLED NOW)

CHECK AND REPLACE BOTH FRONT HUBS

(GOODWILL TO CUSTOMER PARTS ONLY)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15134584	HUB 6.307 R	
JOB # 1	1	15112379	SENSOR 4.710 R	

JOB # 1 TOTAL PARTS

WARRANTY
WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

300.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	1	SHOP SUPPLIES ENVIRO CHARGE INCL.	

TOTAL - MISC

22.00
22.00

COMMENTS
\$500.00 DED GOODWILL

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE; APPLIES TO CUSTOMER PAY REPAIRS ONLY.

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE TODAY.
YOUR COMPLETE SATISFACTION IS OUR ONLY GOAL. IF YOU HAVE ANY
QUESTIONS REGARDING THIS VISIT OR IF THERE IS ANYTHING WE
CAN DO TO ENHANCE YOUR NEXT VISIT, PLEASE CONTACT ANY ONE OF
THE MANAGEMENT TEAM AND WE WILL MANAGE YOUR QUESTIONS OR
CONCERNS PERSONALLY.
SINCERELY,

TOTAL LABOR....	300.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	22.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	21.74

TOTAL INVOICE \$ 343.74

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ARBITRATION REQUIRED: I AGREE WITH DEALER THAT INSTEAD OF ANY ARBITRATION IN A COURT, ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THE PARTS, MATERIAL, SERVICES OR REPAIRS FURNISHED IN THIS TRANSACTION OR ANY OTHER TRANSACTION BETWEEN THE PARTIES RELATING TO THE SERVICE OR REPAIR TO OR SALE OF PARTS OR MATERIAL FOR THE DESCRIBED MOTOR VEHICLE, IF ANY, SHALL BE SETTLED BY BINDING ARBITRATION ADMINISTERED BY THE AMERICAN ARBITRATION ASSOCIATION UNDER ITS COMMERCIAL ARBITRATION RULES. SUCH ARBITRATION SHALL BE CONDUCTED IN LAKE COUNTY, OHIO. EACH PARTY SHALL PAY THEIR OWN COSTS. ANY JUDGEMENT THE AWARD ORDERED BY THE ARBITRATION MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I hereby agree to all terms and conditions as stated.

X
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE



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6877 CENTER ST. (RT. 615)

P.O. Box 300

MENTOR, OHIO 44061-0300

(440) 953-1070 • (440) 255-5511



COPY

CUSTOMER NO. 536184	ADVISOR GARY R. DALTON	TAG NO. 3983 30	INVOICE DATE 01/20/05	INVOICE NO. CTCS30710
[REDACTED] CONCORD, OH	LABOR RATE	LICENSE NO.	75,495	COLOR BLACK/
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/TAHOE/4 DOOR UTIL			DELIVERY DATE
	VEHICLE I.D. NO. 1 G N E K 1 3 T X Y J			DELIVERY MILES
	F. T. E. NO.			SELLING DEALER NO.
BUSINESS PHONE	COMMENTS	P. O. NO.	R. O. DATE 01/18/05	REPRINT# 1

LABOR & PARTS-----
J# 1 08CVZ BRAKES TECH(S):2709 750.00

CUSTOMER STATES BRAKE PEDAL GOES TO FLOOR
CHECK BRAKES / FOUND BRAKELINES TO REAR RUSTED THROUGH
REPLACED 4 LINES FROM FRONT TO REAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	BL460	BRAKE LIN 223150	11.98
JOB # 1	2	BL451	BRAKE LIN 223150	10.85
JOB # 1	1	BL440	BRAKE LIN 223150	9.31
JOB # 1	1	BL430	BRAKE LIN 223150	7.51
JOB # 1	10	302-4	FLARE NUT 223150	3.18
JOB # 1	2	12377967	FLUID 8.800	8.34
JOB # 1	1	12377967	FLUID 8.800	8.34

JOB # 1 TOTAL PARTS 119.30

JOB # 1 TOTAL LABOR & PARTS 869.30

J# 2 49CVZ-02039 HEAD RESTR PINCH PNT TECH(S):2709 WARRANTY

PERFORM PRODUCT SAFETY RECALL 02039 - REARWARD FOLDING
HEAD RESTRAINTS PINCH POINT CAMPAIGN
AS PER CAMPAIGN NOTICE
INSTALLED PROTECTIVE COVERS ON THE SECOND ROW REAR SEAT HEAD
RESTRAINTS. MA-96, V0894 .2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	89044008	COVER 11.6NOPART	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CARE	ENVIRONMENTAL CHARGE	
JOB # A	1	SHOP SUPPLIES	

TOTAL - MISC 20.00

COMMENTS-----
ADVISED CUSTOMER THAT A.B.S. SELF ACTIVATES / WILL NEED HUBS
TO CORRECT ISSUE

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CUSTOMER SIGNATURE



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COPY

CUSTOMER NO. 536184	ADVISOR GARY R. DALTON	3983	TAG NO. 30	INVOICE DATE 01/20/05	INVOICE NO. CTCS30710	
CONCORD, OH	LABOR RATE	LICENSE NO.	75,495	COLOR BLACK/	STOCK NO.	
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/TAHOE/4 DOOR UTIL			DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G N E K 1 3 T X Y J			SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.			P. O. NO.	R. O. DATE 01/18/05	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				REPRINT# 1

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE; APPLIES TO CUSTOMER PAY REPAIRS ONLY.

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE TODAY. YOUR COMPLETE SATISFACTION IS OUR ONLY GOAL. IF YOU HAVE ANY QUESTIONS REGARDING THIS VISIT OR IF THERE IS ANYTHING WE CAN DO TO ENHANCE YOUR NEXT VISIT, PLEASE CONTACT ANY ONE OF THE MANAGEMENT TEAM AND WE WILL MANAGE YOUR QUESTIONS OR CONCERNS PERSONALLY. SINCERELY,

KEN LOGAR, SERVICE MANAGER 440-205-6336 OR 1-800-388-1098
DENNIS MACKO, BODY SHOP MANAGER 440-205-6161

CUSTOMER SIGNATURE

TOTAL LABOR....	750.00
TOTAL PARTS....	119.30
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	20.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	60.03

TOTAL INVOICE \$ 949.33

The only warranties applying to the parts or materials are those which may be offered by the manufacturer. DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ON THE PARTS, MATERIALS SERVICE AND/OR REPAIRS. Dealer does not authorize any other person to assume for it an liability in connection with furnishing parts, materials service or repair. IN NO EVENT SHALL THE OWNER OF THE VEHICLE BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

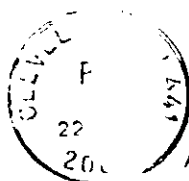
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I hereby agree to all terms and conditions as stated

X

CUSTOMER SIGNATURE

Concord, OH



Isamu Noguchi 1904-1988

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

JAN 24 2005

48007+7047 

January 21, 2005

National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, D.C. 20590

Subject: Brake Line Failure On 2000 Chevrolet Tahoe – VIN:
1GNEK13TXYJ [REDACTED]

To Whom It May Concern:

Please see attached copy of the dealership service department work order for the replacement of rusted through brake lines on my 2000 Chevrolet Tahoe (new body style).

I am writing this letter in the belief that my vehicle (and potentially other 2000 and later Tahoes, Yukons and Escalades) had a safety defect that could have resulted in a crash and possible serious injury.

Three days ago while performing a slow speed stop in a driveway a brake line on my 2000 Chevrolet Tahoe ruptured allowing the brake pedal to go virtually to the floor, and the distance needed to stop to increase dramatically. The dealership determined the cause of failure to be a rusted through brake line.

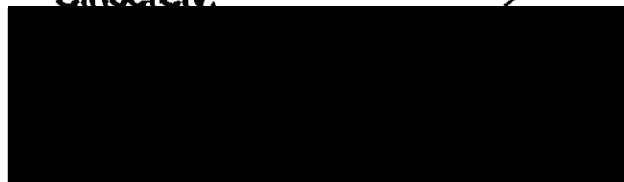
While rust is virtually inevitable in areas of high road salt usage such as Northeast Ohio, I believe rust through of a brake line on a vehicle with 75,495 miles and less than 5 years old is extremely premature and a serious safety defect. I hate to think what could have happened if the brake line had ruptured while trying to stop for someone in a crosswalk or a child running out from between some parked cars.

Although the manufacturer warrants this vehicle for 6 years or 100,000 miles against sheet metal rust-through, the dealership, after contacting the manufacturer at my request, advised me that the manufacturer considered the rust through of this brake line to be "under carriage rust" and that they were unable to prevent it.

This response from the manufacturer has me concerned that they are not taking what I consider to be a very premature braking system failure and potentially deadly safety defect seriously enough. I hope for the safety of others that this was a safety related failure unique to my vehicle only, but I suspect it is not.

Thank you for your attention to this matter and please let me know if you require any additional information.

Sincerely, 



Concord, OH 

(440) 392-9112

c: Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047



CLASSIC CHEVROLET

6877 CENTER ST. (RT. 615)

P.O. Box 300

MENTOR, OHIO 44061-0300

(440) 953-1070 • (440) 255-5511



COPY

CUSTOMER NO. 536184	ADVISOR GARY R. DALTON	TAG NO. 3983	INVOICE DATE 01/20/05	INVOICE NO. CTCS30710
	LABOR RATE	LICENSE NO.	MILEAGE 75,495	COLOR BLACK/
CONCORD, OH	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/TANO/4 DOOR UTIL		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1 G N E K 1 3 T X Y J		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/18/05	REPRINT# 1
	BUSINESS PHONE	COMMENTS		

LABOR & PARTS
J# 1 08CVZ BRAKES TECH(S):2709 750.00

CUSTOMER STATES BRAKE PEDAL GOES TO FLOOR
CHECK BRAKES / FOUND BRAKELINES TO REAR RUSTED THROUGH
REPLACED 4 LINES FROM FRONT TO REAR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	2	BL460	BRAKE LIN 223150	11.98
JOB # 1	2	BL451	BRAKE LIN 223150	10.85
JOB # 1	1	BL440	BRAKE LIN 223150	9.31
JOB # 1	1	BL430	BRAKE LIN 223150	7.51
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JOB # 1	2	12377967	FLUID 8.800	8.34
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JOB # 1 TOTAL PARTS 119.30

JOB # 1 TOTAL LABOR & PARTS 869.30

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PERFORM PRODUCT SAFETY RECALL 02039 - REARWARD FOLDING
HEAD RESTRAINTS PINCH POINT CAMPAIGN
AS PER CAMPAIGN NOTICE
INSTALLED PROTECTIVE COVERS ON THE SECOND ROW REAR SEAT HEAD
RESTRAINTS. MA-96, V0894 .2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	89044008	COVER 11.6NOPART	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CARE	ENVIRONMENTAL CHARGE	
JOB # A	1	SHOP SUPPLIES	

TOTAL - MISC 20.00

COMMENTS
ADVISED CUSTOMER THAT A.B.S. SELF ACTIVATES / WILL NEED HUBS
TO CORRECT ISSUE

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X

CUSTOMER SIGNATURE



Direct: 440-205-6086
Toll-free: 800-388-1098
Fax: 440-205-6145
www.driveclassic.com

Gary Dalton
Assistant Service Manager



E-mail: garyd@driveclassic.com

Classic Chevrolet

6877 Center Street • Mentor • Ohio • 44060



CLASSIC CHEVROLET

6877 CENTER ST. (RT. 615)

P.O. Box 300

MENTOR, OHIO 44061-0300

(440) 953-1070 • (440) 255-5511



RECEIVED

CUSTOMER NO. 536184	ADVISOR GARY R. DALTON	TAG NO. 3983 30	INVOICE DATE 01/20/05	INVOICE NO. CTCS30710
[REDACTED] CONCORD, OH	LABOR RATE	LICENSE NO.	MILEAGE 75,495	COLOR BLACK/
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/TAHOE/4 DOOR UTIL			STOCK NO.
	VEHICLE I.D. NO. 1 G N E K 1 3 T X Y J			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 01/18/05	REPRINT#

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KEN LOGAR, SERVICE MANAGER 440-205-6336 OR 1-800-388-1098
DENNIS MACKO, BODY SHOP MANAGER 440-205-6161

CUSTOMER SIGNATURE

TOTAL LABOR....	750.00
TOTAL PARTS....	119.30
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	20.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	60.03

TOTAL INVOICE \$ 949.33

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I hereby agree to all terms and conditions as stated

X
CUSTOMER SIGNATURE

Privileged and Confidential Information

CASE ASSESSMENT BY: WELLS, ERIC
Siebel/CARS Request No: 1-305985054
Customer Name: [REDACTED]
Vehicle: Tahoe
Current Mileage: 75,495
Vehicle ID No.: 1GNEK13TXYJ [REDACTED]
In Service Date: 4/25/2000
Purchased: New/Used
If used: (date/miles)

What is customer seeking: REIMBURSEMENT

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: BRAKELINE

Date:	RO:	Mileage:	Days:	Description of Repair:

Total Days Out of Service: NA (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)? NA

AVM and/or DEALER RECOMMENDATION(s):

FAVM Aardal Paul 630092 8200

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM ADVISED CUSTOMER GM UNABLE TO OFFER REIMBURSEMENT FOR REPAIRS. STATES OLC OFFER ON TABLE, BUT CUSTOMER DENIED.

Decision reached by CRM: Arbitrate case: ☐ Settle case: ☒

Team Manager Approval:

Date:

INDIAN NECK, VA.



CHEVROLET
ATTN:
KEVIN RELOBA
P.O. Box 33170
DETROIT, Michigan 48232-5170

MAR 22 2005

48232+5170





TAPPAHANNOCK Chandler

1841 Richmond Hwy., P.O. Box 1519
Tappahannock, VA 22560
Tel. 804-443-5100
Fax 804-443-1354
www.chandlerchevrolet.com

ROD 02389	VIN 1GCEK19T9YE	[REDACTED]		DATE 08/15/05
YEAR 2000	MAKE CHEVROLET	MODEL SILVERADO	COLOR MAROON	TIME IN 08:17
MILES IN 49667	MILES OUT 49667	FIRST USE 03/24/03	LISC. ZVK-4308	CLOSED 03/17/05 9685
SEE ALSO	INDIAN NECK VA [REDACTED]			WRITER TRACY

- (1) CHECK FOR POSSIBLE BROKEN BRAKE LINE
FOUND NECESSARY TO REPLACE ALL 4 BRAKE LINES
FROM MASTER CYLINDER TO ABS MOTOR AND FROM AB
S MOTOR TO FRONT WHEELS.

Labor	A	80	312.00
BRAKELINE	STEEL BRAKE	5	24.95
NUTS		4	8.20
BRAKEFLUID	BRK FLUID	3	8.37
18044322	VALVE	2	34.90
Total Labor			312.00
Total Parts			76.42
Total Repair (Customer)			388.42

(02-5635 DAVID-231155635)

- (2) RECALL 04007

V1242	A	3	15.37
88980509	CBL-E/GA	1	12.15
88980510	CBL-E/GA	1	12.15
Total Labor			15.37
Total Parts			24.30
Total Repair (Warranty)			39.67

(02-5635 DAVID-231155635)

Kevin - Q m

Cust Serv

800-222-1020

PAID MAR 18 2005

KEVIN RELOBA

1-322.7.1.587-FILE NUMBER

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 02389

02389

Customer Copy

W/C	INT.	CUSTOMER
15.37	.00	Labor 312.00
24.30	.00	Parts 76.42
.00	.00	Sublet .00
.00	.00	Waste Dispos 6.24
.00	.00	Oil/Grease .00
39.67	.00	Total 394.66
.00	.00	Tax 3.82
39.67	.00	Total (Chrg) 398.48

Plate Number			Plate Type		Expiration Date		Plate Number			Plate Type		Expiration Date															
[REDACTED]			PA		05/31/05		ZVK4308			PA		05/31/05															
Plate Number			Veh. Identification Number (VIN)		Color		Model Yr		Plate Number			Veh. Identification Number (VIN)		Color		Model Yr											
[REDACTED]			1GCEK19T9YE [REDACTED]		MAR		2000		[REDACTED]			1GCEK19T9YE [REDACTED]		MAR		2000											
Vehicle Make			Vehicle Body			Vehicle Use			Vehicle Make			Vehicle Body			Vehicle Use												
CHEVROLET			PICKUP			PRIVATE			CHEVROLET			PICKUP			PRIVATE												
EW		GW		GVWR		GCWR		Fuel		Axles		Purchase Date		EW		GW		GVWR		GCWR		Fuel		Axles		Purchase Date	
4621		6500		10000		[REDACTED]		2		03/24/2003		4621		6500		10000		GAS		2		03/24/2003					

INDIAN NECK VA [REDACTED]

ESSEX COUNTY

670

VIRGINIA MOTOR VEHICLE REGISTRATION

This card **must** be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

Commissioner,
Department of Motor Vehicles

FOLD ALONG THIS LINE FOR WALLET SIZE

INDIAN NECK VA [REDACTED]

ESSEX COUNTY

670

VIRGINIA MOTOR VEHICLE REGISTRATION

Use this portion for change of address notification or when you sell, trade, or dispose of this vehicle.

Commissioner,
Department of Motor Vehicles

FOLD ALONG THIS LINE FOR WALLET SIZE

Support Virginia's 400th Anniversary Program by contributing \$2

KEVIN RELOBA

1-321271587 - File Number

CHANDLER CHEVROLET OLDSMOBILE INC
1841 RICHMOND HWY
P.O. BOX 1519
TAPAHANNOCK VA 22560
(804) 443-5100

9:11 AM 03/18/05

VS *****3663 ***
SALE TERM 0001

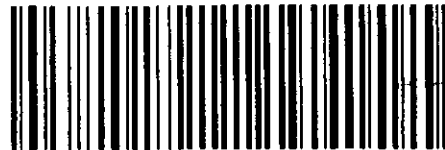
AMOUNT \$ 398.48

REF #001 AP 036909
BATCH #276
RD #2389

CUSTOMER COPY

CERTIFIED MAIL™

Plymouth, MA



7004 2510 0000 3051 1928



9264



48232

U.S. POSTAGE
PAID
MONMOUTH, MA
02345
AUG 29, 05
AMOUNT

\$2.90

00012045-02

SEP 01 2005

GENERAL MOTORS CORPORATION
P. O. BOX 33172
DETROIT, MI 48232-5172

FIRST CLASS

48232-5172



FILE # 1-352 196 203

FILE # 1-352 196 203

[REDACTED]
Plymouth, MA [REDACTED]

August 29, 2005

General Motors Corporation
PO Box 33172
Detroit, MI 48232-5172

Re: GM Service Claim #1-352196203
2000 Chevy 1500 Silverado Pickup
VIN #1GCEK14V6YZ [REDACTED]

Dear Sir/Madam:

On or about July 25th, 2005, while my wife was driving the above-referenced vehicle along a secondary roadway, she suddenly lost all braking ability. Horrified, she managed to bring the vehicle to a precarious but safe halt. The brake indicator warning lamp did not come on. The vehicle mileage was approximately 64,686. We had purchased the vehicle new, and had all regular serviced performed, including recent major brake work (pads, rotors and ABS sensors) performed by Tracey Chevrolet in Plymouth, MA, on 10/14/2004.

After having the vehicle towed to Marty's GMC Dealership, in Kingston, MA, (781-585-7570), the Service Advisor informed us that the brake system had failed due to either rotted or leaking lines. The lines included; (1) a leak under firewall H0812 pipe, (2) brake master cylinder to ABS modulator, (3) two lines from EBCM to front wheels (see attached Invoice #97765). The repair cost was \$1254.00 which we paid (see attached receipt).

Needless to say, we were very upset to have this potentially dangerous incident happen to us without warning, and then, again, further dismayed to learn both the cause and cost of the repairs. After speaking several times with Mr. Elmar Stewart, the GM District Representative, he advised that some goodwill could be extended to assist us in rectifying this situation. He suggested that a 40% reimbursement of the repair cost could be refunded to us upon sending this letter outlining the incident. As advised, we therefore respectfully submit this letter to you along with the requested attached documents for reimbursement of \$501.60.

I thank you in advance for your time and assistance in this matter, and I look forward to hearing from you soon.

Sincerely,
[REDACTED]

cc: file
encls.

After the scheduled services are performed, record the date, odometer reading and who performed the service in the boxes provided after the maintenance interval. Any additional information from "Owner Checks and

Services" or "Periodic Maintenance" can be added on the following record pages. Also, you should retain all maintenance receipts. Your owner information portfolio is a convenient place to store them.

Maintenance Record			
DATE	ODOMETER READING	SERVICED BY	MAINTENANCE PERFORMED
12-10-99	1,000	D. Kennedy	OIL & FILTER CHG.
2-1-00	4,900	TRACY MOTORS	OIL & FILTER CHG. CHASSI LUBE
4-3-00	7,800	D. Kennedy	1ST 4 TIRE ROTATION
4-9-00	8,300	D. Kennedy	OIL & FILTER CHG. 1QT. PENNZ. SYN. 1QT. BLEND
7-5-00	12,200	D. Kennedy	OIL & FILTER CHG. + LUBE 1QT PENNZ. SYN.
9-28-00	15,470	TRACY MOTORS	15,000 MI SERVICE INCLUDING OIL LUBE & FILTER
10-27-00	16,7000	PORTLAND MC	ROTATE & BALANCE TIRES
12-31-00	19,200	D. Kennedy	OIL & FILTER CHG. 1QT SYN. OIL & THROTTLE CLEAN
4-15-01	24,500	D. Kennedy	MOTOR FLUSH LUBE, OIL & FILTER CHANGE CO2 FULL ADAPT.
8-8-01	34,250	D. Kennedy	NEW AIR, FUEL & INSIDE PASSENGER FILTERS + FUEL INJECT
5-10-01	34,720	TRACY MOTORS	15,000 MI. SERVICE INCLUDING LUBE, FILT, & OIL CHG. PCV
11-22-01	34,700	D. Kennedy	LUBE OIL & FILTER CHANGE 1QT SYN. 5W 30
3-24-02	38,500	D. Kennedy	OIL & FILTER CHANGE 1QT 10-30 SYN. 1QT 10-30 SYN. BLEND
4-13-02	38,750	D. Kennedy	CO2 FUEL SYSTEM TREATMENT
6-30-02	40,900	D. Kennedy	MOBIL SYN. OIL & FILTER CHG.
10-13-02	44,500	D. Kennedy	SYN. OIL CHANGE & FILTER CHASSI LUBE
12-24-02	44,800	TRACY MOTORS	45,000 MI SERVICE INCL. TIRE ROTATION
3-17-03	46,800	D. Kennedy	MOTOR FLUSH & TREATMENT - LUBE
5-26-03	48,000	D. Kennedy	NEW PCV VALVE, ENGINE AIR & PASSENG. AIR FILT.
6-14-03	48,157	PLYM. TIRE ALIGN.	5 NEW COOPER LT 265/2516 TIRES
7-28-03	50,200	D. Kennedy	OIL & FILT. CHG. + LUBE

11/9/04 53,350 AMBA. CAR CAR Maintenance Record 5 TIRE ROTATION

DATE	ODOMETER READING	SERVICED BY	MAINTENANCE PERFORMED
10/14/03	51,689	TRACY MOTORS	TRANS. FLUID CHG. NEW GAS FILTER NEW REAR BRAKES, PADS ROTORS & EMERGENCY STOP
10/14/03	51,750	TRACY MOTORS	NEW FRONT BRAKES & ROTORS
11/14/03	53,750	TRACY MOTORS	CO. FILTER FOR 1995 + 1996 FORD 3.0L V6 2000 FORD 3.0L V6
11/14/03	54,033	MARTY'S GMC	REPLACED BOTH U-JOINTS ON REAR DRIVE SHAFT, NEW DRIVERS WINDOW REGULATOR
11/14/03	54,033	MARTY'S GMC	OIL & FILTER CHG. 10W-40
11/14/03	54,033	MARTY'S GMC	FLUSH & FILL RADIATOR, TX. 5YR 15% MT
11/14/03	54,033	MARTY'S GMC	COOLANT WITH 50/50 DISTILLED H ₂ O
11/14/03	54,033	MARTY'S GMC	NEW 2001 FORD WINDSTAR 3.0L V6
11/14/03	54,033	MARTY'S GMC	OIL & FILTER CHG. 10W-40
11/14/03	54,033	MARTY'S GMC	NEW 2001 FORD WINDSTAR 3.0L V6
11/14/03	54,033	MARTY'S GMC	RODANTE 5 TIRE ROTATION
11/14/03	54,033	MARTY'S GMC	1000 DRIVE AXLE SERVICE CHANGE FRONT
11/14/03	54,033	MARTY'S GMC	FRONT DISC BRAKES & TRANSDRUM CHANGE
11/14/03	54,033	MARTY'S GMC	3,000 MI SERVICE OIL SW & FILTER & 4000
11/14/03	54,033	MARTY'S GMC	OIL & FILTER CHG.
8-10/05	64,709	MARTY'S GMC	REPLACE ALL BRAKE LINES

MARTY'S INC.

GMC Sales & Service

32307

97765

INVOICE

5 Independence Mall Way
Kingston, Massachusetts 02364
Telephone (781) 585-7570
SALES * SERVICE * PARTS

PLYMOUTH, MA
HOME
CELL

PAGE 3



SERVICE ADVISOR: 280 TERRY BRENNAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
PEWTER	00	CHEVROLET 1500 PICKU	1GCEK14V6YZ		64701/64709	T174	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV99 IS			18:30 09AUG05		VARI	CASH	10AUG05
R.O. OPENED		READY	OPTIONS: 1)AAA EXT WARRANTY 91120873 EXPIRES 100K				
25JUL05		10AUG05	\$50.00 DED. 2) 800-577-6624				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
COMPLETED CAMPAIGN 02029 FINDING AIR BAG SPECIA L FUNCTIONS CONTOLLER							
DOESN'T REQUIRE REPROGRAM							

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 13.75
VISIT US ONLINE AT WWW.MARTYSGMC.COM



AUG 10 2005

Gm inc - km



THE STRENGTH OF EXPERIENCE

NO CLAIMS WITHOUT THIS INVOICE

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control. Vehicle will be subject to a daily storage fee after 24 hours.

SHOP SALES

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK

Thank You.
We appreciate your business.

DESCRIPTION	TOTALS
LABOR AMOUNT	1125.00
PARTS AMOUNT	110.33
GAS, OIL & LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.75
TOTAL CHARGES	1249.08
LESS DISCOUNT	0.00
SALES TAX	5.52
PLEASE PAY THIS AMOUNT	1254.60

CUSTOMER COPY

MARTY'S INC.

GMC Sales & Service

32307

9 7 7 6 5

INVOICE

5 Independence Mall Way
Kingston, Massachusetts 02364
Telephone (781) 585-7570
SALES * SERVICE * PARTS

PLYMOUTH, MA
HOME
CELL

PAGE 1



SERVICE ADVISOR: 280 TERRY BRENNAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
PEWTER	00	CHEVROLET 1500 PICKU	1GCEK14V6YZ		64701/64709	T174	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30NOV99 IS			18:30 09AUG05		VARI	CASH	10AUG05
R.O. OPENED		READY		OPTIONS: 1)AAA EXT WARRANTY 91120873 EXPIRES 100K			
25JUL05		10AUG05		\$50.00 DED. 2)800-577-6624			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A LEAKING BRAKE FLUID, LOST BRAKES ALL A SUDDEN AFTER DRIVING 3 MILES ON SECONDARY ROAD, LEAK REPORTED UNDER FIREWALL H0812 PIPE, BRAKE MASTER CYL TO ABS MODULATOR VALVE FRONT REPLACE 211 CT 14.00							
1	X302X4	FITTINGS			16.92	16.92	16.92
4	813-1224	BLINE			10.20	10.20	40.80
2	18044322	VALVE			17.80	17.80	35.60
2	12377967	FLUID			7.10	7.10	14.20
1	5088	NON-CHLOR-BRAKE-KLEAN			5.46	2.81	2.81
PARTS:	110.33	LABOR:	1050.00	OTHER:	0.00	TOTAL LINE A:	1160.33

FOUND 4 BRAKE LINES EITHER ROTTED AND LEAKING OR CLOSE TO LEAKING,
REPLACED ALL 4 WHERE THEY INTERTWINE, 2 FROM MASTER TO EBCM AND 2 FROM
EBCM TO FRONT WHEEL, BLEED, BLEED ABS AND RE- BLEED, CLEAN AND CHECK
AND ROAD TEST AND CHECK OK

B SES LIGHT CAME ON YESTERDAY, STAYED ON UNTIL THIS MORNING, THEN
CUDSTMER LOST BRAKES AFTEER 3 MILE DRIVE; CUSTOMER DID NOT
RECENTLY GET GAS AS FAR AS SES COMING ON; BRAKE LIGHT DID NOT
COME ON

DIAG DIAGNOSE VEHICLE				75.00	75.00
PARTS:	0.00	LABOR:	75.00	OTHER:	0.00
				TOTAL LINE B:	75.00

SCAN VEH COMPUTER FOR CODES, HAD P0440 FOR LEAK IN EVAP SYSTEM, PERFORM
SMOKE TEST TO DETECT LEAK FROM EVAP VENT VALVE, PART \$33.30 INSTALLA
TION LABOR \$157.50, CUSTOMER DECLINES FOR NOW, PAID FOR DIAGNOSES
SEPARATE FROM INSTALLATION ESTIMATE

C** OPEN CAMPAIGN 00024 BRAKE HOSE ABRASION
CAUSE: MA

V0486 INSTALL LABELS FOR BRAKE HOSES
211WGM4 0.20

NO CLAIMS WITHOUT THIS INVOICE		DESCRIPTION	(N/C) TOTALS
Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control. Vehicle will be subject to a daily storage fee after 24 hours.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL & LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
SHOP SALES		TOTAL CHARGES	
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK		LESS DISCOUNT	
		SALES TAX	
Thank You. We appreciate your business.		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

MARTY'S INC.

GMC Sales & Service

32307

97765

INVOICE

5 Independence Mall Way
Kingston, Massachusetts 02364
Telephone (781) 585-7570
SALES * SERVICE * PARTS

PAGE 2



PLYMOUTH, MA

HOME

CELL

SERVICE ADVISOR: 280 TERRY BRENNAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PEWTER	00	CHEVROLET 1500 PICKU	1GCEK14V6YZ		64701/64709	T174
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
30NOV99 IS			18:30 09AUG05		VARI	CASH
R.O. OPENED	READY	OPTIONS: 1)AAA EXT WARRANTY 91120873 EXPIRES 100K				
25JUL05	10AUG05	\$50.00 DED. 2)800-577-6624				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
FC: 96	PART#:	COUNT:	2				
CLAIM TYPE:							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

INSTALL NOTICE LABEL TO FRONT BRAKE HOSES STA- TING THAT THE CALIPERS
MUST BE SUPPORTED WHEN R EMOVED

D** OPEN CAMPAIGN 00093 INSPECT FOR BRAKE PIPE CONTACT WITH BODY CROSS
SILL

CAUSE: MA

V0609 INSPECT BRAKE PIPE AND INSTALL SPACER
CLIP/BRACKET(NO BRAKE PIPE WEAR)
211WGMC4 0.20

FC: 96 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

COMPLETE CAMPAIGN 00093A, INSPECTING RIGHT HAND BRAKE PIPE FOR ANY
WEAR, FINDING NO WEAR AND IN STALLING SPACER CLIP TO PREVENT ANY FUTURE
RUBBING

E** OPEN CAMPAIGN 02029 AIR BAG SENSING MODULE INSPECTION

CAUSE: MA

V0881 REPROGRAM SDM
211WGMC4 0.20

FC: 96 PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

NO CLAIMS WITHOUT THIS INVOICE

Not responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause
beyond our control. Vehicle will be subject to a daily storage fee after 24 hours.

SHOP SALES

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK

Thank You.

We appreciate your business.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL & LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



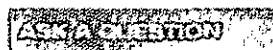
GM Card

[GM Card Home](#) | [FAQs](#) | [Contact Us](#) | [Privacy/Security](#) | [Site Map](#)[--GM Sites--](#)[ACCOUNT OVERVIEW](#)[STATEMENTS](#)[PAYMENT INFORMATION](#)[GOTO](#)

- Submit a Balance Transfer
- Request a Credit Limit Increase
- Order an Additional Card
- Add an Authorized Card User
- Remove an Authorized Card User
- Order an Additional Statement



- Update Home and Email Address
- Change Name on Account
- Change Username / Password
- Change Email Preferences
- Add Account to Online Access
- Cancel Account Registration
- Update My GM Vehicle Preferences



- Submit a Question or Comment Online
- View/Download FAQs

George A Kennedy [LOG OUT](#)

Search Transactions

Search Results

By Date

From: 07/23/2005

To: 08/17/2005

Search

CARD EXCL



Transactions available up to the past 6 months

[Search Tips](#)[CreditK](#)

Enroll n
FREE c
score. F
informa
how to i
finances
CreditK
more, c

Search Transaction Subtotal:

First | << Previous Next >> | Last

Click on the TRANSACTION DESCRIPTION to view a detail of the transaction.

<u>SORT BY:</u> Tran Date	<u>SORT BY:</u> Post Date	<u>SORT BY:</u> Transaction Description	<u>SORT BY:</u> Amount
07/23/2005	07/23/2005	PAYMENT - THANK YOU	-\$80.00
08/10/2005	08/12/2005		\$1,254.60

Search Transaction Subtotal: \$1,174.60

First | << Previous Next >> | Last

To dispute a transaction, click on the TRANSACTION DESCRIPTION.

[Account Overview](#)[Statements](#)[Payment Information](#)[Your GM Card Earnings](#)Have questions? [Contact Us](#).

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DATE: 08/10/2005

TIME: 08:13:49

MARTY'S
5 INDEPENDENCE MALL WAY
KINGSTON, MA 02361
(781)585-7570
007002 - 0000
SHIFT# 1

TYPE: MASTERCARD

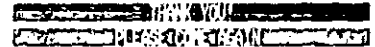
TRAN#: 002
TRAN TYPE: SALE
AUTH#: 991851
RD#: 97765

TOTAL: \$1254.60

ORIGINAL

X

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT





THE COMMONWEALTH OF MASSACHUSETTS
REGISTRY OF MOTOR VEHICLES

PO Box 199100, Boston, MA 02119
www.mass.gov/rmv

CERTIFICATE OF REGISTRATION
PASSENGER

PLATE TYPE PAN	REGISTRATION NUMBER [REDACTED]	EXPIRES LAST DAY OF 06 MONTH 06 YEAR	NAME(S) OF OWNER(S) AND MAILING ADDRESS [REDACTED] PLYMOUTH, MA		EFFECTIVE DATE 07/01/04
FEES: REGISTRATION 41.00 TITLE SPECIAL PLATES SALES TAX TOTAL 41.00		TRANSACTION NUMBER [REDACTED]			
RESIDENTIAL ADDRESS (IF DIFFERENT)			IF VEHICLE CARRYING PASSENGERS FOR HIRE: MAXIMUM NUMBER OF PASSENGERS THAT CAN BE SEATED		IF VEHICLE USED FOR TRANSPORTING GOODS, WARES, OR MERCHANDISE: TOTAL REGISTERED WEIGHT
2000 MFRS MODEL YEAR	CHEV MAKE	RADO MODEL NAME	PU BODY STYLE / TYPE	GREY COLOR	
1GCEK14V6YZ [REDACTED]		COMMERCE INSURANCE		AU025033	
VEHICLE IDENTIFICATION NUMBER		INSURANCE COMPANY		TITLE NUMBER	

NOT VALID UNTIL STAMPED WITH OFFICIAL SIGNATURE STAMP OR SIGNATURE OF THE REGISTRAR

VORTEC 4800 V8 SFI GAS ENGINE
4-SPD AUTOMATIC TRANSMISSION

EXTERIOR LT PEWTER METALLIC
INTERIOR GRAPHITE CLOTH



CHEVY TRUCKS

Division of General Motors Corporation

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD EQUIPMENT

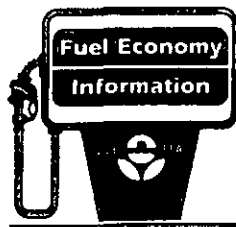
Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

- | | |
|--|--|
| SAFETY & SECURITY FEATURES <ul style="list-style-type: none">• 4-WHEEL ABS WITH DYNAMIC REAR PROPORTIONING• 4-WHEEL DISC BRAKES W/THICK ROTORS AND LARGE PADS• DRIVER/RIGHT FRT PASSENGER AIR BAGS W/PASSENGER SIDE DEACTIVATION SWITCH• THEFT DETERRENT IGNITION• DAYTIME RUNNING LAMPS• BATTERY RUN DOWN PROTECTION• DRIVER WARNING MESSAGE CENTER EXTERIOR & CONVENIENCE FEATURES <ul style="list-style-type: none">• CHROME FRONT BUMPER• REAR BUMPER• AUTOMATIC HALOGEN HEADLAMPS• 24 HOUR ROADSIDE ASSISTANCE• NO DEDUCTIBLE BUMPER-BUMPER 3 YEAR/36,000 MILE LIMITED WARRANTY SPACIOUS INTERIOR FEATURES | <ul style="list-style-type: none">• INTEGRATED FRT OUTBOARD BELTS• INTERMITTENT WIPERS• GAGE PACKAGE WITH TACHOMETER• TILT WHEEL• TWO ADDITIONAL POWER OUTLETS• POWERTRAIN & CHASSIS FEATURES• POWER STEERING• INDEPENDENT FRONT SUSPENSION• MULTI-LEAF REAR SPRINGS• FULL SIZE SPARE TIRE W/LOCK• STAINLESS STEEL EXHAUST• PLATINUM TIP SPARK PLUGS• SYNTHETIC REAR AXLE FLUID• TRAILERING WIRE HARNESS• FRONT RECOVERY HOOKS |
|--|--|

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

15



HIGHWAY MPG

18

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

12 AND 18 MPG IN THE CITY AND BETWEEN

15 AND 21 MPG ON THE HIGHWAY.

2000 K1500 SILVERADO 4WD
4.8 LITER V8 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$1125

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

STANDARD PICKUP

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

TO MPG CITY
AND

TO MPG
HIGHWAY.

NOT AVAILABLE

KVA

STANDARD VEHICLE PRICE

\$18,470.00

Options installed by Manufacturer

- BASE DECOR INCLUDES: NO CHARGE
- 40/20/40 SEATING
 - AM/FM STEREO, SEEK/SCAN, CLOCK

EXTERIOR APPEARANCE PACKAGE 625.00
FLOOR COVERING PACKAGE INCLUDES 100.00
INCLUDES:
• CARPETED FLOOR & RUBBER MATS

- BODY SIDE MOLDINGS
- CHROME GRILLE & REAR BUMPER
- CHROME STYLED STEEL WHEELS

4-SPD AUTOMATIC TRANSMISSION 995.00
WITH TOW HAUL MODE
AIR CONDITIONING WITH AIR 825.00
FILTRATION SYSTEM
VORTEC 4800 V8 SFI GAS ENGINE 695.00
AM/FM STEREO W/CASSETTE 170.00
(REPLACES RADIO IN OPTION PKG)
P245/75R16-109S ALS WOL TIRES 125.00
SLIDING REAR WINDOW 125.00
HEAVY DUTY CHASSIS PACKAGE 95.00
DEEP TINTED GLASS 50.00
NORTHEAST/FEDERAL EMISSIONS .00
6,100 LB GVW RATING NO CHARGE
REAR AXLE - 3.73 RATIO NO CHARGE

TOTAL OPTIONS 3,805.00

TOTAL VEHICLE & OPTIONS \$22,275.00
DESTINATION CHARGE 640.00
TOTAL VEHICLE PRICE* \$22,915.00

DEALER TO WHOM DELIVERED LISBON CHEVROLET INC
330 MAIN ST
LISBON NH 03345

FINAL ASSEMBLY ROANOKE, VA 46743

ORDER NO BTD42
MODEL NO CK15703
SALES CODE E
DEALER NO 32-373

This label has been applied pursuant to Federal law—Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installation options and accessories, total sales or license fees. PART NO. 10294729 ©1998 General Motors Corporation

GZ

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 900789139

50-837
213

DATE
09/29/05

*****501 DOLLARS

*****60 CENTS

AMOUNT
*****501.60

PAY
TO THE
ORDER
OF

PLYMOUTH MA

North American Operations
General Motors Corporation
Disbursement Account

Rachel C. [Signature]
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900789139

PAYMENT
DATE 09/29/05

VENDOR
DUNS NO BB 000000047

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1GCEK14V6YZ	09/28/05 1-3521962	VM 1-61EFBY 03.1-61EFBY	00.0000	501.60	.00	501.60
-------------	-----------------------	----------------------------	---------	--------	-----	--------

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL

501.60

.00

501.60

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 900788456 50-937 213

DATE 09/23/05 *****213 DOLLARS *****32 CENTS AMOUNT *****213.32

PAY
TO THE
ORDER
OF

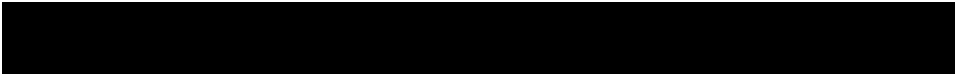
JARRETTSVILLE MD

North American Operations
General Motors Corporation
Disbursement Account

Richard C. [Signature]
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT



North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000140 1
VENDOR NAME
CHECK NO. 900788456
PAYMENT DATE 09/23/05

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GTEK19T0YE [Redacted]	09/22/05 -357337240.1-60K70T	VM 1-60K70T	00.0000	213.32	.00	213.32
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				213.32	.00	213.32



Jarrettsville, MD

SEP 06 2005

GMC
PO Box 33172
DETROIT, MI 48232

48232-5172



0000

48232

U.S. POSTAGE

BEL AIR, MD

SEP 02, 05

AMOUNT

\$0.37

0004734716



September 1, 2005
Michelle,

Please find attached the requested paper work for my GMC brake problem. All are original (except the registration card).

You can contact me by the phone number you have or by e-mail at
[REDACTED]

I appreciate your assistance with this problem and look forward to hearing from you.

Thanks,
[REDACTED]

1-357-337240

1-357-337240

August 3, 2005

I am writing you because I have had some repairs to my GMC Sierra pick up truck that I do not think I should have to pay for.

One of the brake lines rusted so bad a failure occurred. The line that failed is located on the outside of the frame under the driver's door. There are four lines in this location. All four were severely rusted and required replacement. The dealer showed me why they had to lift the body off the frame to replace the lines. Since there are no "preformed" replacement lines available, the mechanic had to form each by hand. This became a very labor-intensive repair. The truck was on the lift at the dealer for four days.

The rusted lines had a coil wrapped around the tubing at this location. I assume this was for either additional protection or to assist in dispersing heat. The coil around the tubing facilitated the rusting of the lines. Other areas of the tubing were showing rust but not this bad.

I am asking GMC to reimburse me for the cost of this repair because it is obviously a material failure and not a normally expected maintenance item. I have the parts that were removed should you want to see them.

I have owned vehicles for over 40 years and have never had a brake line rust to the point of failing.

The repairs were completed at the dealership where I purchased the vehicle – Jones Junction Inc.-GMC in Bel Air, Maryland.

The dealer invoice number is GCCS400717.

My vehicle is a 2000 GMC Sierra extended cab K1500. The VIN is 1GTEK19T0YE [REDACTED] The mileage is 59,967 miles.

The total cost out of my pocket is \$853.28

My contact information is:

[REDACTED]
Jarrettsville, Maryland
[REDACTED]

Please respond as soon as your expected action is decided.

Thank you,
[REDACTED]

THIS WAS E-MAILED TO THE "MY GMC" WEB SITE.

JONES JUNCTION, INC.
T/A JONES TOYOTA, T/A JONES GMC TRUCK
T/A JONES CHRYSLER

1510 BELAIR ROAD
 BEL AIR, MD 21014
 410-879-6400 * 410-838-8020
 www.jonesjunction.com



1-357-337240

CUSTOMER NO. 5579189	ADVISOR PATRICK NEAL	TAG NO. 465	INVOICE DATE 07/29/05	INVOICE NO. GCCS400717
	LABOR RATE	LICENSE NO.	MILEAGE 59,967	COLOR INDIGO_BLUE
JARRETTSVILLE, MD	YEAR / MAKE / MODEL 00/GMC/C/K1500/SIER			DELIVERY DATE 09/04/00
	VEHICLE ID NO. 1GTEK19TOYE			DELIVERY MILES 0
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/26/05	PRODUCTION DATE
BUSINESS PHONE	COMMENTS E# 5.3_Liter_V8_MFI_			MO: 59967

TOTALS

*****	TOTAL LABOR....	530.00
* WE WANT YOU TO BE *	TOTAL PARTS....	184.08
* "COMPLETELY SATISFIED" *	TOTAL SUBLET...	100.00
* IF NOT CONTACT THE GENERAL MANAGER. *	TOTAL G.O.G....	0.00
* STEVE SMELTZER AT 410-879-6400 EXT.3005 *	TOTAL MISC CHG.	30.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	9.20
	TOTAL INVOICE \$	853.28

SERVICE & PARTS HOURS:

MON. - FRI.: 7:00 AM - 7:00 PM
 SAT.: 7:00 AM - 5:00 PM

BODY SHOP HOURS:

MON. - FRI.: 7:30 AM - 6:00 PM

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

I hereby authorize the repair work herein-after set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Storage charges will be imposed twenty-four hours after work has been completed when applicable at the rate of \$5.00 a day.

Not responsible for damage from freezing due to lack of antifreeze.

CUSTOMER SIGNATURE

ORIGINAL

"COMPLETELY SATISFIED?"

IF NOT, CONTACT
 STEVE SMELTZER, GM, @
 (410) 879-6400
 cell ph. (410) 808-1881
 steves@jonesjunction.com

CHARGE

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE

THANK YOU

JONES JUNCTION, INC.
ONES TOYOTA, T/A JONES GMC TRUCK
T/A JONES CHRYSLER

1510 BELAIR ROAD
 BEL AIR, MD 21014
 410-879-6400 * 410-838-8020
 www.jonesjunction.com



1-357-337240

CUSTOMER NO. 5579189		ADVISOR PATRICK NEAL	TAG NO. 465	INVOICE DATE 07/29/05	INVOICE NO. GCCS400717
JARRETTSVILLE, MD		LABOR RATE	LICENSE NO.	MILEAGE 59,967	COLOR INDIGO_BLUE
		YEAR / MAKE / MODEL 00/GMC/C/K1500/SIER		DELIVERY DATE 09/04/00	DELIVERY MILES 0
		VEHICLE I.D. NO. 1 G T E K 1 9 T O Y E		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P.O. NO.	R.O. DATE 07/26/05	
BUSINESS PHONE		COMMENTS E# 5.3_Liter_V8_MFI_			

MO: 59967

JOB# 1 CHARGES

LABOR
 J# 1 40GCZZ BRAKE CONCERN TECH(S):511 530.00
 CUST STATES LEAK IN BRAKE LINE UNDER DRIVERS SEAT. CUST
 WANTS ALL 4 BRAKE LINES REPLACED. ADJUST PARKING BRAKE. ← NOT DONE
 SAVE OLD PARTS FOR CUSTOMER
 CUSTOMER REQUESTED THAT THE BRAKE LINES BE REPLACED ON THE
 VEHICLE ALL FOUR.
 REPLACED ALL FOUR BRAKE LINES ON THE VEHICLE
 WERE REPLACED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		BLC425	LINE		43.00
	2		121004	NUT		3.00
	6		121040	NUT		3.00
	2		WAG2057	BULB		2.50
	1		12548430	TUBE ASM. 8.964		37.48
	6		B408	CONNECTOR		2.92
	4		162400	CONNECTOR		3.15
	2		2005	BRAKE CLEAN		5.98
	4		PREMIER	HARDWARE		1.25
	4		HOSE	HEATER HOSE		1.00
	3		4318080-AB	FLUID BRA		7.84
TOTAL - PARTS						184.08

SUBLET PO# 555711 VEND INV# 07/27/05 INV DATE DESCRIPTION TOW JOB
 TOTAL - SUBLET 100.00

JOB# 1 TOTALS
 LABOR 530.00
 PARTS 184.08
 SUBLET 100.00

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 814.08

MISC CODE 100 DESCRIPTION SHOP SUPPLIES CONTROL NO
 TOTAL - MISC 30.00



SERVICE & PARTS HOURS:

MON. - FRI.: 7:00 AM - 7:00 PM
 SAT.: 7:00 AM - 5:00 PM

BODY SHOP HOURS:

MON. - FRI.: 7:30 AM - 6:00 PM

STATEMENT OF DISCLAIMER

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ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

I hereby authorize the repair work herein after set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Storage charges will be imposed twenty-four hours after work has been completed when applicable at the rate of \$5.00 a day. Not responsible for damage from freezing due to lack of antifreeze.

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE

THANK YOU

JONES CHRYSLER/PLY/TOY
1510 BELAIR RD
BEL AIR, MD 21014
(410)879-6400

C O P Y

07/29/2005 19:11

Sale:

Transaction # 21
Card Type: VISA
Acc: *****9738
Entry: Swiped
Clrk # 558
Invoice # 400717
Sale: 853.28
Reference No.: 00000021
Auth.Code: 009791
Respon. APPROVED

 ORIGINAL

1-357-337240



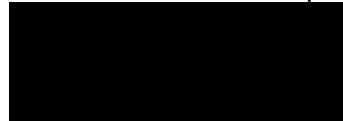
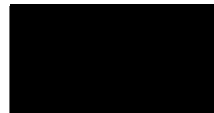
Motor Vehicle Administration

Maryland Motor
Vehicle Administration
6601 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER

UNIT #



MAKE AND BODY STYLE OF VEHICLE

GMC TK

YEAR CLASS EXCEPT VEHICLE IDENTIFICATION NUMBER

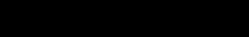
87 EPO N/A 1GTEK19T0YE

GR. VEH. WT. GR. COMB. WT. FEE EXPIRATION DATE

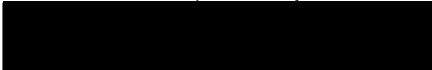
17000 00N/A \$154.50 09/30/06

OWNER'S DRIVER LICENSE/SOUND EX NO.

CO-OWNER'S DRIVER LICENSE/SOUND EX NO.



NAME(S) AND ADDRESS OF REGISTERED OWNER(S)



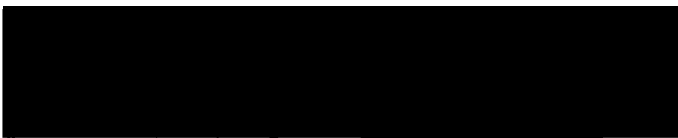
JARRETTSVILLE MD

IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times.

Tags must be returned PRIOR to any cancellation
of insurance on this vehicle.

Failure to comply will result in suspension of
registration and penalty of up to \$2,500 per vehicle, per year.



Fern. Bch. FL.

NOV 07 2005



Cherrolet
PO Box 33170
Detroit, Michigan
48232



48232+5170



PINEVIEW CHEVROLET, INC.

273 East Macclenny Ave.
MACCLENLY, FLORIDA 32063
904-259-6117
www.pineviewchevy.com

ORIGINAL

MOTOR VEHICLE REPAIR
REGISTRATION NUMBER
MV-14809

CUSTOMER NO. 7261	ADVISOR JIM 104	TAG NO.	INVOICE DATE 08/23/05	INVOICE NO. CVCS36817
	LABOR RATE 53.00	LICENSE NO.	COLOR 1	STOCK NO.
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/	MILEAGE 77381	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GCEK14T4YZ		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE 08/23/05	
RE	COMMENTS			

JOB# 1 CHARGES

LABOR.....
J# 1 40CVZ BRAKES HOURS: 1.00 TECH(S):101 53.00
BLEED BRAKE SYSTEM
CUST HAD REPLACED BRAKE LINE
PERFORM ABS PURGE ROUTINE
BLEED BRAKE SYSTEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
	1		12377967	FLUID 8.800	7.10	7.10
					TOTAL - PARTS	7.10

JOB# 1 TOTALS.....
LABOR 53.00
PARTS 7.10

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 60.10

TOTALS.....

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER
PAY REPAIRS

COUPONS AVAILABLE ON OUR WEBSITE AT
WWW.PINEVIEWCHEVY.COM

YOU MAY RECIEVE A SURVEY IN THE MAIL SOON..
DON'T FORGET TO FILL IT OUT AND SEND IT IN

TOTAL LABOR....	53.00
TOTAL PARTS....	7.10
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.21
TOTAL INVOICE \$	64.31

Shop Supplies and Waste Disposal
* This charge represents costs and
profits to the motor repair facility
for miscellaneous shop supplies or
disposal [s.559.904(4)]

() Cash
() Check Ck No. _____
() Visa () American Express
() Mastercard () Discover
() Charge () Other

12 Months or 12000 Miles
Warranty on GM Parts and
Labor.

On-Line Coupons Available
At Our Website
www.pineviewchevy.com

PAID
AUG 24 2005
BY: 11389

BOATRIGHT SERVICE AND REPAIRS
HIGHWAY 121
MACCLENNY, FL 32063

ORIGINAL

Date: 8-13-05

Name:

Address:

Phone:

FERNANDINA Bch. FL

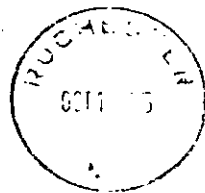
DESCRIPTION	CHARGE
Towing	250.00
Parts	28.95
Labor	250.00
Sub-Total	528.75
Tax	2.02
Total Charge	530.77

ADDRESS SERVICE REQUESTED

OCT 14 2005

Chevrolet Customer Service
P O Box 33170
Detroit, MI 48232-5170

44-38861-70-70 B051



U.S. POSTAGE

0.037 :

4 METER BANDS: 11



ROCHESTER, NY

October 7, 2005

Chevrolet Customer Assistance
P.O. Box 33170
Detroit, Michigan 48232-5170

Dear Sir/Madam:

In late November 2001, I replaced my 1991 Chevrolet pickup with a 2002 Silverado. I also own a 1977 Cavalier and a 1965 Impala Super Sport.

Unfortunately, the day after I picked up the Silverado I broke my ankle while in New York City. Therefore I did not drive the Silverado the winter of 2001/2002. On September 1, 2003, I broke several bones and did not drive the Silverado the winter of 2003/2004.

In September of this year I suddenly lost my brakes. By using the handbrake I was able to get to Spurr Chevrolet. They found the brake lines rusted out and incurred a cost of \$457.53 to repair the situation.

The Silverado only has 40,362 miles on it. It is only been through one winter. The rusting out of the brake lines represents premature failure and I am requesting reimbursement.

Thank you for your consideration.

Sincerely yours,

CLAIM # 1365206229



6325 Brockport-Spencerport Rd.
Brockport, NY 14420
(585) 637-3999

CLAIM

1365206229



CUSTOMER NO. 4765	ADVISOR MICHAEL MAZZA	TAG NO. 143	INVOICE DATE 09/13/05	INVOICE NO. CTCS282584
BROCKPORT, NY	LABOR RATE	LICENSE NO.	MILEAGE 40,362	COLOR BLACK/
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/SILVERADO 2500/EX			STOCK NO. 2C330
	VEHICLE I.D. NO. 1 G C H K 2 9 G 2 2 E			DELIVERY DATE 11/27/01
	F.T.E. NO.			DELIVERY MILES 11
P.O. NO.			SELLING DEALER NO.	PRODUCTION DATE
COMMENTS			R.O. DATE 09/12/05	

TOTALS		REPAIR SHOP REG NO. 7090368
Completely Satisfied.....Anything else is a failing grade	TOTAL LABOR.... 616.20	<small>Warranties. Any warranties on the parts or other products sold to you are made by the manufacturer. We sell the parts and other products AS IS. "AS IS" is a term that means we are not making any warranties and we do not assume any liability. We use the words you and your to mean anyone who signs this agreement. We, us, and our refer to the dealership location noted above. Damages, Losses and Delays. You understand and agree that except for our own negligence, we are not responsible for any loss or damage to your vehicle or anything in the vehicle, regardless of the cause. You also understand and agree that we are not responsible if we can't get a part or if there is a delay in our getting a part. Storage Charges. If you do not pick up your vehicle within 48 hours after it has been repaired, you agree to pay us storage charges at our current rate of \$15.00 per day. Claims. If you feel that we have not repaired your vehicle correctly, or if you have any other claim, you must notify our Service Department Manager in writing the sooner of thirty (30) days after the repair or before the vehicle has been driven one thousand (1000) miles. Payment. Unless we have agreed to another form of payment, you agree to pay us in cash or certified check when your vehicle has been repaired. Authorization. You authorize us to provide the labor materials and testing needed to repair the vehicle. You hereby grant us and/or our employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.</small>
Mike Mazza Service Department Manager mike.mazza@spurrdealerships.com	TOTAL PARTS.... 67.53	
Pat Donahue Collision Department Manager bodyshop@spurrdealerships.com	TOTAL SUBLET... 0.00	
visit us @ www.spurrbrothers.com	TOTAL G.O.G.... 0.00	
We Welcome and appreciate your business.	TOTAL MISC CHG. 0.00	
Saturday Service!! Saturday Service!! Saturday Service!! Spurr Chevrolet Service Department is open Saturdays!! Saturday Service Hours 8:00 am to 12:00 637-6200 for appt.	TOTAL MISC DISC 0.00	
	TOTAL TAX..... 54.70	
TOTAL INVOICE \$ 738.43		

CUSTOMER SIGNATURE

ORIGINAL

METHOD OF PAYMENT
☐ CASH ☐ CHECK

Check Number

- ☐ GOODWRENCH CARD
☒ VISA ☐ DISCOVER
☐ MASTER CARD
☐ AMER. EXPRESS
☐ CHARGE

THANK YOU!



6325 Brockport-Spencerport Rd.
Brockport, NY 14420
(585) 637-3999

CLAIM
1365206229

CUSTOMER NO. 4765		ADVISOR MICHAEL MAZZA 143		TAG NO.	INVOICE DATE 09/13/05	INVOICE NO. CTC5282584
BROCKPORT, NY		LABOR RATE	LICENSE NO.	MILEAGE 40,362	COLOR BLACK/	STOCK NO. 2C330
		YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/SILVERADO 2500/EX			DELIVERY DATE 11/27/01	DELIVERY MILES 11
		VEHICLE I.D. NO. 1 G C H K 2 9 G 2 2 E			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.			P.O. NO.	R.O. DATE 09/12/05
COMMENTS						
LABOR & PARTS				REPAIR SHOP REG. NO. 7090368		
J# 1 10CVZ BRAKES GENERAL HOURS: 5.00 TECH(S): 220 390.00						
NO BRAKES CKED SYSTEMS REPLACED BRAKE LINES FROM ABS MODULE UNDER L/SEAT TO L/FRNT WHEEL & TO R/FRNT WHEEL PRESSURE BLEED SYSTEMS REASSEMBLE FAN SHRUOD, L/FRNT INNER FENDER, FRNT WHLS & LOWER COVER						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 1	2	302X4	FITTING	1.29		
JOB # 1	3	B460	BRAKELINE	6.31		
JOB # 1	1	B420	BRAKELINE	3.42		
JOB # 1	6	12377967	FLUID 8.800	7.10		
JOB # 1 TOTAL PARTS				67.53		
JOB # 1 TOTAL LABOR & PARTS				457.53		
J# 2+03CVZ0002 ABS SYSTEMS ANALYSIS HOURS: 2.90 TECH(S): 220 226.20						
BRAKES ACTIVE ABS AT SLOWER SPEEDS R&R BOTH FRNT WHL SPEED SENSORS CLEANED COROSION OFF MOUNTINGS & EYE HOLES REASSEMBLE						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 2 TOTAL PARTS				0.00		
JOB # 2 TOTAL LABOR & PARTS				226.20		
COMMENTS						
DELETED OPERATION(S) 10CVZ1 BRAKES GENERAL						
TECHNICIAN CERTIFICATION						
220		JEFFREY B ROSSITZ		NYS# 67X0		
METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK						
Check Number						
<input type="checkbox"/> GOODWRENCH CARD						
<input type="checkbox"/> VISA <input type="checkbox"/> DISCOVER						
<input type="checkbox"/> MASTER CARD						
<input type="checkbox"/> AMER. EXPRESS						
<input type="checkbox"/> CHARGE						
THANK YOU!						

ORIGINAL

LEPAG
1462 COVELL RD
BROCKPORT NY

14420

CAM # 1365206229

585-391-6511
SPURR, CHEVROLET INC.
6325 BROCKPORT SERIES
BROCKPORT NY 14420

TERMINAL I.D. #
MERCHANT #

0705
001651

UTSA
*****6995
MANUAL
SALE

ITEM #: 007

DATE: SEP 14, 2005 TIME: 14:14
AUTH NO: 051973

\$738.43

TOTAL

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(DEBITMENT AGREEMENT IF CREDIT VOUCHER)

015

CERTIFICATE OF TITLE

NEW YORK STATE



* * LIENS * *

Title and Identification No.
1GCHK29G22E
1GCHK29G22E

Year
2002

Make
CHEVR

Model Code
2KH

Body/Hull
PICK

Document No.
[REDACTED]

Color
BK

Wt./Sts./Lgth
6110

Fuel
GAS

Cyl./Prop.
8

New or Used
NEW

Type of Title
VEHICLE

Date Issued
1/15/02

Name and Address of Owner(s)

ODOMETER READING

00011
00011

ACTUAL MILEAGE

BROCKPORT NY

This document is your proof of ownership for this vehicle, boat or manufactured home. It is a safe place, not with your license or registration or in your vehicle or boat. If you sell or give away your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

GMAC
PO BOX 8142
COCKEYSVILLE MD 21030

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

MV-999(11/99)

DEPARTMENT OF MOTOR VEHICLES

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No. 900794331**50-937
213DATE
10/27/05

*****738 DOLLARS

****43 CENTS

AMOUNT
*****738.43PAY
TO THE
ORDER
OF

BROCKPORT NY

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000080

1

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK NO. 900794331

VENDOR NAME

PAYMENT
DATE 10/27/05

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GCHK29G22E	10/26/05 1-365206229.1-64FBT0	VM 1-64FBT0	00.0000	738.43	.00	738.43
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				738.43	.00	738.43

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 900796439

50-837
213

DATE
11/04/05

*****200 DOLLARS

****00 CENTS

AMOUNT
*****200.00

PAY
TO THE
ORDER
OF

MERRITT ISLAND FL

North American Operations
General Motors Corporation
Disbursement Account

Richard C. Drum
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000258

1

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO 900796439

PAYMENT
DATE 11/04/05

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
16CEC14W522	11/03/05 -3672544	VH 1-65IV0D 05.1-65IV0D	00.0000	200.00	.00	200.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782						

W3

TOTAL

200.00

.00

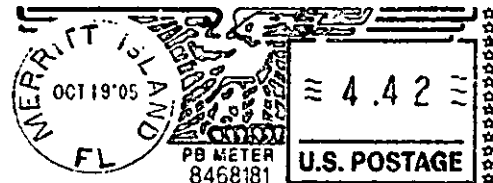
200.00

CERTIFIED MAIL™



7004 1160 0006 7734 5063

M. L. H.



OCT 26 2005

General Motors
P.O. Box 33170
Detroit, MI 48232

48232+3170-70 8031



10/7/05

General Motors

P.O. Box 33170

Detroit, MI 48232

Proof of payment, Copy of ownership - Title,
work order dated Sept 2, 2005 -

~~revised brake line.~~

H.I. FI.

Claim # 1-367254405

171107

BOB STEELE
CHEVROLET, INC.

'SEE STEELE BEFORE YOU DEAL'

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

MERRITT ISLAND, FL [REDACTED]
HOME [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 197 JAMES K MAURER

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/ OUT	TAG
DBL	02	CHEVROLET SILVERADO		1GCEC14W52Z		43142/43142	T5714
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21SEP01 IS			16:18 02SEP05		79.00	CASH	19SEP05

R.O. OPENED	READY	OPTIONS: STK:22161 DLR:26463
10:28 02SEP05	09:06 19SEP05	ENG:4.3_Liter,_V6_CPI,_90_deg. TRN:M30

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A BRAKE PEDAL GOING TO FLOOR							
0 REPLACE RUSTED BRAKE LINE							
		18	CEMP	5.00		200.00	200.00
	1	MISC	94715	TUBING	25.13	12.86	12.86
	1	12377967	FLUID		8.10	4.46	4.46
SUBL INV 10391							
		CPAY				50.00	50.00
PARTS:	17.32	LABOR:	200.00	OTHER:	50.00	TOTAL LINE A:	267.32

43142 SERVICE 5.0 CHECK BRAKES OPERATION. VERIFIED COMPLAINT. FOUND
BRAKE FLUID LEAKING FROM LINE BETWEEN BPMV AND REAR BRAKE HOSE. REPLACE
LINE, BLEED SYSTEM AND RECHECK OK.

CUSTOMER PAY MISC SUPPLIES FOR REPAIR ORDER

8.00

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 3% OF THE TOTAL LABOR CHARGE. THIS WILL BE SHOWN IN THE RIGHT HAND CORNER OF REPAIR ORDER IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$10.00.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

These forms must comply with the provisions of the Florida Motor Vehicle Repair Act before a registration can be issued or renewed. [(s.559.904(4))]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185)).

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months, 12,000 miles. Seller does not warrant that the work was done in accordance with this estimate will correct any problems mentioned on the description of the complaint.

DESCRIPTION	TOTALS
LABOR AMOUNT	200.00
PARTS AMOUNT	17.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	50.00
MISC. CHARGES	8.00
TOTAL CHARGES	275.32
LESS INSURANCE	0.00
SALES TAX	16.42
PLEASE PAY THIS AMOUNT	291.74

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

**PLEASE PAY
THIS AMOUNT**

291.74

FOR DEPOSIT ONLY
BOB STEELE CHEVROLET, INC.

DO NOT WRITE, STAMP, OR SIGN BELOW THIS LINE
RESERVED FOR FINANCIAL INSTITUTION USE

DATE 09/21/05
P.O. E. C 007 NE

7246

63-4/630 FL 1344

Bank of America Advantage

MERRITT ISLAND, FL

Date

9/14/05

Pay to the order of

Bob Steele

\$291.74

Two Hundred ninety one & 74/100

Dollars

Bank of America



ACH R/T 063100277

Memo

17/107

CERTIFICATE OF TITLE

THE STATE OF TEXAS, COUNTY OF DALLAS, HEREIN THIS OFFICE, CERTIFICATE OF TITLE IS ISSUED

FOR SAID MOTOR VEHICLE OR VESSEL

REGISTRATION NUMBER	123456	TYPE	PASSENGER	MAKE	FORD	MODEL	Mustang	YEAR	1965	VEHICLE REGIS. NO.	123456	VEHICLE REGIS. DATE	12/15/65
[REDACTED]													

VEHICLE ENTERED



GMC

HUMMER®

December 9, 2005

State of West Virginia
Office of the Attorney General
Consumer Protection Division
P.O. Box 1789
Charleston, WV 25326-1789
Attention: Donna Runion

Customer: Mr. [REDACTED]
Service request: 1-377347534

Dear Attorney General McGraw:

Thank you for your recent correspondence regarding Mr. [REDACTED]. We are sorry he is dissatisfied with his 1999 Chevrolet Silverado. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review Mr. [REDACTED] concerns, we will be in contact with you to discuss this matter further.

Sincerely,

<signature:westberc>

Carolyn Westberg
Customer Relationship Manager

LC0001-T/

General Motors Corporation
1426 Pacific Drive
Auburn Hills, MI 48326-1571

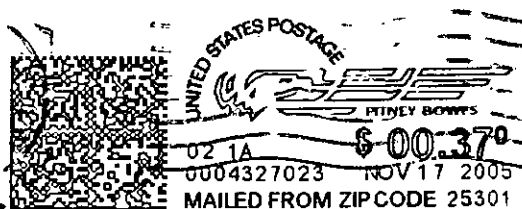


STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
P.O. BOX 1789
CHARLESTON, WV 25326-1789

NOV 21 2005

General Motors Corp.
Chevrolet\Geo Motor Division
PO Box 33170
Detroit, MI 48232-5170

48232+5170





DARRELL V. McGRAW, JR.
ATTORNEY GENERAL

PHYSICAL ADDRESS:
812 Quarrier St.
Charleston, WV 25301

MAILING ADDRESS:
P. O. Box 1789
Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov
<http://www.wvago.us>

STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL

November 17, 2005

Consumer Protection
and Antitrust Division
(304) 558-8986

Preneed Funeral Services
(304) 558-8986

Consumer Hotline
1-800-368-8808

FAX: (304) 558-0184

General Motors Corp.
Chevrolet/Geo Motor Division
PO Box 33170
Detroit, MI 48232-5170

Re: [REDACTED]

Wallback, WV [REDACTED]

Dear Sir or Madam:

We have received the enclosed complaint from the above-named consumer. The Attorney General is authorized by law to determine whether the consumer protection laws are being violated. We mediate complaints sent to us to assist consumers and merchants in settling disputes fairly and amicably.

Our office urges both you and the consumer to be conciliatory so that a fair and reasonable settlement can be reached. Please submit your written response within ten (10) days of receipt of this letter.

Your prompt attention to this matter is greatly appreciated.

Very truly yours,

Donna Runion
Mediator
Consumer Protection and
Antitrust Division

ljs

Enclosure



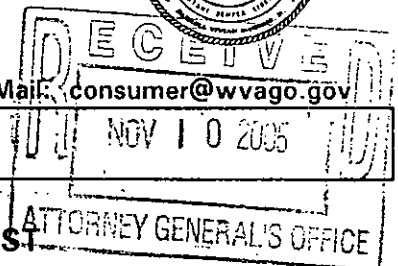
STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
DARRELL V. MCGRAW, JR.
CONSUMER PROTECTION DIVISION
1-800-368-8808 or 304-558-8986



<http://www.wvago.us>

E-Mail: consumer@wvago.gov

MOTOR VEHICLE CONSUMER COMPLAINT



1. PARTY COMPLAINING

Name: [REDACTED]
☒ Mr. [REDACTED]
Address: [REDACTED]
City: Wallback State: WV
County: Clay Zip Code: [REDACTED]
Home Telephone: [REDACTED] listed
Work Telephone: [REDACTED]
Cell Telephone: [REDACTED]
Email: [REDACTED]

2. COMPLAINT AGAINST

Business Name: General Motors
Address: _____
City: _____ State: _____
County: _____ Zip Code: _____
Telephone: _____
Name of person you dealt with: Chad (Tom Parrill Chevrolet)
Title: Parts Department

Best time to contact me: whenever you catch me

3. Purchased: ☒ New ☐ Used Vehicle Identification Number (VIN): 1GCEK19V0XE [REDACTED]
4. Car Make (manufacturer): Chevrolet Car Model: Silverado Year: 1999
5. Mileage at time of purchase: new 15 miles Present Mileage: 179512
6. Date of Purchase: March 1999 Total Purchase Price: 25000
7. Terms of Payment: ☐ Cash ☐ Loan ☐ Loan - Installment
☐ Check ☐ Credit Card ☐ Installment Finance Company name: GMAC
☐ Debit Card ☐ PayPal ☐ Wire Transfer Address: (Paid off)
☐ Other _____ ☐ Western Union
8. Did you purchase the vehicle from the business you are complaining about? ☐ Yes ☒ No
9. Have you complained to the business? ☐ Yes ☒ No
If Yes, date you complained: _____
What action was taken by the business: _____
10. Does the complaint involve the safety condition of the vehicle at the time it was sold to you? ☐ Yes ☒ No
11. Have you contacted the manufacturer about your vehicle complaint? ☐ Yes ☒ No
If Yes, what action was taken: _____

PLEASE CONTINUE TO OTHER SIDE

12. Have you filed this complaint with any other agency or organization? ☐ Yes ☒ No

If Yes - Identify organization: _____

What action was taken? _____

13. Describe any legal action you have taken: N/A

14. Provide COPIES - front and back - of all documents you have, such as:

- | | | |
|---|--|---|
| <input type="checkbox"/> Warranty | <input type="checkbox"/> Buyer's Guide | <input type="checkbox"/> Purchase Agreement |
| <input type="checkbox"/> Odometer Statement | <input type="checkbox"/> Repair Orders | <input type="checkbox"/> Loan Contract - Retail Installment Agreement |
| <input type="checkbox"/> Title | | |

15. Please describe your complaint in detail - if you need additional space to tell what happened, please continue on a separate page and attach it to your complaint: _____

Brake line on the truck got a hole in it and I went to purchase a new line at a Chevrolet Dealer place and parts place to get a brake line and could not find the line that needed to be on the truck. The dealership parts man told me that they do not make that part I needed and they do not have the part. (this came from a Chevrolet Dealer place.)

20. How do you want your complaint resolved? Able to purchase parts when needed to keep vehicle in working order, instead of having to fix other ways to fix anything wrong with the vehicle.

The information you provide will be used in efforts to resolve your problem and may be shared with the party complained against. It may also be used to enforce applicable state laws:

I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.

I certify that all information on this form is true and accurate, and that I have the legal authority to submit this claim.

SIGNATURE (Required)

[Redacted Signature]

DATE 11-9-05

AGE 47

Return this form and copies of your papers to:

Office of the Attorney General
Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789

COMPLETE IN BLUE OR BLACK INK ONLY
Federal and State law requires that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

ASSIGNMENT OF CERTIFICATE OF TITLE

The undersigned hereby certifies that for the sale price herein stated the vehicle/boat described in this title has been transferred to the following printed name and address:

Sale Price \$ _____ Trade In \$ _____ Net Cost \$ _____ 5% Tax \$ _____

Name of Purchaser _____ Address _____

"I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked."

☐ No Tenths ☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY**

Signature(s) of Seller(s) _____ Printed Name(s) of Seller(s) _____ Sale Price \$ _____ Date of Sale _____

"I am aware of the above odometer certification made by the seller."

Signature(s) of Buyer(s) _____ Printed Name(s) of Buyer(s) _____

Warning: This Application Must Not Be Signed Unless The Name And Address Of The Purchaser Appears Above

1st RE-ASSIGNMENT BY DEALER ONLY

Sale Price \$ _____ Trade In \$ _____ Net Cost \$ _____ 5% Tax \$ _____

The undersigned dealer hereby certifies that the vehicle/boat described in this title has been transferred to the following printed name and address:

Name of Purchaser _____ Address _____

"I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked."

☐ No Tenths ☒ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY**

Signature Dealer/Agent _____ Printed Name of Dealer/Agent _____ Dealer's Certificate No. _____ Date of Sale _____

"I am aware of the above odometer certification made by the seller."

Signature(s) of Buyer(s) _____ Printed Name(s) of Buyer(s) _____

2nd RE-ASSIGNMENT BY DEALER ONLY

Sale Price \$ _____ Trade In \$ _____ Net Cost \$ _____ 5% Tax \$ _____

The undersigned dealer hereby certifies that the vehicle/boat described in this title has been transferred to the following printed name and address:

Name of Purchaser _____ Address _____

"I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked."

☐ No Tenths ☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY**

Signature Dealer/Agent _____ Printed Name of Dealer/Agent _____ Dealer's Certificate No. _____ Date of Sale _____

"I am aware of the above odometer certification made by the seller."

Signature(s) of Buyer(s) _____ Printed Name(s) of Buyer(s) _____

3rd RE-ASSIGNMENT BY DEALER ONLY

Sale Price \$ _____ Trade In \$ _____ Net Cost \$ _____ 5% Tax \$ _____

The undersigned dealer hereby certifies that the vehicle/boat described in this title has been transferred to the following printed name and address:

Name of Purchaser _____ Address _____

"I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked."

☐ No Tenths ☐ 1. The mileage stated is in excess of its mechanical limits. ☐ 2. The odometer reading is not the actual mileage. **WARNING - ODOMETER DISCREPANCY**

Signature Dealer/Agent _____ Printed Name of Dealer/Agent _____ Dealer's Certificate No. _____ Date of Sale _____

"I am aware of the above odometer certification made by the seller."

Signature(s) of Buyer(s) _____ Printed Name(s) of Buyer(s) _____

TRANSFER AND TRADE-IN INFORMATION

Sale Price \$ _____ Trade In \$ _____ Net Cost \$ _____ 5% Tax \$ _____

(Credit allowed only on vehicles/boats registered in WV and tax has been paid by applicant.)

Description of vehicle/boat traded in	1. Make	Year	VIN No.	Title No.
Registration plates exchanged or transferred from:	Make	Year	VIN No.	License No.

LIENHOLDER INFORMATION (Fee: \$5.00)

Amount \$ _____ Kind _____ Lienholder _____
Date of Lien _____ Address of Lienholder _____

INSURANCE STATEMENT

INSURANCE MUST BE IN EFFECT WHEN APPLICATION IS RECEIVED.

Effective Date of Insurance Policy _____

From _____ to _____

Name of Insurance Company _____

Name of Agent _____

Insurance Policy Number _____

BUYER'S CERTIFICATE OF TITLE

(Name of Buyer(s) to be entered legibly and exactly as it is to appear on new Certificate of Title)

Buyer(s) Name _____

Address _____

If the title reads "AND" SIGNATURES OF BOTH OWNERS MUST APPEAR

"I hereby certify under penalty of perjury, a false statement that the statements made herein are true and correct to the best of my knowledge and belief."

Signature(s) of Buyer(s) _____

(X) _____

Any change, alteration or erasure on assignment form will void this title.

FOR DIVISION USE ONLY

DEPARTMENT OF TRANSPORTATION DIVISION OF MOTOR VEHICLES

FOR DIVISION USE ONLY

REVISED 7/96

R N T E

CLASS

LICENSE #

MAKE YEAR

EXP DATE

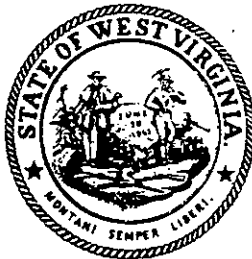
R N T E

CLASS

LICENSE #

MAKE YEAR

EXP DATE



CERTIFICATE OF TITLE TO A MOTOR VEHICLE

The Division of Motor Vehicles of West Virginia certifies that pursuant to an application under oath and in substance prescribed by the laws of West Virginia and filed with said Division, the applicant, whose name and address first hereinbelow appear, has been registered in the office of said Division as the lawful owner of the vehicle/boat hereinafter described, or is, otherwise entitled to have said vehicle/boat registered in the name of said applicant, that is to say:

08	ODOMETER READING		15	ACTUAL
15	MAKE/BOAT	YEAR	VEHICLE/BOAT IDENTIFICATION NO.	WEIGHT/LENGTH
05	MODEL		TITLE NUMBER	PREVIOUS TITLE NUMBER
	CHEV	1999	1GCEK19V0XE	04/12/1999
	3C			

WALLBACK

WV

0538

Said Division further certifies that from said verified application it appears the above described vehicle/boat is subject to the lien and encumbrance described below, and none other, that is to say:

FIRST LIEN

Name and mail address of lienholder

FIRST NATIONAL BANK
PO BX 1049
SPENCER
25276

WV



08/15/2005

NOTARY PUBLIC
STATE OF WEST VIRGINIA
AMY L. HANCE
FIRST NATIONAL BANK
PO BOX 1049 Notary Public
SPENCER, WV 25276
My commission expires on 08/15/2005

RELEASE

This lien fully paid, satisfied and released on

this the 15th day of November 2005

First National Bank

Name of Lienholder

DANIELA BANKING OFFICER

Signature of person or officer

1st day of November 2005

Amy L. Hance

1st day of Feb 2005

RELEASE

This lien fully paid, satisfied and released on

this the ____ day of ____, 20__

Name of Lienholder

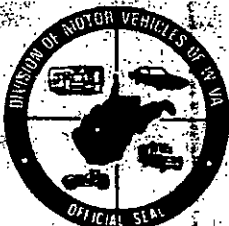
Signature of person or officer

taken, subscribed and sworn to before me this the ____ day of ____, 20__

Notary Public

My commission expires on ____ day of ____, 20__

Witness the corporate name of the Division of Motor Vehicles of West Virginia and the seal of said Division the day of year set beneath the name of the applicant in the Certificate.



DIVISION OF MOTOR VEHICLES

DO NOT ACCEPT THIS TITLE UNLESS IT CONTAINS AN EAGLE WATERMARK. HOLD TO LIGHT TO VIEW.



GMC

HUMMER®

December 12, 2005

State of West Virginia
Office of the Attorney General
Consumer Protection Division
P.O. Box 1789
Charleston, WV 25326-1789
Attention: Donna Runion

Customer: Mr. [REDACTED]
Service request: 1-377347534

Dear Attorney General McGraw:

Thank you for your recent correspondence regarding Mr. [REDACTED]. We are sorry he is dissatisfied with his experience with Tom Perrill Chevrolet. Chevrolet dealerships are owned and operated independently of Chevrolet. As independent businesses, each is responsible for their day to day business activities and the quality of services they provide. Dealerships are also responsible for their sales negotiations with customers, including the prices they charge for parts and/or repairs.

As a manufacturer, our authority involves the operating specifications of our vehicles and the application of the new vehicle warranty. We do realize, however, that dealerships are our customers' direct link to Chevrolet. We suggest the customer discuss this situation with a member of the dealership's management team if he has not done so already. We advised him that we contacted the Parts Department manager, Mr. Brent Funk, who will be happy to discuss this further with Mr. Workman.

Mr. [REDACTED] advised us that he needed a new brake line hose. The hose is only available in bulk and comes in a roll. The repair must then be fabricated. He was dissatisfied with the availability of the part and advised us that in his opinion the dealer charges too much for both the part and the repair. As independently operated businesses, we have no control over the prices the dealers charge for parts and/or labor. We suggested he purchase the part at the dealer or somewhere else and either do the repair himself or have someone else do it that would charge less. Mr. Workman said he would never buy a General Motors vehicle again and abruptly hung up as we were trying to assist him.

In addition, Mr. [REDACTED] vehicle is 81 months old and has 181,000 miles on it and is well beyond the new vehicle warranty of 36 months or 36,000 miles, whichever comes first. Due to the age and mileage of the vehicle we are unable to provide any cost assistance.

Although we have limited authority in this situation, we appreciate you taking the time to bring this concern to our attention. If I can be of further assistance, please contact me at 1-800-231-1841 extension 57884 between 8:00 a.m. and 4:00 p.m. Eastern Standard Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

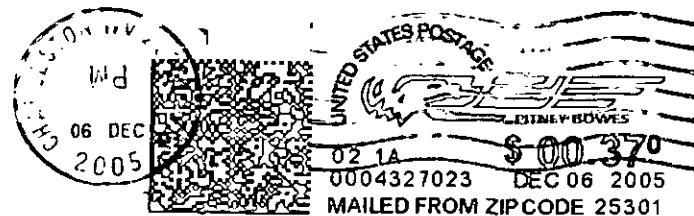
Carolyn Westberg
Customer Relationship Manager

LC0011-T/

General Motors Corporation
1426 Pacific Drive
Auburn Hills, MI 48326-1571



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
P.O. BOX 1789
CHARLESTON, WV 25326-1789



DEC 08 2005

General Motors Corp.
Chevrolet\Geo Motor Division
PO Box 33170
Detroit, MI 48232-5170

48232+5170 6080



DARRELL V. McGRAW, JR.
ATTORNEY GENERAL

PHYSICAL ADDRESS:
812 Quarrier St.
Charleston, WV 25301

MAILING ADDRESS:
P. O. Box 1789
Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov
<http://www.wvago.us>



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL

December 6, 2005

Consumer Protection
and Antitrust Division
(304) 558-8986

Preneed Funeral Services
(304) 558-8986

Consumer Hotline
1-800-368-8808

FAX: (304) 558-0184

General Motors Corp.
Chevrolet/Geo Motor Division
PO Box 33170
Detroit, MI 48232-5170

Re: [REDACTED]

Wallback, WV [REDACTED]

Dear Sir or Madam:

We have not received a response to our recent letter regarding the above-named consumer's complaint.

Our initial inquiry was an attempt to act as a mediator in a dispute between the consumer and your business. Since you have failed to respond to our inquiries, we only know the consumer's side of the story.

We wish to allow you a final opportunity to respond to the consumer's complaint. We now request that you respond in writing within five (5) days from receipt of this letter. Your cooperation in resolving this complaint is appreciated.

Very truly yours,

A handwritten signature in cursive script that reads "Donna Runion".

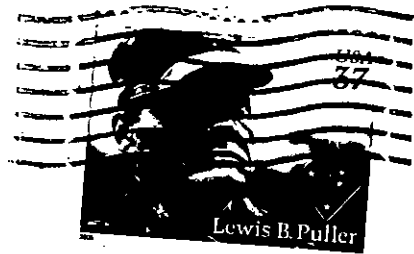
Donna Runion
Mediator
Consumer Protection and
Antitrust Division

ijjs



Harrington, DE

RECEIVED DEC 15 2005



Chevrolet Customer Assistant
P.O. Box 33170
Detroit, Michigan
48232-5170

44232+5170



(1-379-532191)

i.g. Burton & Company

GM GOODWRENCH SERVICE

793 Bay Road · Route 113

Milford, Delaware 19963

main (302) 422-3041

HARRINGTON, DE

SERVICE ADVISOR SHEILA LYNCH

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06DEC05	07DEC05	21-1310	1GCHK29UX1E				07DEC05	91751
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		01	CHEVLT K20		79.95	13APR01	4295	4295
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
48763	48763							

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
	4159CPTGM	1.00		70.00	70.00
	2 88916860 ROTOR		110.14	77.10	154.20
F**	REPL REAR ROTORS				
	DIAG1 REPL REAR ROTORS				
	4159CPTGM	1.00		70.00	70.00
	2 89032249 ROTOR		97.86	89.05	178.10
G**	9A ROTATE TIRES				
	9A 9A ROTATE TIRES				
	4159ISERV	0.40			(N/C)
H**	W240 BRAKE FLUSH \$89.99				
	W240 W240 BRAKE FLUSH \$89.99				
	4159CPTGM	1.00		50.00	50.00
	1 53022 BRAKE FLUSH		39.99	39.99	39.99
	CUSTOMER PAY MISC SHOP CHARGE FOR REPAIR ORDER				23.99

1-379-537-191

Pd

VISA

12/7/05

Agh.

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	480.90
PARTS AMOUNT	565.48
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	23.99
TOTAL CHARGES	1070.37
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1070.37

STATEMENT OF DISCLAIMER:

The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Dealer guarantees the labor performed in this repair shop has been competently performed, and that any defect which occurs will be corrected without charge by this repair shop for a period of 90 days or 4000 miles from the date of the repair, whichever occurs first.

CUSTOMER SIGNATURE

X

A-LOF SERVICE B-REPL BRAKE LINE THAT WAS BROKEN
 FOUND OTHER LINES RUSTED-C-REPL FRT BRAKES
 D-REPL REAR BRAKES E-REPL FRT ROTORS F-REPL
 REAR ROTORS G-ROTATE TIRES H-BRAKE FLUSH

COPY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE

1-379-532-191

i.g. Burton & Company

GM GOODWRENCH SERVICE
793 Bay Road · Route 113
Milford, Delaware 19963
main (302) 422-3041

HARRINGTON, DE

SERVICE ADVISOR **SHEILA LYNCH**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06DEC05	07DEC05	21-1310	1GCHK29UX1E				07DEC05	91751
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		01	CHEVLT K20		79.95	13APR01	4295	4295
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
48763	48763							

TECH.	TYPE	HOURS	LST/AMT	MT/AMT	TOTAL
A LUBE OIL FILTER					
C3KT LUBE OIL FILTER					
	4159CPTGM	0.30	11.00		11.00
B CK BRAKES -CK PEDAL GOES TOO FAR TO THE FLOOR					
9996 REPL BROKEN BRAKE LINE					
	4159CPTGM	2.00	159.90		159.90
1	BL412FDR TUBING	3.74	3.74		3.74
1	121004 FITTING	0.80	0.80		0.80
1	123400 FITTING	1.65	1.65		1.65
1	12377967 FLUID	7.10	7.10		7.10
C** REPLACE FRT BRAKE PADS CARS \$119.95					
24N REPLACE FRT BRAKE PADS CARS \$119.95					
	4159CPTGM	1.00	60.00		60.00
1	88927919 PAD KIT				0.00
1	MENU MENU	89.95	89.95		89.95
D** REPLACE REAR BRAKE SHOES \$129.95					
24P REPLACE REAR BRAKE SHOES \$129.95					
	4159CPTGM	1.00	60.00		60.00
1	88927920 PAD KIT				0.00
1	MENU MENU	89.95	89.95		89.95
E** REPL FRT ROTORS					
DIAG1 SYSTEM TEST & DIAG FOR REPAIR					
\$70.00					

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

STATEMENT OF DISCLAIMER:
The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Dealer guarantees the labor performed in this repair shop has been competently performed, and that any defect which occurs will be corrected without charge by this repair shop for a period of 90 days or 4000 miles from the date of the repair, whichever occurs first.

CUSTOMER SIGNATURE
X

COPY

U. S. DEPARTMENT OF
THE ARMY
OFFICE OF THE
CHIEF OF STAFF
WASHINGTON, D. C.

U. S. DEPARTMENT OF THE ARMY
OFFICE OF THE CHIEF OF STAFF
WASHINGTON, D. C.

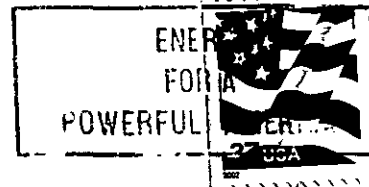
U. S. DEPARTMENT OF THE ARMY
OFFICE OF THE CHIEF OF STAFF
WASHINGTON, D. C.

U. S. DEPARTMENT OF THE ARMY
OFFICE OF THE CHIEF OF STAFF
WASHINGTON, D. C.

U. S. DEPARTMENT OF THE ARMY
OFFICE OF THE CHIEF OF STAFF
WASHINGTON, D. C.



Harrington, DE



Chevrolet Customer Assistance
P.O. Box 33170

JAN 03 2008

Detroit, Michigan

48232-5170

C/O Kristin Walker

48232+5170-70 8031 48232+5170 31953218

Minimum Payment Due
Payment Due Date

\$22.00
01/07/06

Address or home telephone change? Indicate here:

AMOUNT ENCLOSED \$

Make payable to

4575

HARRINGTON DE

WILMINGTON DE

1. Detach this top portion and return payment using enclosed envelope.



MASTERCARD ACCOUNT ACTIVITY

Account Number	
Previous balance	\$322.22
Payments	\$322.22
Credits	\$0.00
Purchases & other charges	\$1,080.31
Cash advances	\$0.00
FINANCE CHARGE	\$0.00
New Balance	\$1,080.31

CREDIT AND OTHER INFORMATION

Statement Date	12/13/05
Days In Billing Cycle	30
Credit Line	\$9,000
Available Credit as of 12/13/05	\$7,919
Minimum Payment Due	\$22.00
Payment due date	01/07/06
Send inquiries to:	FSC RESEARCH

MASTERCARD TRANSACTIONS

TRANSACTION DATE	POST DATE	REFERENCE NUMBER	ACTIVITY SINCE LAST STATEMENT	DEBIT AMOUNT	CREDIT AMOUNT
11/29	11/29		WAL*MART CONNECT 1105 888-855-0942 VA	9.94	
12/02	12/02		PAYMENT - THANK YOU		322.22
12/07	12/07		I.G BURTON - GM MILFORD DE	1,070.37	

FINANCE CHARGE CALCULATION

	BALANCE SUBJECT TO FINANCE CHARGE	NOMINAL APR	ANNUAL PERCENTAGE RATE (APR)	DAILY PERIODIC RATE	FINANCE CHARGE
Purchases	\$0.00	15.250%	15.250%	0.0418%	\$0.00
Cash Advances	\$0.00	15.250%	15.250%	0.0418%	\$0.00

QUICK TIPS

PARA ASISTENCIA EN ESPAÑOL,
LLAME 1-800-523-2378 Y OPRIMA EL NÚMERO DOS.
BETWEEN NOVEMBER 1 AND DECEMBER 31, YOU CAN EARN DOUBLE POINTS
ON YOUR EVERYDAY PURCHASES TO REDEEM FOR HOLIDAY SHOPPING!



For more information about Wilmington Trust Services, visit us on our web site at www.wilmingtontrust.com.

Customer Service Inquiries, call
302-652-2378 800-523-2378

To report a lost/stolen Credit Card or Quick Check Card
302-636-6621

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION



STATE OF DELAWARE

Motor Vehicle Registration Card

Good Only When Signed On Back And Officially Validated

VEHICLES MAY BE INSPECTED AND REGISTRATION RENEWED ANYTIME WITHIN 90 DAYS BEFORE EXPIRATION
A \$10.00 LATE FEE IS CHARGED FOR LATE REGISTRATION RENEWALS

SPECIAL TAG, IF ANY	ODOMETER MILEAGE	WINDOW STICKER	
	2,810		
TITLE TAG AND REGISTRATION NO.	MANUFACTURER AND YEAR	MODEL	BODY STYLE
	CHEV 2001	SIL	4C
TITLE DATE	VEHICLE IDENTIFICATION NO.	GROSS WEIGHT	
05/01/2001	10CHK29UX1E	6,000	
EXPIRATION	YEARLY FEE	NET WT	USE
04/30/2006	36.80	9,200	NEW

ACTUAL VEHICLE MILEAGE

CURRENT VALIDATION

VALID : 05/01/2001 DMV

HARRINGTON

DE

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 900839002 50-937 213

DATE 02/23/06 *****324 DOLLARS *****18 CENTS AMOUNT *****324.18

RIALTO CA

North American Operations
General Motors Corporation
Disbursement Account

Richard C. [Signature]
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations				DETACH BEFORE DEPOSITING CHECK			
VENDOR DUNS NO. BB 000000183		1		CHECK NO 900839002			
VENDOR NAME		North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530		PAYMENT DATE 02/23/06			
REGISTER NO DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT	
1GCEK19T72E	02/22/06 1-3915246	VM 1-6IV4GP 07.1-6IV4GP	00.0000	324.18	.00	324.18	
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3			
TOTAL				324.18	.00	324.18	



Apply Priority Mail Postage Here

FEB 13 2008



0000



48232

U.S. POSTAGE
PAID
SAN BERNARDINO.CA
92412
FEB 09 '06
AMOUNT

\$4.55
00055498

00055498-19

United States Postal Service®**DELIVERY CONFIRMATION™**

0304 1560 0005 0262 3322



Chevrolet

Attention: File 1-391524607

P.O. Box 33170

Detroit, MI 48232-5170

Rialto CA



Chevrolet

Attention: File 1-391524607

P.O. Box 33170

Detroit, MI 48232-5170



CREST
CHEVROLET

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

File # 1-391524607

909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
www.crestchevy.com



Goodwrench
Service
Plus

CUSTOMER NO. 80927	ADVISOR CLIFTON A GUINN	1346 TAG NO. 738	INVOICE DATE 02/08/06	INVOICE NO. CTCS304577
RAY HABAY 711 N FILLMORE AVE RIALTO, CA	LABOR RATE		MILEAGE 60,040	COLOR WHITE/
	YEAR / MAKE / MODEL	02/CHEVROLET TRUCK/1500 PU		DELIVERY DATE 06/07/02
	VEHICLE I.D. NO.	1 G C E K 1 9 T 7 2 E		DELIVERY MILES 25
	F.T.E. NO.	P.O. NO.	02/06/06	PRODUCTION DATE
COMMENTS				

LABOR & PARTS

J# 1 06CVZ006 BRAKE/FE/SUSP DIAG TECH(S):1146 270.00
BRAKE LINE RUBBING ON BODY CAUSING LEAK..ADVISE
DEFECTIVE BRAKE LINE
NESSISARY TO MAKE AND BEND BRAKE LINE TO FIT,ADD BRACKET
AND BLEED SYSTEM.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1		12548430	TUBE ASM. 8.964	27.58	27.58
JOB # 1	2		12377967	FLUID 8.800	7.10	14.20
JOB # 1	1		15070819	BRACKET 4.686	8.50	8.50
JOB # 1 TOTAL PARTS						50.28
JOB # 1 TOTAL LABOR & PARTS						320.28

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$39.50 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$325.00 (+TAX) ON 02/07/06 AT 08:40am
BY RAY COMMENTS REPLACE BRAKE LINE
TOTALS

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

WE ARE DEDICATED TO COMPLETE CUSTOMER SATISFACTION
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT
OUR SERVICE MANAGER PAUL SCAFIDE (909)883-8833 EXT 202
THANK YOU FOR YOUR BUSINESS.

NEW SATURDAY HOURS AS OF OCTOBER 1, 2005. 7:00 AM TO 2:00 PM

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECEIPT.

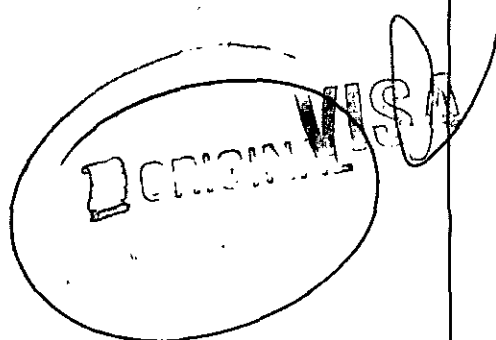
CUSTOMER SIGNATURE

**NOTICE TO CONSUMER: PLEASE
READ IMPORTANT WARRANTY IN-
FORMATION ON BACK.**

"The Factory Warranty Constitutes All Of
The Warranties With Respect To The Sale
Of This Item/Items. The Seller Hereby
Expressly Disclaim All Warranties, Either
Express Or Implied, Including Any Implied
Warranty Of Merchantability Or Fitness For
A Particular Purpose And The Seller Nei-
ther Assumes Nor Authorizes Any Other
Person To Assume For It Any Liability In
Connection With The Sale Of This
Item/Items."

THIS FORM IS AN ITEMIZED LIST OF
REPAIRS AND IS PART OF A REPAIR
ORDER. THIS REPAIR ORDER CONTIN-
UATION IS SUBJECT TO ALL THE CON-
DITIONS OF THE ORIGINAL REPAIR
ORDER.

ALL PARTS ARE NEW
UNLESS OTHERWISE
SPECIFIED.





CREST

CHEVROLET

File # 1-391524607

909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833
www.crestchevy.com



Goodwrench
Service
Plus

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/18/04	276563	43004	1029	1035	W	99CVZ00MISC	MISC
03/09/04	261693	34240	1346	1452	W	99CVZ122	MISC
11/05/03	254160	26912	1969	1333	W	99CVZ17	STEERING DEPARTMENT
09/16/03	250953	23737	1832	1788	W	99CVZ021	15A DEPT
				1788	W	99CVZ0222	GLASS & TRIM

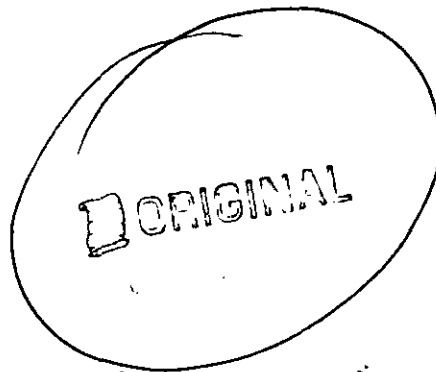
SALES PERSON NO.

S E R V I C E

STATE REG# AF025425

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. 1GCEK19T72E	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/1500 PU	PRODUCTION DATE 06/07/02	STOCK NO.	LICENSE NO.	R.O. NO. 304577
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RIALTO, CA	CUSTOMER NO. 80927	SERVICE CONTRACT	DELIVERY DATE 06/07/02	DELIVERY MILES 25	SELLING DEALER NO. COURTESY
		COLOR WHITE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 738
		TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE CVZZ Y Y A 60,040	ADVISOR NO. 1346	ADVISOR CLIFTON A GUINN		
I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACE THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED. TERMS ARE CASH ON DELIVERY. ESTIMATES ARE FOR LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. PLEASE READ REVERSE SIDE.						
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 08:41am	DATE/TIME PROMISED 02/06/06 06:00pm	PRIORITY 5	LABOR RATE		
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF						

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL 39.50	Original Est. \$	Hazardous Waste Est. \$	Revised Est. \$
X		Adl. Cost \$	Contacted By:	Auth. By:
1 C	06CVZ006 BRAKE/FE/SUSP DIAG	Date	Time	<input type="checkbox"/> In Person <input type="checkbox"/> By Phone #
	BRAKE LINE RUBBING ON BODY CAUSING LEAK..ADVISE	Reason		
		TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.		
		Date	Time	Phone #
		IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.		
		<input type="checkbox"/> Oil	<input type="checkbox"/> Grease	<input type="checkbox"/> Trans. Fluid <input type="checkbox"/> Wheel Weights
		SERVICE - PARTS - BODY SHOP MONDAY - FRIDAY 7:00 AM TO 6:00 PM SATURDAY 8:00 AM TO 2:00 PM FOR YOUR CONVENIENCE WE ACCEPT THE FOLLOWING: ATM AMERICAN EXPRESS MASTERCARD VISA DISCOVER DINERS CLUB INTERNATIONAL GM CARD THANK YOU CREST CHEVROLET		



CREST,CHEVROLET
909 W 21ST ST
SAN BERNARDINO CA 92405
(909) 883-8833

5:11 PM 02/08/06

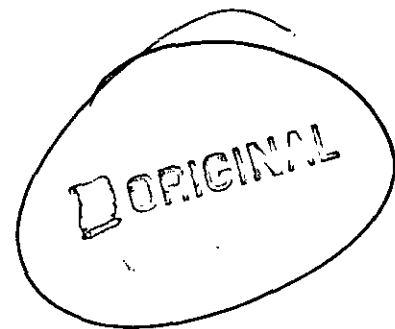
MC *****1169 ****
RAYMOND J HABAY

SALE TERM# 0003

AMOUNT \$ 324.18

REF #003 AP 013196
BATCH #479
RD #304577

CUSTOMER COPY



File # 1-391524607

COML 06/30/2005 TO 06/30/2006 31 [REDACTED]

VEHICLE IDENTIFICATION NUMBER

1GCEK19T72E [REDACTED]

BODY TYPE MODEL

4C

DATE ISSUED

07/02/2005

CYLS.

DATE FIRST SOLD

00/00/2002

CLASS

FS

MAKE

CHEV

*YR

Yr. Model

2003

2002

TYPE VEH.

MP

AX

WC

UNLADEN/G/GW

32P

G

2

D

04879

TOTAL FEES PAID

\$271

3600

REGISTERED

OWNER

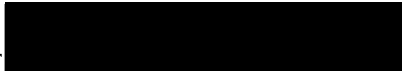
RIALTO CA [REDACTED]

GOLDEN 1 CU
PO BX 15966

SACRAMENTO

W0080
R0040
L0129

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

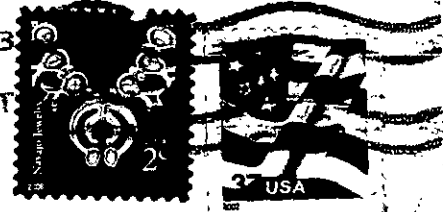


Traverse City, MI

FEB 13 2006

GRAND RAPIDS MI 493

11 FEB 2006 PM 1 T



CHEVROLET MOTOR DIVISION
Chevrolet Customer Assistance Center
Detroit, MI 48232-5170

48232/5170

[REDACTED]
Traverse City, MI [REDACTED]
February 11, 2006

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Gentlemen:

Re: 2002 Chevrolet Silverado K1500
Vin # 1GCEK19T22Z [REDACTED]

Driving home on 2/8/2006 on M22 in Traverse City during the rush hour, the brake pedal on the above identified vehicle would not stop the truck, so I drove slowly, geared down, and judged the lights making it across the city without an accident.

That night we took the vehicle to the local service center which always services our vehicles. The next morning after the inspection, we were told that all four of the brake lines between the master cylinder and the Electro Hydraulic Control Unit(EHCU) were rusted out and some were leaking fluid. They suggested that we take the vehicle to the local Chevrolet dealer because it was unusual for a vehicle of this age to have this serious safety problem.

On 2/9/06 we took the truck to Williams Chevrolet in Traverse City. When the Service Consultant pulled the truck up to do the write-up, a pool of brake fluid 8-10 inches in diameter was on the floor where the vehicle sat a short time in the building. The consultant placed shop towels on the fluid so that nobody would slip on the floor near the service desk.

After inspection on 2/10/06 the mechanic reported to the Service Consultant, Joe Zink, who reported to me via the phone that the four lines from the master cylinder to the EHCU needed to be replaced because several were leaking and broke during the inspection. He further stated that he could not give me an estimate because these brake lines would have to be hand-made since they are not available ready-made. It would have to be a time and material job. Monday morning I will ask them to replace the brake lines from the EHCU to the rear wheels since I do not want an accident.

WHEREAS this vehicle is only four models old with fewer than 54500 miles and

WHEREAS all the brake lines are extremely rusted and/or leaking and

WHEREAS it seems that the materials used for the lines are of inferior quality and

Chevrolet Motor Division
Page 2

WHEREAS the problem seems to be the manufacturer's fault and

WHEREAS a brakeless vehicle is a serious SAFETY DEFECT

THEREFORE we are requesting that the manufacturer reimburse us the entire cost of the repairs.

If you need further information regarding this vehicle problem, please contact us by letter or email at [REDACTED]

Very truly yours, [REDACTED]
[REDACTED]

cc. NHTSA: Washington, D.C.

Powers, Chapman, DeAgostino, Meyers, and Milia, P.C.

POWERS, CHAPMAN, DEAGOSTINO,
MEYERS & MILIA
ATTORNEYS AND COUNSELLORS
PROFESSIONAL CORPORATION
3001 WEST BIG BEAVER ROAD, SUITE 704
TROY, MICHIGAN 48084

MAR 31 2008



HASLER

014H15219760

\$0.390

03/30/2006

Mailed From 48084

US POSTAGE

Chevrolet Motor Division
Ms. Pat Beasley
PO Box 33170
Detroit, MI 48232

48232+3170-70 8051



72

**POWERS, CHAPMAN, DEAGOSTINO,
MEYERS & MILIA**
ATTORNEYS AND COUNSELORS
PROFESSIONAL CORPORATION
3001 WEST BIG BEAVER ROAD, SUITE 704
TROY, MICHIGAN 48064

(800) 231-1466
(248) 816-8100
FAX (248) 643-2476

March 10, 2006

Chevrolet Motor Division
Ms. Pat Beasley
PO Box 33170
Detroit, MI 48232

RE: Mr. [REDACTED] 2002 Chevrolet Silverado, K1500
VIN: 1GCEK19T227 [REDACTED]
Our File: 385987


Dear Ms. Beasley:

Mr. [REDACTED] has contacted this office regarding defects he discovered on his 2002 Chevrolet Silverado. Mr. [REDACTED] has indicated that after he purchased the vehicle, he learned that the brakes were completely rusted and in need of repair. As you are aware from prior correspondence, Mr. [REDACTED] had taken the vehicle in for inspection and the mechanic had confirmed that the four (4) lines from the master cylinder to Electro Hydraulic Control Unit were badly rusted and furthermore, the brake line from the Electro Hydraulic Control Unit to the rear wheels were rusted as well. It is my understanding that the brake fluid was constantly dripping and causing a puddle which only confirms the fact that the brakes needed to be replaced. According to Mr. [REDACTED] in addition to the brake lines being extremely rusted, the materials that were used were of inferior quality. The problem seems to be a manufacturing defect and Mr. [REDACTED] asks that you reimburse him for the amount of money that he had to pay in repairing this dangerous defect, which could have caused serious injury. I have submitted the costs for your review. Therefore, Mr. [REDACTED] hereby makes this demand that you cover the cost he has incurred for repairs on this vehicle. The defects in the brakes could have caused serious injury.

Thank you for your anticipated cooperation in this matter.

Sincerely,

POWERS, CHAPMAN, DeAGOSTINO,
MEYERS & MILIA


Craig D. Tarpinian
Attorney at Law

CDT/ard
Cc: Mr. [REDACTED]

Traverse City, MI

TRAVERSE CITY
MI 496 1 T
30 MAY 2006 PM



JUN 01 2006

Mr. David Palmer
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

48232+5170



[REDACTED]
Traverse City, MI [REDACTED]

May 30, 2006

Mr. David Palmer
Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Dear Mr. Palmer:

Re: 2002 Chevrolet Silverado K1500

Vin # 1GCEK19T22Z [REDACTED]

Request #: 1-393214102

This is a follow up letter to my previous dated 11 February 2006 addressed to Chevrolet Customer Assistance Center which is enclosed for your information.

Currently my son's 1993 Oldsmobile 88 is parked in my yard waiting for the same repair to it's brake system's hard lines that my 2002 Silverado had to have repaired on 9 February 2006. The difference is that my Silverado had fewer than 55 K miles on it and his has over 200 K on it. Explain to me how mine used in the same Northern Michigan community as his ruptured so soon.

On 13 May 2006 I called an Auto Repair Program hosted by Jeff Brooks on the Business News Radio Network which broadcasted on more than 600 stations from New York to Washington State the fact that Chevrolet will not back its product when defective materials as used in its manufacturing. What I discovered from this very knowledgeable host is that the Big Three American Automakers are the only ones in the world not using galvanized or stainless brake lines these days. Each of the Big Three is having the same problem as Chevy on countless numbers of other vehicles they manufacture.

Because of this information it sounds very much like a class action law suit may be in the offing before very long if someone is killed or seriously maimed because of this safety problem.

Just this past week I took delivery of a foreign made vehicle because I will not longer consider GM products as I have for the past 50 years because the company is no longer customer friendly. No wonder they are losing market share repeatedly, and will be out sold by a foreign auto company.

Mr. David Palmer
Chevrolet Motor Division
Customer Assistant Center
Page 2

In my immediate family there are 13 drivers who own 12 vehicles. Once they hear my story, they too, will not purchase any more GM products. My wife has four sisters who have 12 children and many more grandchildren. My brothers have 4 children and 9 grandchildren who either own vehicles now or will soon. Multiply that by our cousins, friends, and neighbors. Well, you run the numbers. Just think. This is only one claim.

Like I said on the phone, Mr. Palmer, on 2 May 2006, "It would save Chevy more money now to write my check than to write it later.



cc. NHTSA: Washington, D.C.

Powers, Chapman, DeAgostino, Meyers, and Milia, P.C.

[REDACTED]
Traverse City, MI [REDACTED]
February 11, 2006

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Gentlemen:

Re: 2002 Chevrolet Silverado K1500
Vin # 1GCEK19T22Z [REDACTED]

Driving home on 2/8/2006 on M22 in Traverse City during the rush hour, the brake pedal on the above identified vehicle would not stop the truck, so I drove slowly, geared down, and judged the lights making it across the city without an accident.

That night we took the vehicle to the local service center which always services our vehicles. The next morning after the inspection, we were told that all four of the brake lines between the master cylinder and the Electro Hydraulic Control Unit(EHCU) were rusted out and some were leaking fluid. They suggested that we take the vehicle to the local Chevrolet dealer because it was unusual for a vehicle of this age to have this serious safety problem.

On 2/9/06 we took the truck to Williams Chevrolet in Traverse City. When the Service Consultant pulled the truck up to do the write-up, a pool of brake fluid 8-10 inches in diameter was on the floor where the vehicle sat a short time in the building. The consultant placed shop towels on the fluid so that nobody would slip on the floor near the service desk.

After inspection on 2/10/06 the mechanic reported to the Service Consultant, Joe Zink, who reported to me via the phone that the four lines from the master cylinder to the EHCU needed to be replaced because several were leaking and broke during the inspection. He further stated that he could not give me an estimate because these brake lines would have to be hand-made since they are not available ready-made. It would have to be a time and material job. Monday morning I will ask them to replace the brake lines from the EHCU to the rear wheels since I do not want an accident.

WHEREAS this vehicle is only four models old with fewer than 54500 miles and

WHEREAS all the brake lines are extremely rusted and/or leaking and

WHEREAS it seems that the materials used for the lines are of inferior quality and

Chevrolet Motor Division

Page 2

WHEREAS the problem seems to be the manufacturer's fault and

WHEREAS a brakeless vehicle is a serious SAFETY DEFECT

THEREFORE we are requesting that the manufacturer reimburse us the entire cost of the repairs.

If you need further information regarding this vehicle problem, please contact us by letter or email at Mcstr8@charter.net.

Very truly yours,

A solid black rectangular box used to redact the signature of the sender.

cc. NHTSA: Washington, D.C.

Powers, Chapman, DeAgostino, Meyers, and Milia, P.C.

SOUTHEASTERN PA 193

09 MAR 2006 PM 4 L



MAR 13 2008

CHEVROLET
PO BOX 33170
DETROIT, MI 48232-5170

ATTN
CUSTOMER
RELATIONS

48232+5170

3/9/06

General Motors Chevrolet Division
PO Box 33170
Detroit, Mi 48232-5170

Attention: Customer Relations

On 2/13/06 I was driving my 2000 Chevrolet Silverado truck to work and when I went to apply the brakes I had none. What an awful feeling. Thank goodness my two young sons were not in the truck and I was able to stop the truck with no injuries to anyone.

My truck was towed to Fred Beans Chevrolet in Doylestown, Pa. to find out why the brakes failed. Much to my surprise all of the brake lines on my 2000 Chevrolet Silverado truck were rotted. The truck only has 46,782 miles on it and every brake line had to be replaced. I have an extended warranty on the truck and this was not covered under the warranty.

I am enclosing my invoice for \$1432.67 for the cost of this repair. I still cannot believe the condition of these brake lines. According to the dealership there were no recalls for brake lines for the 2000 Chevrolet Silverado truck.

Since my warranty will not cover the parts required to fix my truck and the dealership said there were no recalls for these parts I now have to pay this large repair bill. I would appreciate anything you can do to reduce the cost of this repair.

Waiting your reply.

Sincerely,

Chalfont, Pa. [REDACTED]
[REDACTED]



FRED BEANS CHEVROLET-OLDSMOBILE

845 N. Easton Road, Route 611 North, Doylestown, PA 18901

(215) 348-3586 Fax (215) 348-3441

www.fredbeans.com



CUSTOMER NO. 33961 **JACKIE McDONALD** **196** **TAG NO. 2158** **INVOICE DATE 02/20/06** **INVOICE NO. CTC5194531**

LABOR RATE **LICENSE NO.** **MILEAGE 46,782** **COLOR PEWTER/** **STOCK NO. P1807**

YEAR MAKE MODEL 00/CHEVROLET TRUCK/SILVERADO 2500/2 **DELIVERY DATE 04/12/03** **DELIVERY MILES 27,202**

VEHICLE ID NO. 1GCGK29U0YE **SELLING DEALER NO. BEANS** **PRODUCTION DATE**

F.T.E. NO. **P.O. NO.** **02/14/06**

COMMENTS **DATE COMPLETED** **MILEAGE OUT 46793**

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	OSP	MISC TUBING/FITTINGS	
				INTERNAL 0.00
TOTAL - PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
PLB	GOODWILL ADJ (BLUE)			
PLB	GOODWILL ADJ (BLUE)			
PLB	GOODWILL ADJ (BLUE)			
PLB	GOODWILL ADJ (BLUE)			
TOTAL - MISC				INTERNAL 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTC5 JOB# 3 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$1450.00 (+TAX)

COMMENTS

TOTALS

PAYMENT METHOD	TOTAL LABOR	TOTAL PARTS	TOTAL SUBLET	TOTAL G.O.G.	TOTAL MISC CHG.	TOTAL MISC DISC.	TOTAL TAX	TOTAL INVOICE
CASH [] CHECK [] CHECK # []	1172.99	79.03	77.50	22.05	0.00	0.00	81.10	1432.67
VISA [] MASTERCARD [] DISCOVER [] AMEX []								
CHARGE [] ACCOUNT # [] AUTH # []								
RCV'D BY [] DATE []								
								TOTAL INVOICE \$ 1432.67

PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

SURF THE WEB WITH FRED BEANS VISIT US AT www.fredbeans.com

ALSO SAVE MONEY ON YOUR NEXT VISIT WITH OUR INTERNET COUPONS

***** THANK YOU FOR ALLOWING US TO SERVICE YOUR NEEDS *****

CUSTOMER SIGNATURE

YOUR STATE INSPECTION EXPIRES

TIRES **BRAKES**

ANTIFREEZE PROTECTION

YOUR VEHICLE IS PARKED IN SPOT

#

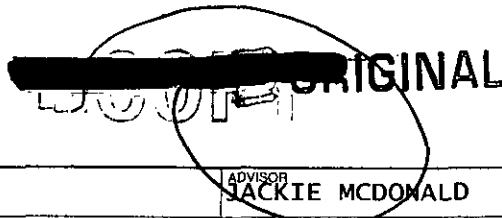


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845 N. Easton Road, Route 611 North, Doylestown, PA 18901

(215) 348-3586 Fax (215) 348-3441

www.fredbeans.com



CUSTOMER NO.	33961	ADVISOR	JACKIE MCDONALD	196	TAG NO.	2158	INVOICE DATE	02/20/06	INVOICE NO.	CTCS194531	
		LABOR RATE		LICENSE NO.		MILEAGE	46,782	COLOR	PEWTER/	STOCK NO.	P1807
		YEAR / MAKE / MODEL	00/CHEVROLET TRUCK/SILVERADO 2500/2			DELIVERY DATE	04/12/03	DELIVERY MILES			27,202
		VEHICLE I.D. NO.	1 G C G K 2 9 U 0 Y E			SELLING DEALER NO.	BEANS	PRODUCTION DATE			
		F. T. E. NO.				P. O. NO.		02/14/06			
		COMMENTS					DATE COMPLETED		MILEAGE OUT	46793	

JOB# 1 CHARGES

LABOR
J# 1. 05CVZ
BRAKES
TECH(S):328
1172.99
CUSTOMER STATES THE BRAKE LINE IS LEAKING - BEING TOWED IN
FOUND BRAKE LINES RUNNING FROM MASTER CYLINDER TO EBCM &
BACK UP TO FRONT BRAKES CALIPERS ARE SEVERELY RUSTED & HAVE
ROTTED THROUGH.
BENT & FLARED NEW BRAKE LINES FROM MASTER CYLINDER TO EBCM
* FROM EBCM TO FRONT BRAKE CALIPERS. BLEED ENTIRE BRAKE
SYSTEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		21998454	PIPE 4.685	20.52	
	1		21998439	PIPE 4.685	23.18	
	1		21998442	PIPE 4.685	17.44	
	1		21998444	PIPE 4.685	17.89	
TOTAL - PARTS					79.03	

SUBLET
PO# 194531
VEND INV# 62153
INV. DATE 02/20/06
DESCRIPTION TOWING
77.50
TOTAL - SUBLET 77.50

G.O.G. & SUPPLIES
FREIGHT (PARTS)
22.05
TOTAL - GOG 22.05

JOB# 1 TOTALS
LABOR 1172.99
PARTS 79.03
SUBLET 77.50
G.O.G. 22.05

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 1351.57

JOB# 2 CHARGES
LABOR
J# 2+99CVZ05068
WHEEL SPEED SENSOR
TECH(S):328
WARRANTY
Added Operation (JMCDONALD @ 02/14/2006 07:23)
PERFORM RECALL 05068 - FRONT WHEEL SENSOR CORROSION
CAMPAIGN
INSPECT AND CLEAN SENSORS - V1410 .8 + .1 FOR 8 LUGS
IF REPLACEMENT IS NECESSARY USE V1411 .9 + .1 FOR 8 LUGS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
LABOR
J# 3+98CVZ
MISCELLANEOUS
TECH(S):328
INTERNAL
Added Operation (JMCDONALD @ 02/17/2006 11:33)

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE

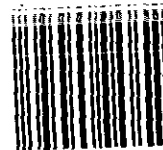
CERTIFIED MAIL™



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48232

U.S. POSTAGE
PAID
BELLWOOD, PA
16617
APR 06, 06
AMOUNT

\$4.64

00028639-03

Bellwood, PA

APR 10 2006

RETURN RECEIPT
REQUESTED

Chevrolet
P.O. BOX 33170
DETROIT, MI 48232-5170

48232+3170-70 B031



4/6/2006

I have tried twice to contact you concerning a SAFETY problem with my 2000 Z71 Silverado Truck using your Web Site. The first request was on 3/7/2006 and the second request was on 3/14/2006. I used the <http://www.chevrolet.com/contactus/> using the concern or comment selection. On 3/18/2006 I mailed a letter to

Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

I have had no response at all. On 2/28/2006 I had a BRAKE LINE FAILURE and had to have all of the Break Lines and Calipers replaced.

My wife was driving the Truck when this happened and she had the Grandchildren in the Truck with her. While she was able to stop if she had been out on a main highway when the failure happened she and the grandchildren could have been seriously hurt or killed.

The Truck was repaired by West Chevrolet Alcoa, TN 37701 the total cost was \$1146.25. I feel that the fact that you put steel lines on a 4 Wheel Drive is not good designing. This type of vehicle will almost always be used in an area that has salt. I then feel to not make replacement lines available for the vehicle forcing the owner to have them custom made is inexcusable.

I was informed that the Truck was made in Canada and that that was the reason for the problems. In my mind that just further amplifies the poor design situation. I am 68 years old and have owned many vehicles and have never had to replace all of the Brake Lines and Calipers on any vehicle I have ever owned. I really like the truck and bought it for both style and comfort. I would however, be hard pressed to ever buy another Chevrolet Silverado or any GM product because of this problem.

I feel that I should be reimbursed \$1146.25 for this expense. There was no warning that the lines were going to fail. I further feel that you should make some attempt to keep this problem from occurring again.

Your attention to this matter is expected and appreciated. I have copies of the repairs which I can send if you need them.

I called 4/3/2006 talked with Eric Case # Assigned 1402959516

Eric indicated that because I had not had all of my service on the Vehicle preformed by a Chevrolet dealer they would not be able to provide me with any kind of assistance. The vehicle was serviced by Nelson Chevrolet & Olds in Tyrone, PA 16686 on 3/15/2005. At that time they didn't indicate that there were any problems with the brake lines. Eric further indicated that maybe the problem was that I had parked the Truck in a Salt Puddle. I told Eric that that was a truly ridiculous statement to make. I tried to make clear to Eric that I felt this was a major safety problem that needed to be addressed, he however seemed to have no interest in pursuing this concern. If someone is traveling on a 65mph highway and has an emergency and applies the brakes and has none they could be seriously injured or killed. Again Eric seemed to just ignore my concern.

I do not believe that the normal driver would ask a service center to check the brake lines on any vehicle to see if they are going to rust through. Even if this had been done it seems to me that Chevrolet has built a vehicle that has a built in repair problem that will cause the owner to have to make major repairs to it every 3 to 5 years.

I am very careful with my vehicles and have any needed repairs made immediately when they occur. Having my mechanic check the brake lines to see if they were going to rust through was not even a consideration for me. As I stated above in all of the years I have owned vehicles I have never had to replace any brake lines.

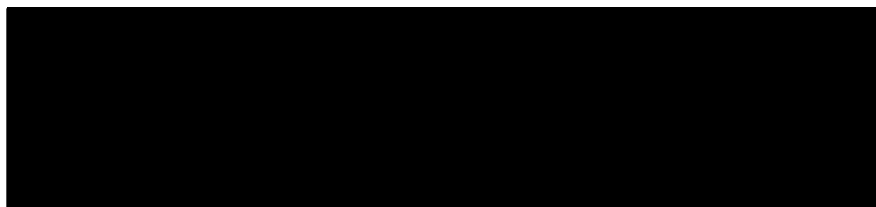
The following is a List of repairs for the Truck since I have owned it. The first repair on 11/02/2002 was done by the Dealer that I purchased the truck from. At that time there was no apparent damage to the Brake Lines. Rotors and Pad were replaced on both Front and Rear Brakes.

	DATE	REPAIRS	MILEAGE	COST
1.	11/02/2002	Front & Rear Brake Repair	31102	609.35
2.	3/18/2003	Oil Change & Lube	33658	37.42
3.	3/20/2003	Replace Lost Fog Light		86.92
4.	10/02/2003	Inspection	36353	21.20
5.	2/5/2004	Oil Change & Lube	37619	26.08
6.	3/16/2004	Replace Broken Fog Light		98.16
7.	9/02/2004	Inspection & Oil Change	42448	77.38

8.	2/24/2005	Oil Change & Lube	45537	26.64
9.	3/15/2005	New Plugs & Wires		131.67
10.	3/15/2005	12574986 Regulator		156.35
11.	9/19/2005	Inspection & Oil Change	49607	126.62
12.	1/05/2006	Rear Brakes & Rotors	51150	278.63
13.	3/2/2006	Brake Lines & Calipers	52590	1146.25

As you can see I make every attempt to keep my Vehicle in top condition providing repairs and service as needed.

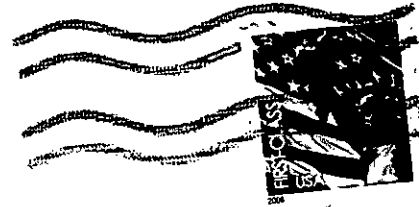
You can contact me at



Tyrone, PA [redacted]

PITTSBURGH PA 152

18 MAR 2006 PM 3 T



[REDACTED]
Bellwood, PA [REDACTED]

MAR 20 2006

Chevrolet
P.O. BOX 33170
DETROIT, MI 48232-5170

SAFETY CONCERN

48232+5170



3/18/2006

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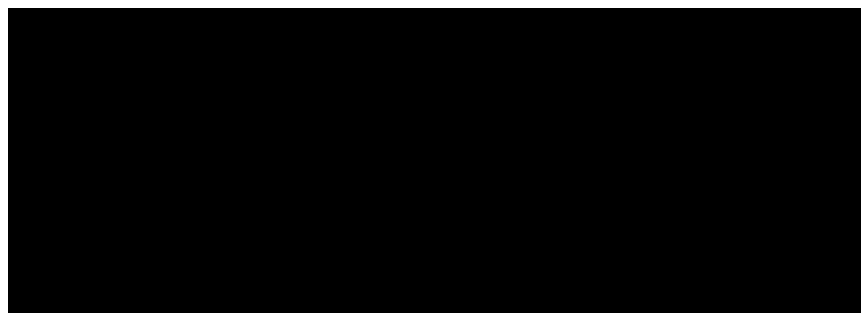
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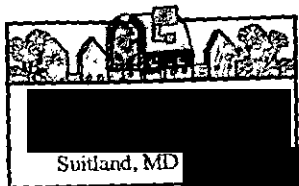
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Your attention to this matter is expected and appreciated. I have copies of the repairs which I can send if you need them.

You can contact me at





SOUTHERN ND 237

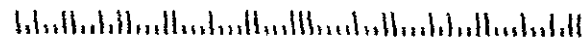
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MAY 11 2006

CHEVROLET MOTOR DIVISION
CHEVROLET CUSTOMER ASSISTANCE CENTER
P.O. BOX 7047
TROY, MI 48007-7047

48007+7047



[REDACTED]
Camp Springs MD [REDACTED]
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

Dear Sir or Madam.

Enclosed is a report I recently filed with the NHTSA describing a potentially fatal defect in your trucks. I consider myself fortunate that the brakes failed at a slow speed and did not cause an accident. The failure could have occurred at highway speed and could have easily caused me to collide with another vehicle or some other stationary object. I that case I might be dead or you may be hearing from my lawyer advising you of a law suit.

I consider myself a Brand-Loyal customer. I like my GM trucks, but this latest series of defective parts has left me looking elsewhere for my next truck purchase. Your company cannot afford to continue to lose its loyal customer base.

I realize you already know about this problem. I also realize the problem is a result of you getting sub-standard parts from some parts supplier. In any case there is no reason you should still be using parts that have the possibility for rust as these have. Toyota is not using Top Secret Parts that you do not have the ability to evaluate. They do not have the rust problem. The simple solution to your problem is to see what they do and do something similar. I also realize the problem is a difficult one to correct. This brake line rust problem takes a long time to correct and it would be extremely costly to correct. I do not think you will ever correct the problem unless you are forced to do so by some Govt. agency.

I am sure you pay someone a great deal of money to try to keep you from getting in these situations, well you need to fire that person. I could do a better job at a fraction of the salary.

I have vented enough. I have no great expectations that this letter will reach anyone with the authority to make any changes in the way your company does business. I just feel that I need to send this letter and let you know how I, a loyal customer, feel.

I still have the 2000 Chevy Silverado. I am not financially able to get another vehicle at this time, so I am still in the General Motors Family. I think you make a good Truck, but are plagued with cheap parts from shady suppliers. I want you to do well, because it is good for our country when large American companies do well. America needs a successful General Motors Corp.

Thank you If you Read this,

[REDACTED]



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10156446

Your Complaint Information

Consumer Information

Name : [REDACTED]
Org. Name : [REDACTED]
Address : [REDACTED]
City, State, Zip : Camp Springs, MD
USA
Daytime Phone : [REDACTED] **Ext :**
Evening Phone : [REDACTED] **Fax :**
Email : [REDACTED]

[top](#)

Complaint Information

Description : After changing all four brake rotors and brake pads because they were badly rusted, my brakes failed soon after leaving home . A pin hole leak developed in the brake line because of rust. The leak was in a place that was not accessible by me. I had to have the vehicle towed to a dealer for repairs. They found four badly rusted brake lines and replaced all four at a cost of \$953.16. The towing charges were covered by my Allstate Auto club. I forget to request the old parts. I was fortunate the failure occurred shortly after leaving home and did not cause an accident like the failure of the rusted brake line in my 1988 chevy truck caused. I rear ended A car in that incident.

Incident Date : 3/22/2006 **Fire :** No
Num. Failures : 1 **Property Damage :** No
Num. Deaths : 0 **Crash :** No
Num. Injured : 0 **Police Report :** No
Referral Source : NHTSA

[top](#)

Vehicle Information

VIN : 2GCEK19T0X1 [REDACTED] **Purchase Date :** 9/27/2002
Manufacturer : GENERAL MOTORS CORP.

Year, Make and Model :	1999/CHEVROLET/C1500	Original Owner :	No
# of Cylinders :	8	Trans. Type :	AUTOMATIC
Engine Size :	vortec 5300	VehicleDetails Usage :	LIGHT TRUCK
Cruise Control :	Yes	Antilock Brakes :	Yes
Current Mileage :	88323	Speed :	25
Failure Mileage :	87830	Powertrain :	4 WHEEL DRIVE
Body Style :	PICKUP TRUCK	Fuel System :	FUEL INJECTION
Fuel Type :	GAS	Vehicle Type :	TRUCK

Vehicle Component Information

Component 1:	SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS:HOSES, LINES/PIPING, AND FITTINGS	OEM:	Yes
---------------------	--	-------------	-----

Vehicle Dealer Information

<input checked="" type="checkbox"/> Dealer :	1		
Name :	Ken Dixon	Dealer Type :	SALES DEALER
Address :	2298 Crain HWY Waldorf MD 20601-3145		
Dealer Phone:	301-645-7000	Dealer Fax:	
Email:			

top



Ken Dixon AUTOMOTIVE



CHEVROLET CADILLAC HONDA HYUNDAI

COPY



HYUNDAI



2298 Crain Hwy. • Waldorf, Maryland 20601-3145

www.kendixon.com

301-645-7000

301-843-8700

301-884-2171

INVOICE TO

GAINOR, WILLIAM ED

SUITLAND

MD

WORK:

DRIVER/OWNER INFORMATION -- INVOICE: C44011

GAINOR, WILLIAM ED

ATTENTION: CELL

SUITLAND

MD

WORK:

OCCUPATION:

FOR OFFICE USE

TAG: 1670 ADV: 925 MCCARSON, INVOICE: PRELIM CUS C RM
MSB: 260001 TAX RULES: YNNNN INVOICED: 03/31/2006 16:37:21
ODOMETER IN: 87851 DIST: 1GC
DATES BEGIN: 03/22/06 DONE: 03/31/06

VEHICLE INFORMATION

VIN 2GCEK19T0X1 LICENSE NUMBER: MD
99 CHEVROLET SILVERADO K1610 XCAE SILVER
STOCK# 00044177
DATES INSERVICE: 050699 SOLD: 091712

CONCERN: 51 GUEST STATES THAT VEHICLE IS LEAKING BRAKE FLUID... WHEN PUSHING BRAKE
THERE IS A PINHOLE SIZE SPRAY OF BRAKE FLUID THAT SPRAYS OUT

OPERATION	TECH	AMOUNT
SEELINE52	457	1.00

CORRECTION:

COMMENT:

FACTORY TECH: 457 - LUSBY, MICHAEL

LINE FLAG: NOS

SUBTOTAL
TOTAL CHARGE FOR CONCERN 1.00

CONCERN: 52 GUEST STATES TO GET ESTIMATE ON ALL BRAKE LINE REPAIR...
CORRECTION MAKE UP AND FIT 4 BRAKE LINES, FUSTED BADLY,
COMMENT SPENT OVER 12 HOURS, CHARGED, 3.0

OPERATION	TECH	AMOUNT
BRAKELINE	457	3.00

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
000 NFN472			BRAKELINE	40	21.44
000 NFN123400			UNION	40	4.32
000 012377967			FLUID	2	6.96
000 00JCBF14F			BRAKE FLUID	1	38.35

FACTORY TECH: 457 - LUSBY, MICHAEL

SUBTOTAL
PARTS 66.07
SENIOR CITIZENS 15.44
LAB-MECHANICAL 69.00
SENIOR CITIZENS 69.40
TOTAL CHARGE FOR CONCERN 219.91

DATE: 0

DISCLAIMER OF WARRANTIES

KEN DIXON CHEVROLET CADILLAC HONDA HYUNDAI, INC. HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

WARRANTY



Ken Dixon AUTOMOTIVE



CHEVROLET CADILLAC HONDA HYUNDAI

COPY



HYUNDAI



2298 Crain Hwy. • Waldorf, Maryland 20601-3145

www.kendixon.com

301-645-7000

301-843-8700

301-884-2171

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: C44011	
[REDACTED]		GAINOR, WILLIAM ED	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 1670 ADV: 925 MCCARSON INVOICED: 03/31/2006 16:37:21 PM		99 SILVERADO SILVER LICENSE NUMBER: MD [REDACTED]	
CONCERN 53* FREE.....LUBE OIL AND FILTER		OPERATION	TECH
CORRECTION DOF		FREE65A	191
COMMENT			
PART NUMBER	PO#	NOTE	DESCRIPTION
000 086934215			FILTER
000 01000301L		GOG	OIL
FACTORY	TECH: 191 - CHAPMAN, DAMIEN		
TYPE: CWD	LINE CLASS: NOS		
TOTAL CHARGE FOR CONCERN		.10	
GRAND TOTALS			
SUMMARY OF CHARGES FOR INVOICE C44011		PAYMENT DISTRIBUTION FOR INVOICE C44011	
PARTS	159.59	TOTAL CHARGE	953.16
PARTS DISCOUNT	15.54-	CASH DUE	953.16
GAS-OIL-GEASE	8.49		
LAB-MECHANICAL	908.20		
LAB DISCOUNT	89.60-		
LAB CHARGE TO	1086A 25.17-		
SUB-TOTAL	946.17		
TAX	6.99		
TOTAL CHARGE	953.16		
LBS RATE: 13.01-175.01			
IT PLUS MEMBER			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE RONALD I MCCARSON			
PARTS & LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES FROM DEFECTS			
SERVICE HOURS MON-FRI 7:30-6:00 SAT 7:30-1:00			
NOTE IF A PART NUMBER HAS AN ASTERISK NEXT TO IT, THE PART IS			
GUARANTEED FOR LIFE TO THE ORIGINAL PURCHASER			
"THANK YOU FOR YOUR BUSINESS"			

PAGE 1
LAST PAGE

DISCLAIMER OF WARRANTIES

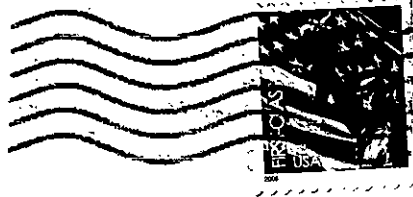
KEN DIXON CHEVROLET CADILLAC HONDA HYUNDAI, INC. HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

WARRANTY

ROANOKE VA 240

21 JUN 2006 PM 1 L



BLACKSBURG, VA

Reimbursement Department

JUN 26 2006

POB 33170

Detroit MI

48232-5170

48232+5170-70 B051



Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 6/21/06

17-Character Vehicle Identification Number (VIN): 1GTGK29V2XE [REDACTED]

Mileage at Time of Repair: 69 277 Date of Repair: 12/27/05

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: BLACKSBURG State: VA ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): Same

Amount of Reimbursement Requested: \$ 130.00

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department

PO Box 33170

Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:

1-800-204-0261

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees, and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the GMC Customer Assistance Center at 1.866.996.9463. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.462.8583.

P.O. BOX 972
RADFORD, VIRGINIA 24143
www.harveysgm.com



PHONE
(540) 639-3923

FED. ID# 54-0663319

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, HARVEY CHEVROLET CORP, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose or delay and HARVEY CHEVROLET CORP, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER NO. 35749	ADVISOR DENNIS PUCKETT	TAG NO. 535	INVOICE DATE 12/27/05	INVOICE NO. CVCS188739
[REDACTED] BLACKSBURG, VA	LABOR RATE	LICENSE NO.	MILEAGE 69,277	COLOR GRAY
	YEAR / MAKE / MODEL 99/GMC/			DELIVERY DATE
	VEHICLE I.D. NO. 1 G T G K 2 9 U 2 X E			SELLING DEALER NO.
	P.T.E. NO.			P.O. NO.
BUSINESS PHONE		COMMENTS		R.O. DATE 12/27/05
MO: 69277				

LABOR & PARTS
JOB # 15CVZ BRAKES HOURS 2:50 TECH(S) 21 130.00
ABS ENGAGES AT LOW SPEEDS AND PEDAL GOES TO FLOOR AT TIMES
RUST BUILDUP ON KNUCLE CAUSING AIR GAP AT SPEED SENSOR
TO BE TO MUCH
REMOVE CALIPERS AND ROTORS TO REMOVE WHEEL SPEED SENSORS
TO CLEAN RUST FROM KNUCLE

JOB # 1 TOTAL LABOR & PARTS 130.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
CALL KEN AT MOORES BODY SHOP

TOTALS

Parts designated with an asterisk (*) indicates
LIFETIME GUARANTEE applies for customer pay repairs

You may receive a survey from General Motors for your
warranty repairs. If for any reason you cannot respond
as "Completely Satisfied" please contact David McPeak
at (540) 639-3923 Ext 134.

TOTAL LABOR....	130.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

THANK YOU, WE APPRECIATE YOUR BUSINESS

TOTAL INVOICE \$ 130.00

HARVEY CHEVROLET CORP
1500 TYLER AVE
RADFORD VA 24143
(540) 639-3923

5:03 PM 12/27/05

US *****4082

SALE TERM# 0001

AMOUNT \$ 130.00

REF #014 AP 00386B
BATCH #144
RO #188739

CUSTOMER COPY

METHOD OF PAYMENT

CASH _____ CHECK _____
CR CARD Vis OTHER _____
DATE 12-27-05 By: [Signature]

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530


GMCHECK **No. 900862140**50-937
213DATE
07/05/06

*****130 DOLLARS

****00 CENTS

AMOUNT
*****130.00PAY
TO THE
ORDER
OF

BLACKSBURG VA

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900862140

PAYMENT
DATE 07/05/06VENDOR
DUNS NO. BB 000000095

1

VENDOR NAME DAVID YAUN

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GTGK29U2XE	07/03/06 1-417998748.1	VM 1-6WV5WF 1-6WV5WF	00.0000	130.00	.00	130.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL

130.00

.00

130.00

[REDACTED]
Hylett, VA [REDACTED]

RICHMOND VA 232

28 AUG 2005 PM 4 L



AUG 31 2005

Chevrolet Motor Division
Chevrolet Customer Assist Center
P. O. Box 7047
Troy, MI 48007-7047

4800737047



FROM:
ADDRESS:

27 AUGUST 2006

AYLETT, VA

TO: NHTSA
U.S. DEPARTMENT OF TRANSPORTATION
WASHINGTON, D.C. 20590

SUBJECT: 2000 CHEVROLET TAHOE (VIN # =1GNEK13T1YJ1) BRAKE
FAILURE.

I bought a used Tahoe about 3 years ago and as my daughter was trying to stop at a stop light the brakes went all the way to the floor. The vehicle eventually stopped because she was going at a slow speed. The vehicle was immediately taken to a nearby mechanic named Waltman's Auto Service, INC 612 Sharon Road, King William, VA. 23086-3627 phone 804-769-0000. Mr. Walton the mechanic said that the breaks shield and other part of the rear break area was completely rusted out. He said that he has seen vehicle that are in area with lots of snow and salt with this type of problem. I looked on the internet to see if there was a re-called that may be related and I found a possible re-call manufacturer recall number 05V379000, unit area Service brakes hydraulic antilock, phone number 1-800-630-2438. The operator took my information and said that there was not a re-call for the brakes of my Tahoe after I tool her that no one was injured. It cost me over \$1,000 to repair the vehicle. The original owner was from Pennsylvania which was covered under the salt belt area.

I suspect that the person that I talked to was told to tell me that there was no recall by someone else in that she put me on hold for about 1 minute before she gave me an answer. If there is a recalled, the integrity of GM is questionable because of the information given. By the way, my daughter only had her learners permit and by the Grace of God we were not on highway 360 with the speed limit of 60 miles per hour.

.cc Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No. 900878484**50-937
213

DATE

10/17/06

*****222 DOLLARS

AMOUNT

*****56 CENTS

*****222.56

PAY
TO THE
ORDER
OF

EWING NJ

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900878484

PAYMENT
DATE 10/17/06VENDOR
DUNS NO. BB 000000135

1

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1GCEK14T0XE

10/16/06

VM 1-78FL64

00.0000

222.56

.00

222.56

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

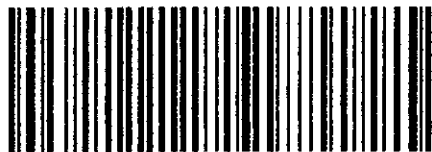
TOTAL

222.56

.00

222.56

West Trenton, NJ



7006 0100 0005 4539 3508

1-426786540

AUG 31 2006

CHEVROLET

P.O. BOX 33170

DETROIT, MICHIGAN

RETURN RECEIPT
REQUESTED



0000

U.S. POSTAGE
PAID
TRENTON, NJ
08628
AUG 21, '06
AMOUNT

\$4.88

00062395-11

48232-5170
RETURN RECEIPT
REQUESTED

1- 426786540

August 20, 2006

Chevrolet
PO Box 33170
Detroit, Michigan 48232-5170

Dear Chevrolet,

On Friday, August 11, 2006 I took my 1999 Chevy Silverado truck to Bob Maguire Chevrolet for a recall of the tail gate support cables. After the repair was completed, Terry the Service Manager, informed me that I had a brake line major leak. My truck was not able to be driven since I did not have any brakes. Fortunately for me this happened at Bob Maguires.

After completion of the new brake line and looking at the old brake line, the rust corrosion was only corroded where the brake line was enclosed with a metal flex material.

Please look at the enclosed pictures of the truck and old brake line in order that you may see the condition of the rusted part enclosed and the brake line that was not enclosed.

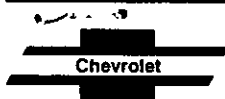
I have been driving General Motors vehicles for forty-two years and I have never had a brake line go bad. I do not feel this should have happened at 5 1/2 years of driving this vehicle with only 51, 564 miles.

Sincerely,



**SERVICE
INVOICE**

BOB MAGUIRE CHEVROLET, Inc.



840 ROUTE 206
BORDENTOWN, NJ 08505
(609) 298-0234
FAX (609) 291-8272



ORIGINAL

CUSTOMER NO. 57884	ADVISOR SEAN SHANNON	72805	TAG NO. 797	INVOICE DATE 08/14/06	INVOICE NO. CTCS162125
TRENTON, NJ	LABOR RATE	LICENSE NO.	MILEAGE 51,564	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 99/CHEVROLET TRUCK/SILVERADO PU/SILV			DELIVERY DATE 12/27/99	DELIVERY MILES 20
	VEHICLE I.D. NO. 1 G C E K 1 4 T O X E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. DATE 08/11/06	REPRINT# 2
BUSINESS PHONE	COMMENTS E# T			MO: 51568	

LABOR & PARTS
J# 1 99CVZ06019 TAIL GATE STRAPS TECH(S):71646 WARRANTY
CUSTOMER STATES PERFORM RECALL# 06019: INSPECTION OR
REPLACEMENT OF TAIL GATE SUPPORT CABLES
PER RECALL
INSPECTED TAIL GATE SUPRT CABLES AS PER RECALL, REPLACED
TAIL GATE SUPPORT CABLES PER RECALL
MA/96 V1462 .3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88980509	CBL-E/GAT 17.202		WARRANTY
JOB # 1	1	88980510	CBL-E/GAT 17.202		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2+19CVZ BRAKE SYSTEM TECH(S):64829 332.50
CUSTOMER STATES BRAKE PEDAL GOES TO FLOOR AND BRAKE FLUID
IS LEAKING UNDER TRUCK, CHECK AND ADVISE
BRAKE FLUID LINE TO RIGHT FRONT WHEEL LEAKING
REPLACE BRAKE FLUID LINE. NESSECCARY TO FABRICATE
LINE TO MATCH ORIGINAL -BLEED SYSTEM AND RECHECK --OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	12377967	FLUID 8.800	7.46	7.46
JOB # 2	1	121040	FITTING	2.65	2.65
JOB # 2	1	123400	FITTING	3.00	3.00
JOB # 2	2	472	TUBING	8.30	16.60
JOB # 2	1	121004	FITTING	1.44	1.44
JOB # 2	1	123400	FITTING	3.00	3.00
JOB # 2 TOTAL PARTS				34.15	
JOB # 2 TOTAL LABOR & PARTS				366.65	

J# 3+30CVZRENTAL SERVICE RENTAL TECH(S):71646 0.00
CUSTOMER STATES RENTAL NEEDED
SUPPLIED RENTAL
RENTAL PROVIDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	72	SHOP SUPPLIES/EPA DISPOSAL FEES		14.67
JOB # 3	74	CAR RENTAL CHARGE		30.00
JOB # 3	SURCHARGE	RENTAL/SURCHARGE		5.00
TOTAL - MISC				49.67

**SERVICE
INVOICE**

BOB MAGUIRE CHEVROLET, Inc.



840 ROUTE 206
BORDENTOWN, NJ 08505
(609) 298-0234
FAX (609) 291-8272



ORIGINAL

CUSTOMER NO. 57884	ADVISOR SEAN SHANNON	TAG NO. 72805	797	INVOICE DATE 08/14/06	INVOICE NO. CTCS162125
TRENTON, NJ [REDACTED]	LABOR RATE	LICENSE NO. PTZ90X	MILEAGE 51,564	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 99/CHEVROLET TRUCK/SILVERADO PU/SILV			DELIVERY DATE 12/27/99	DELIVERY MILES 20
	VEHICLE I.D. NO. 1 G C E K 1 4 T O X E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 08/11/06
BUSINESS PHONE		COMMENTS E# T			
MO: 51568					

TOTALS

<p>***** \$ [] CASH [] PAYMENT METHOD CARD [] CHECK #..... \$ RECEIVED BY: [REDACTED] DATE: 8/14/06 *****</p> <p>THIS DEALERSHIP UTILIZES THE HOURS PUBLISHED IN THE CHILTON TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT, BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. **PARTS WITH AN [*] ARE LIMITED LIFETIME GUARANTEE THIS APPLIES FOR CUSTOMER PAID REPAIRS.***</p> <p>FOR YOUR CONVENIENCE WE NOW HAVE EXTENDED HOURS. MONDAY-THURSDAY 8:00 AM TO 7:00 PM FRIDAY HOURS 8:00 AM TO 5:00 PM SATURDAY HOURS 8:00 AM TO 1:00 PM</p>	<p>TOTAL LABOR.... 332.50 TOTAL PARTS.... 34.15 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 49.67 TOTAL MISC DISC 0.00 TOTAL TAX..... 28.79</p> <p>TOTAL INVOICE \$ 445.11</p>
---	---

CUSTOMER SIGNATURE

1-426786540

Space
28


 ORIGINAL

BOB MAGUIRE CHEVROLET
848 RT 206
BORDENTOWN, NJ 08505
(609) 298-0234

DATE: 08/14/86 TIME: 12:32:31
MEM#: 000000206013 STR#: 0001 TRM#: 0001
S-A-L-E-S D-R-A-F-T

REF: 0007 BATCH: 055
CD TYPE: VISA TR TYPE: PR

TOTAL: \$445.11

ACCT: *****2144 EXP: ***
RF: 035230
NAME: 

CARDMEMBER ACKNOWLEDGES RECEIPT OF
GOODS AND/OR SERVICES IN THE AMOUNT OF
THE TOTAL SHOWN HEREON AND AGREES TO
PERFORM THE OBLIGATIONS SET FORTH BY THE
CARDMEMBER'S AGREEMENT WITH THE ISSUER

X 
TOP COPY - MERCHANT BOTTOM COPY - CUSTOMER

1-426786540



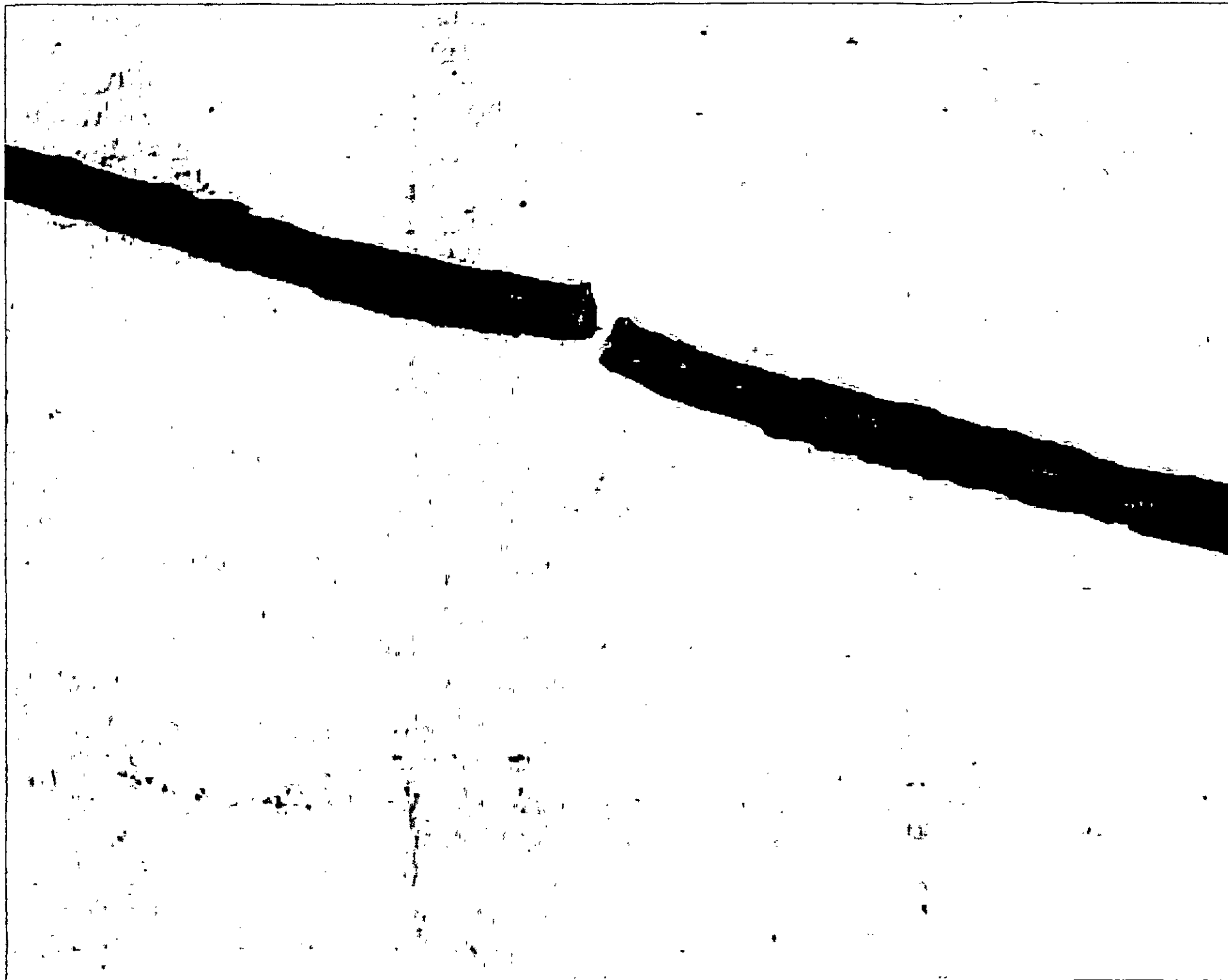
1- 426786540



1- 426786540



1- 426786540



1-426786540



CERTIFICATE OF TITLE

PREFIX IDENTIFICATION NUMBER SUFFIX YEAR MAKE MODEL BODY TYPE
1GCEK 14TOX E 1999 CHE **PKUP**

TYPE OF TITLE DUPLICATE NO. GVW/WT/GTR COLOR/PAINT DEALER ID ALES/PROP FUEL
STANDARD **05000** **28458N 2**

FEE ISSUE DATE VIN-REPLACEMENT MILEAGE STATUS
20.00 01-03-2000 **20 A**

TRENTON NJ

FLOOD SALVAGE
 P-PURCH T-TAX
 L-LEMON LAW
 A-ACTUAL MILEAGE
 N-NOT THE ACTUAL MILEAGE
 M-MILEAGE EXCEEDS THE MECHANICAL LIMITS

NUMBER OF OWNERS: **1**

NUMBER OF LIENHOLDERS:

I, THE DIRECTOR OF MOTOR VEHICLES, DEPARTMENT OF TRANSPORTATION OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP, IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT OR LIEN, IF ANY AS STATED.

CONTROL NUMBER

C. Richard Kamin
 SIGNATURE

State of New Jersey
 DIVISION OF MOTOR VEHICLES



DATE

LIEN RELEASED BY:

SIGNATURE

TITLE DATE

LIEN RELEASED BY:

SIGNATURE

TITLE DATE

SH

ISM/SS-1 (R3/98)

VOID IF ALTERED

1-426786540



VEHICLE REGISTRATION




PLATE NO: **1GCEK14TOXE** GOOD THRU: **11/2008**

VIN: **1GCEK14TOXE** GW: **5000** AX: **2**
CHE 1999 PKUP PASS-COMM FEE **15**

TRENTON NJ RENEWAL **PT:PA**
 FEE: **65.00**

[Redacted]
[Redacted]
[Redacted]






UNITED STATES
POSTAL SERVICE

U.S. POSTAGE
PAID
PISCATAWAY, NJ
08854
NOV 16, 2006
00021411-05
48232

AMOUNT
\$0.87

0000



NOV 20 2006

G. M. C
P. O. Box 33172
DETROIT, MI.
48232-5172

REF. NO. 1-438797914

CUSTOMER ASSISTANCE CENTER

PONTIAC • GMC

Division of General Motors Corporation

Ref No.

1-438797914

October 2005

Dear GMC Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 model year GMC Sierra vehicles located in severe corrosion areas. These vehicles may have a condition permitting corrosion to occur between the front hub/bearing assembly and the wheel speed sensor. If the brakes are applied while the vehicle is traveling at a speed of greater than 3 mph but less than 10 mph, the corrosion may cause an unwanted anti-lock brake system (ABS) activation. If this condition occurred where stopping distance is limited, a crash could occur.

What Will Be Done: Your GMC dealer will inspect, clean, and treat the affected area. In some cases, the front wheel speed sensor may require replacement. This service will be performed for you at **no charge**.

How Long Will The Repair Take? This service correction will take approximately 1 hour. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your GMC dealer as soon as possible to schedule an appointment for this repair. Should your GMC dealer be unable to schedule a service date within a reasonable time, you should contact the GMC Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.866.996.9463. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.462.8583.

If, after contacting the GMC Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 40990; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Recall Information Online: More information about this recall, including answers to frequently asked questions, can be found at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information along with tools tailored to your specific vehicle. To join, visit <http://www.gm.com/recall>, and enter your vehicle's 17-character vehicle identification number (VIN), shown on the enclosed customer reply form.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Pontiac-GMC Division
General Motors Corporation

Enclosure

05068

Handwritten calculations:

$$\begin{array}{r} 5.52 \\ 2.55 \\ \hline 2 \\ 23.5 \end{array}$$
$$\begin{array}{r} 5.02 \\ 5.8 \\ 12.5 \\ \hline 5 \\ 7 \end{array}$$

REF NO.

1-438797914

Attention: GMC. Customer Assistance Center

I am writing this letter to express my concern and disappointment on poor (rusty) brake lines on my 2000 G.M.C. Sierra.

I received your recall letter advising to inspect wheel sensor and corrosion on vehicle. I made an appointment with the dealer where I purchased the truck, Greenbrook GMC, Pontiac and Buick, 101 Route 22 East, P.O. Box 300, Green Brook, NJ 08812, phone number is 732-752-3000.

Three days prior to bringing the truck in, my brakes failed; the brake pedal was right to the floor. Luckily, this failure did not cause an accident. When I looked under the drivers side of the truck, there was a puddle of brake fluid. I summoned a wrecker to flat bed the vehicle to the Dealer and advised the service technician of the problem. He mentioned that "a lot of trucks have been having the same problem", and that the problem would be repaired. About one week later, I called inquiring when my truck would be finished and I was advised that the brake lines were not made to order in stock and some would have to be made. I found this statement rather hard to believe, but I agreed. One week later, when I again called, I was advised that the service department "was busy and was still working on making new lines". Two days later, on 9.27.06, the dealer called and said that my truck was ready. When I arrived to pick up my truck, the service tech showed me the old lines, which were solid rust from end to end. The lines were of poor quality and I had never seen brake lines rust that way. The recall should have been made long before it actually was made!

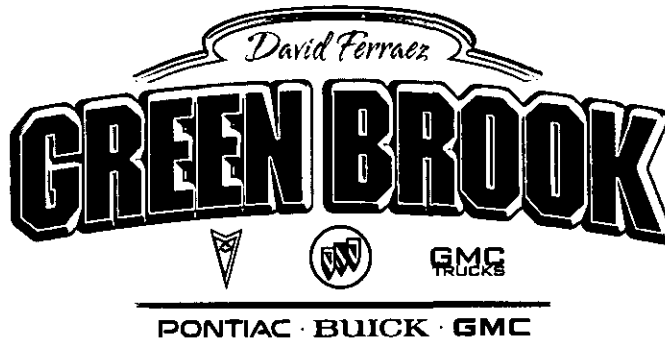
I was planning to purchase a 2007 GMC in the near future, however this brake line issue has made me hesitant to make another GMC purchase.

My expenditure for this problem was \$1,292.74 for the new brake lines and \$124.00 for the towing, for a total of \$1,416.74. I don't think that I should be responsible for poor quality brake lines that were installed at the factory.

Your prompt attention and response to this matter will be greatly appreciated. I can be reached at the following address and phone numbers.

Sincerely,

[REDACTED]
Bedminster, NJ
[REDACTED]



REF NO.

1-438797914

October 11, 2006

[REDACTED]
Bedminster, NJ [REDACTED]

Dear Steven,

It is important to everyone at Green Brook Pontiac Buick GMC Hummer that we "COMPLETELY SATISFIED" you on your recent visit to our Service Department.

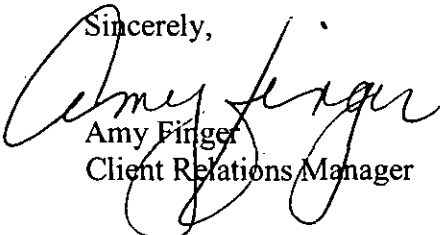
Soon you may receive a Customer Satisfaction Survey regarding our performance. It is important to our entire staff that 100% of the surveys are completed and returned. This information is our "REPORT CARD" from GENERAL MOTORS. Your answers will tell us if we are living up to your expectations and what areas we need to improve. If you give us a "COMPLETELY SATISFIED" on question #16 we pass, anything else we fail.

If for any reason you cannot give us a "COMPLETELY SATISFIED" rating, please call our Client Relations Manager, Amy Finger at 732-752-3000 extension 256. In return for your time and feed back we will mail you a coupon with a \$40.00 value towards any repair when we see your response posted on our system.

Thank you again for choosing Green Brook Pontiac Buick GMC Hummer as your service provider. Also thank you for taking time to fill out the survey.

We look forward to serving you again in the future.

Sincerely,


Amy Finger
Client Relations Manager

101 Route 22 East • P.O. Box 300 • Green Brook, NJ 08812-0300
1-877-968-7274 • (732) 752-3000 • (732) 752-6164 Fax
www.greenbrookauto.com



ABLE AUTO BODY, INC.
550 New Market Road
Piscataway, New Jersey 08854
License #02690A
(732) 752-2250 Fax 752-9144

Road Service

DATE <u>9-06</u>		TIME <u>7:00</u>	A.M. <input type="checkbox"/> P.M. <input checked="" type="checkbox"/>	REQUESTED BY <u>OWNER</u>	P.O. NO.
NAME <u>[REDACTED]</u>					
ADDRESS <u>[REDACTED]</u>					
CITY <u>BRIDGEWATER N.J.</u> STATE <u>N.J.</u> ZIP <u>08807</u>					
LOCATION OF VEHICLE <u>WHITEHOUSE N.J.</u>					
YEAR, MAKE, MODEL <u>2000 GMC Sierra</u>		COLOR <u>BLUE</u>	DRIVER <u>BOB-</u>		
STATE <u>N.J.</u>	LIC. PLATE NO.	VEHICLE I.D. NO.	REGISTERED OWNER		
MILEAGE		SERVICE TIME		EXTRA PERSON	
FINISH		FINISH		FINISH	
START		START		START	
TOTAL		TOTAL		TOTAL	
REASON FOR TOW			SPECIAL EQUIPMENT		
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ARREST <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> TOW ZONE <input type="checkbox"/> SNOW REMOVAL			<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY		
<input type="checkbox"/> ABANDONED <input type="checkbox"/> STOLEN CAR <input checked="" type="checkbox"/> BREAK DOWN <input type="checkbox"/> LOCK OUT <input type="checkbox"/> START			<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> IMPOUNDED <input checked="" type="checkbox"/> <u>NO BATTERY</u> <input type="checkbox"/>		
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO	
<input type="checkbox"/> SLING/HOIST TOW <input checked="" type="checkbox"/> FLAT BED/ RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input checked="" type="checkbox"/> OWNER <input type="checkbox"/> DEALER		FIRST TOW <u>GREEN BROOKS</u> <u>G.M.C. DEALER RT22</u> SECOND TOW	
STORAGE FROM _____ TO _____ DAYS @ \$ _____				TOWING CHARGE <u>75</u> -	
PAID BY				MILEAGE CHARGE <u>49</u> -	
<input checked="" type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVERS LIC. NO. _____				EXTRA PERSON	
<input type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX EXP. DATE _____				SPECIAL EQUIPMENT	
CC NO. _____				LABOR CHARGE	
OPERATOR'S SIGNATURE <u>[Signature]</u> DATE _____				STORAGE	
TRUCK NO. _____				SUB-TOTAL	
AUTHORIZED SIGNATURE <u>[Signature]</u> DATE _____				TAX <u>12.41</u>	
VEHICLE RELEASED TO _____ DATE _____				TOTAL <u>124</u> -	

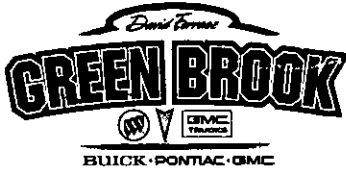
1717

Not responsible for loss or damage to vehicle
in case of fire, theft or any other cause beyond our control.

Thank You

PRODUCT 2525

BOB NO. 1-438797914



101 ROUTE 22E • P.O. BOX 300
 GREEN BROOK, N.J. 08812
 TELEPHONE (732) 752-3000
 FAX (732) 752-8286

REF NO

1-43879 ORIGINAL

CUSTOMER NO. 38808	ADVISOR GERARD COSTIGAN	0958	INVOICE DATE 09/27/06	INVOICE NO. GCCS145248
BEDMINSTER, NJ	LABOR RATE	LICENSE NO.	94,344	INDIGO BLUE
	YEAR / MAKE / MODEL 00/GMC/SIERRA-1500/4WD EXT CAB 6FT B		DELIVERY DATE 05/17/00	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G T E K 1 9 T 9 Y E		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 09/19/06
RESIDENCE PHONE	COMMENTS			MO: 94345

LABOR & PARTS
 J# 1 12GCZ GMC CAMPAIGNS TECH(S):6186 WARRANTY
 CUSTOMER STATES RECALL 05068
 RECALL
 PERFORMED RECALL

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 03GCZ *CHASSIS ELECT DIAG TECH(S):6186 INTERNAL
 CUSTOMER STATES GAS GAUGE IS ERRATIC
 NEEDS FUEL SENDING UNIT 565.00+TAX

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

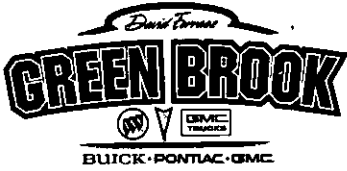
J# 3 07GCZZBRK-MISC MISC. BRAKE REPAIR TECH(S):6186 7416 892.50
 CUSTOMER STATES BRAKES INOP PEDAL GOES TO FLOOR
 RUSTED AND LEAKING BRAKE LINES
 MADE 2 BRAKE LINES AND INSTALLED FRONT BRAKE LINES

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 3 2 12548430 TUBE ASM. 8.964 55.25 110.50
 JOB # 3 10 11588803 NUT 4.686 15.14 151.40
 JOB # 3 2 15724652 NUT 8.963 4.24 8.48
 JOB # 3 3 12377967 FLUID 8.800 6.76 20.28
 JOB # 3 TOTAL PARTS 290.66
 JOB # 3 TOTAL LABOR & PARTS 1183.16

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A SS SHOP SUPPLIES/ EPA WASTE DISPOSAL 25.00
 TOTAL - MISC 25.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
 2 BRAKE LINES ARE RUSTED



101 ROUTE 22E • P.O. BOX 300
 GREEN BROOK, N.J. 08812
 TELEPHONE (732) 752-3000
 FAX (732) 752-8286

REF NO.
 1-4387914

ORIGINAL

CUSTOMER NO. 38808	ADVISOR GERARD COSTIGAN	0958	TAG NO. 5556	INVOICE DATE 09/27/06	INVOICE NO. GCCS145248
[REDACTED] BEDMINSTER, NJ	LABOR RATE	LICENSE NO.	MILEAGE 94,344	COLOR INDIGO BLUE	STOCK NO.
	YEAR / MAKE / MODEL 00/GMC/SIERRA-1500/4WD EXT CAB 6FT B			DELIVERY DATE 05/17/00	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G T E K 1 9 T 9 Y E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 09/19/06
RESIDENCE PHONE [REDACTED]	COMMENTS				MO: 94345

TOTALS	
*****	TOTAL LABOR.... 892.50
* CASH [] CHECK []	TOTAL PARTS.... 290.66
* AMEX () VISA ()	TOTAL SUBLET... 0.00
* DISCOVER () M/C ()	TOTAL G.O.G.... 0.00
*****	TOTAL MISC CHG. 25.00
DIRECT SERVICE PHONE 732-752-2396	TOTAL MISC DISC 0.00
DIRECT BODY SHOP 732-752-3675	TOTAL TAX..... 84.58
	TOTAL INVOICE \$ 1292.74

CUSTOMER SIGNATURE

GM Vehicle Inquiry System

Summary *REF. NO. 1-438797914*

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1GTEK19T9YE [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	TK15753 -2000 SIERRA 1500 4WD 4 DOOR PICKUP			Warranty Start Date :	05/17/2000		
BARS Order Type :	60 - RETAIL - SOLD						
Delivering Dealer :	GREEN BROOK BUICK PONTIAC GMC HUMMER 101 RTE 22 - EASTBOUND GREEN BROOK , NJ 08812 (732) 752-3000			Selling Source :	48 - GMC TRUCK		
				Site Code :	08150		
				Business Associate Code :	163737		
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	<u>00093</u>	FRONT BRAKE PIPE CONTACT WITH BODY CROSS SILL	N/A	Closed
RC	<u>04007</u>	TAILGATE SUPPORT CABLE	N/A	Closed
RC	<u>05068</u>	FRONT WHEEL SPEED SENSOR CORROSION	09/22/2005	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	05/17/2000	10 miles	05/17/2003	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/17/2000	10 miles	05/17/2006	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/17/2000	10 miles	05/17/2008	80010 miles
36/50000 CALIFORNIA EMISSIONS	05/17/2000	10 miles	05/17/2003	50010 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/17/2000	10 miles	05/17/2007	70010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/02/2005	114406	#	V1242 - 04007 - INSPECT AND REPLACE TAILGATE SUPPORT CABLES INC. H	83027 miles
06/11/2001	087782	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	26227 miles
06/11/2001	087782	#	V0609 - INSPECT BRAKE PIPE & INSTALL SPACER CLIP	26227 miles
04/25/2000	A58635	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[<- Back](#)[Forward ->](#)

Document ID# 1819672

[Feedback](#)[Print](#)

REF NO. 1-438797914

**Subject: Product Safety - Front Wheel Speed Sensor Corrosion
#05068B - (04/21/2006)**



**Models: 1999-2002 CHEVROLET SILVERADO
2000-2002 CHEVROLET TAHOE, SUBURBAN
2002 CHEVROLET AVALANCHE
1999-2002 GMC SIERRA
2000-2002 GMC YUKON, YUKON XL
LOCATED IN THE SEVERE CORROSION AREAS LISTED BELOW**

The breakpoints in this bulletin have been revised. Some vehicles were erroneously identified as registered in a corrosion area. A letter stating this, and removing them from the recall, was mailed to customers on April 21, 2006. Please discard all copies of bulletin 05068A, issued February 2006.

Condition

General Motors has decided that a defect, which relates to motor vehicle safety, exists in *certain* 1999-2002 Chevrolet Silverado, 2000-2002 Chevrolet Tahoe, Suburban, 2002 Chevrolet Avalanche, 1999-2002 GMC Sierra, 2000-2002 GMC Yukon, Yukon XL vehicles located in the areas listed below. These vehicles may have a condition permitting corrosion to occur between the front hub/bearing assembly and the wheel speed sensor. If the brakes are applied while the vehicle is traveling at a speed of greater than 6 km/h (3.7 mph) but less than 16 km/h (10 mph), the corrosion may cause an unwanted anti-lock brake system (ABS) activation. If this condition occurred where stopping distance is limited, a crash could occur.

- Connecticut
- Delaware
- District of Columbia
- Illinois
- Indiana
- Iowa
- Maine
- Maryland

- Massachusetts
- Michigan
- Minnesota
- Missouri
- New Hampshire
- New Jersey
- New York
- Ohio
- Pennsylvania
- Rhode Island
- Vermont
- West Virginia
- Wisconsin

REF. NO
1-438797914

Correction

Dealers are to inspect, clean, and treat the affected area. In some cases, the front wheel speed sensor may require replacement.

Vehicles Involved

Involved are *certain* 1999-2002 Chevrolet Silverado, 2000-2002 Chevrolet Tahoe, Suburban, 2002 Chevrolet Avalanche, 1999-2002 GMC Sierra, and 2000-2002 GMC Yukon, Yukon XL vehicles located in severe corrosion areas and built within these VIN breakpoints:

Year	Division	Model	From	Through
2002	Chevrolet	Avalanche	2G100011	2G363853
1999	Chevrolet	Silverado	X1100007	X1299263
1999	Chevrolet	Silverado	XE100013	XE256726
1999	Chevrolet	Silverado	XZ100014	XZ214615
2000	Chevrolet	Silverado	Y1100007	Y1409278
2000	Chevrolet	Silverado	YE100004	YE433948
2000	Chevrolet	Silverado	YZ100007	YZ371929
2001	Chevrolet	Silverado	11100003	11408135
2001	Chevrolet	Silverado	1E100046	1E346619
2001	Chevrolet	Silverado	1F106154	1F213776
2001	Chevrolet	Silverado	1Z100004	1Z335173
2002	Chevrolet	Silverado	21100010	21430583
2002	Chevrolet	Silverado	2E100039	2E306055

2002	GMC	Yukon XL	2J100058	-2J343335
2002	GMC	Yukon XL	2R225724	2R319698

Important: Dealers retailers should confirm vehicle eligibility through *GMVIS* (GM Vehicle Inquiry System) prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

For dealers with involved vehicles, a Campaign Initiation Detail Report (CIDR) containing the complete vehicle identification number, customer name and address data has been prepared and will be loaded to the GM DealerWorld (US) Recall Information. Dealers will not have a report available if they have no involved vehicles currently assigned.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Parts Information

Parts required to complete this recall are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

Note: Very few vehicles will require front wheel speed sensor replacement; if required, order appropriate part from GMSPO.

Part Number	Description	Qty
89022217	Lubricant, Rust Penetrating (will service 50+ vehicles)	1
01051344	Lubricant, Wheel Bearing (will service 25+ vehicles)	1

Service Procedure

The following procedure provides instructions for repairing a corrosion condition where the front wheel speed sensor mounts on the front wheel bearing assembly.

1. Raise the vehicle on a suitable hoist and support as necessary.
2. Remove both front tires and wheels.

1532
9-16-86
Suburban Energy Services 18025.00
Two Hundred Thirty Five and 00/100
Bank of America

f. No.

Amount: 235.00

Ref

1534
9-16-86
Local One Truck
Fifty and 00/100
Bank of America

f. No.:

Amount: 50.00

Ref

01392 Exp: 5-21-1996
Green Brook Pont. Buil-GMC
\$1,292.74
Bank of America

f. No.:

Amount: 1,292.74

Ref.

GREEN BROOK PONT. BUILT-GMC

\$1,292.74

REF NO.
1-438797914

REF. NO.

~~1-4387914~~

1-438797914

Motor Vehicle Commission **NEW JERSEY**
CHIEF ADMINISTRATOR
MOTOR VEHICLE COMMISSION

VEHICLE REGISTRATION

PLATE NO: [REDACTED] GOOD THRU: 04/2006
VIN: 1GTEK19T9YE [REDACTED]
GMC 2000 [REDACTED] BL SIE GW: 4780 AX: 2
PASS-COMM FEE: 15
DL: B [REDACTED]
BEOMINSTER NJ [REDACTED] RENEWAL [REDACTED] PT-PA
FEE: 72.00 [REDACTED]

STATE OF NEW JERSEY INSURANCE IDENTIFICATION CARD
STATE FARM INDEMNITY COMPANY

RENEWAL
EFFECTIVE DATE
JAN 28 2006
EXPIRATION DATE
JUL 28 2006

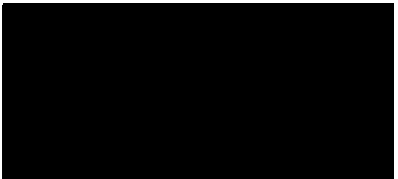
1440-562
018177V0055

Office issuing this card:
PARSIPPANY OPERATIONS CENTER
P.O. BOX 911
PARSIPPANY, NJ 07054-0911

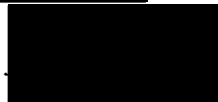
Applicable with respect to the following Motor Vehicle:
Veh. No. Year Make
001 2000 GMC
Vehicle Identification Number
1GTEK19T9YE [REDACTED]
Agents
PAU [REDACTED]
Phone [REDACTED]

Authorized Representative
[REDACTED]

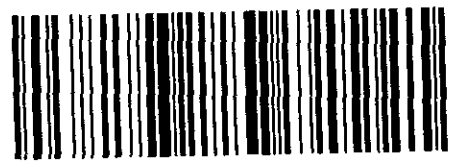
SEE IMPORTANT NOTICE ON REVERSE SIDE



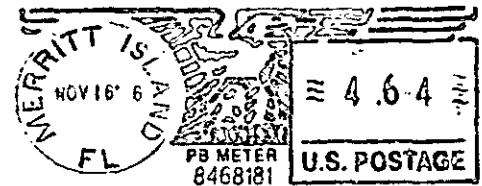
M. J. H.



CERTIFIED MAIL™



7004 1160 0006 7736 1216



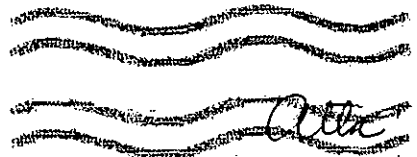
4.64

NOV 21 2008

RETURN RECEIPT
REQUESTED

General Motors Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232

2 5 144 0002 AOM 9E



Attn: Mary Parker

48232+3170-70 8031



1220840

192627

BOB STEELE CHEVROLET, INC.

INVOICE

"SEE STEELE BEFORE YOU DEAL"

2800 W. HWY 520
Telephone (321) 632-6700
COCOA, FLORIDA 32926
MV# - 06007

MERRITT ISLAND, FL

PAGE 1

HOME: [REDACTED] US:

SERVICE ADVISOR: 52 WALTER G DENHAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
DBL	02	CHEVROLET SILVERADO	1GCEC14W52Z		53385/53385	T2045	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21SEP01 IS			08:00 25OCT06		79.95	CASH	25OCT06

R.O. OPENED READY OPTIONS: STK:22161 DLR:26463
ENG:4.3 Liter, V6 CPI, 90 deg. TRN:M30

13:17 24OCT06 14:24 25OCT06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES VEHICLE HAS NO BRAKES, ADVISE							
200			REPLACED BRAKE LINE				
			18 CEMP	5.00		230.00	230.00
			1 MISC 104973 TUBING		24.89	13.22	13.22
			1 12377967 FLUID		8.26	4.54	4.54
SUBL A BIG TOW INVOICE # 14580							
			CEMP			50.00	50.00
PARTS:			17.76	LABOR:	230.00	OTHER:	50.00
TOTAL LINE A:							297.76

53385 SERVICE 5.0 CHECK BRAKES. VERIFEID COMPLAINT. FOUND REAR
BRAKE LINE BETWEEN BPMV AND REAR BRAKE HOSE CORRODED. SAME SPOT AS LAST
TIME. FRAME RAIL ON BOTH SIDES HEAVILY CORRODEDIN SAME AREA. REPLACE
BRAKE LINE. BLEED BRAKES. RECHECK OK/

Claim # 1-439-942-717

[Handwritten signatures and initials]

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 3% OF THE TOTAL LABOR CHARGE. THIS WILL BE SHOWN IN THE RIGHT HAND CORNER OF REPAIR ORDER IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$10.00.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

These forms must comply with the provisions of the Florida Motor Vehicle Repair Act before a registration can be issued or renewed. (s.559.904(4))

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s. 559.904(4))

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Parts and labor are guaranteed for 12 months, 12,000 miles. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	230.00
PARTS AMOUNT	17.76
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	50.00
MISC. CHARGES	0.00
TOTAL CHARGES	297.76
LESS INSURANCE	0.00
SALES TAX	17.87
PLEASE PAY THIS AMOUNT	315.63

CUSTOMER COPY

CALL TOLL FREE 1-800-4-A-REP-4-2 TO ORDER CATALOG # 401574

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK

50-937
213

DATE
02/02/07

*****157 DOLLARS

*****82 CENTS *****157.82

AMOUNT

PAY
TO THE
ORDER
OF

MERRITT ISLAND FL

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900903495

PAYMENT
DATE 02/02/07

VENDOR
DUNS NO. BB 000000160

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1GCEC14W52Z 02/01/07 VM 1-70XZ20
1-439942717.1-70XZ20

00.0000

157.82

.00

157.82

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL

157.82

.00

157.82

M. J. H.



DEC 4 2006

ORLANDO FL 328

01 DEC 2006 PM 3 T



General Motors

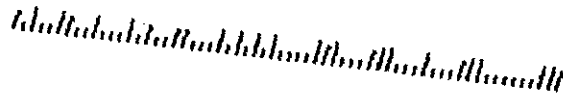
P.O. Box 33170

Detroit, MI

48232

Attn: Maria Parker

48232+5170

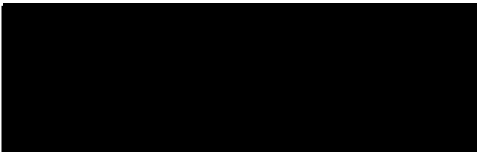


November 30, 2006

General Motors
P.O. Box 33170
Detroit, MI 48232

Attn: Dana Parker

Enclosed find proof of ownership. Reimbursement of labor charges of \$230.00 would be appreciated.



Merritt Island, Florida

CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN, THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL

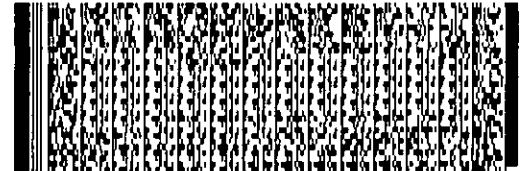
IDENTIFICATION NUMBER 1GCEC14W52Z		YR. 2002	MAKE CHEV	MODEL	BODY PK	WT-L-BHP 4103	VESSEL REGIS NO.	TITLE NUMBER
PREV STATE N	COLOR DBL	PRIMARY BRAND		SECONDARY BRAND		NO OF BRANDS	USE PVT	PREV ISSUE DATE
ODOMETER STATUS OR VESSEL MANUFACTURER 24 MILES 09/21/2001 ACTUAL				HULL MATERIAL		PROP		DATE OF ISSUE 10/03/2001

REGISTERED OWNER
[Redacted] OR
MERRITT ISLAND FL [Redacted]

LIEN RELEASE
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED
BY [Signature]
[Redacted] 5/19/02
TITLE DATE

1ST LIENHOLDER

09/21/2001
GENERAL MOTORS ACCEPTANCE CORPORATION
PO BOX 8111
COCKEYSVILLE MD 21030-8111



DIVISION OF MOTOR VEHICLES TALLAHASSEE FLORIDA

[Signature]
CARL A. FORD
DIRECTOR

Control Number



DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLES

[Signature]
FRED O. DICKINSON, III
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER

ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: _____ Address: _____

I/We state that this ☐ 5 or ☐ 8 digit odometer now reads ☐☐☐☐☐☐☐☐ (no tenths)
miles, date read _____ and to the best of my knowledge
that it reflects the actual mileage of the vehicle described herein, unless
one of the odometer statement blocks is checked.

CAUTION:
DO NOT CHECK
BOX IF ACTUAL
MILEAGE

1. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
2. I hereby certify that the odometer reading is not the actual mileage.
WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of
Purchaser: _____
Signature of
Co-Purchaser: _____
Signature of
Seller: _____
Signature of
Co-Seller: _____
(When Applicable)
Selling Dealer's License Number: _____

Printed Name of
Purchaser: _____
Printed Name of
Co-Purchaser: _____
Printed Name of
Seller: _____
Printed Name of
Co-Seller: _____

Tax No. _____ Tax Collected: \$ _____

Auction Name _____ License Number: _____

HSMV 82250 (REV. 2/01)

STATE OF FLORIDA

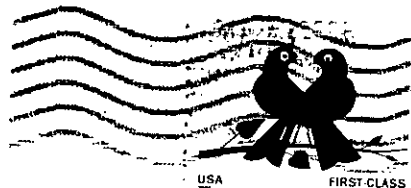
VOID IF ALTERED

VOID IF ALTERED

Bedford, KY

LOUISVILLE KY 402

21 NOV 2006 PM 4 T



NOV 27 2006

Chevrolet

P.O. Box 33170

Detroit, MI

Attn: Laura Candow
Cust. Serv. # 71-433960512

48232-5170

48232+5170



RE: 71-433960512

Hello Laura,

Here is the documentation for my 2000 K1500. The brake lines had to be replaced after a sudden failure due to rust. I spoke with you before, during and after this repair about Chevrolet's responsibility in this matter. I fully expect that it is in Chevrolet's best interest to reimburse me for this safety related failure. I had three other recalls performed at the same time which related to the brake pipes and premature rust on this truck. Surely I should not expect these kinds of failures on such a young vehicle. Please let me know what Chevrolet's response is.



HERB KINMAN CHEVROLET, INC.
1934 HIGHWAY 227
CARROLLTON, KY 41008
502-732-6646
BAC 199872

RO: 73398
Cashier: 000587 08:53-1
Date Out: 11/15/2006

Customer: 7015

VIN: 1GCEK19T6YE133436
2000 CHEV K1500 SILV
Est. Mileage: 87325

BEDFORD KY

Home:

Work:

Advisor: 000587-Kelle Thornhill

Hat:

Date In: 11/13/2006

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
----	------	------	-------	----------------------------	----------	----------------

[WARRANTY]

A WGM 000809W 0.3
CUSTOMER STATES CAMPAIGN 00093-FRONT BRK PIPE CONTACT
REPLACED CLIP AND BRACKET
PO: HRS 0.3 V0609 MA 96
Parts: 1 15070819 BRACKET 4.686
1 11516569 BOLT 8.908
2 12337820 STRAP, I/P 8.965
GENE & SONS

Operation Total: 0.00

[WARRANTY]

B WGM 000809W 0.2
CUSTOMER STATES CAMPAIGN 02029-AIRBAG SENSING DIAG MOD.
REPROGRAM ASD
PO: HRS 0.2 V0881 MA 96

Operation Total: 0.00

[WARRANTY]

C WGM 000809W 0.8
CUSTOMER STATES CAMPAIGN 05068-FRONT WHL SPEED COR.
INSPECTED AND CLEANED WHL SPEED SENSOR
PO: HRS 0.8 V1410 MA 96

Operation Total: 0.00

[WARRANTY]

D WGM 000809W 0.3
CUSTOMER STATES CAMPAIGN 06019-TAILGATE SUPPORT CABLE
REPLACE TAILGATE SUPPORTS
PO: HRS 0.3 V1462 MA 96
Parts: 1 88980509 CBL-E/GAT 17.202
1 88980510 CBL-E/GAT 17.202

Operation Total: 0.00

ORIGINAL

>>>> CONTINUED ON NEXT PAGE <<<<

341 100,000 mile
1818.60
109.11
1927.71
451.00 labor
\$15500 -

HERB KINMAN CHEVROLET, INC.
1934 HIGHWAY 227
CARROLLTON, KY 41008
502-732-6646
BAC 199872

RO: 73398
Cashier: 000587 08:53-1
Date Out: 11/15/2006

>>>> CONTINUED FROM PREVIOUS PAGE <<<<
Customer: 7015

VIN: 1GCEK19T6YE [REDACTED]
2000 CHEV K1500 SILV
Est. Mileage: 87325

Home: [REDACTED] Work: [REDACTED]
Advisor: 000587-Kelle Thornhill Hat: [REDACTED] Date In: 11/13/2006

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]						
E	CP	000809	5.0			
CUSTOMER STATES CK BRAKE LINE UP FRONT-LEAKING						
REPLACED 4 BRK LINE LH FRONT TO BRK MODULE						
Parts:	4	NPN62X4		COMP FITTING	3.24	12.96
	3	NPN813-1225		1/4 BRK LINE	6.49	19.47
	2	12377967		FLUID 8.800	6.99	13.98
	1	NPNH8460		BRK LINE	6.99	6.99
	2	12378392		CLEANER 8.800	2.99	5.98
Total Parts:						59.38
Operation Total:						284.38

HERB KINMAN CHEVROLET
1934 HWY 227
CARROLLTON KY 41008
502-732-6646

C O P Y
11/17/2006 14:59:19
Sale:

Transaction # 2
Card Type: Disc/NOVUS
Acc: *****3103
Entry: Swiped
Total: 387.94

Reference No.: 119283776
Auth.Code: 017564
Response: APPROVAL 017564
Sequence Number: 0002

CUSTOMER COPY



Customer Pay Labor: 225.00
Customer Pay Parts: 59.38
Customer Pay Subtotal: 284.38
Customer Pay Sales Tax: 3.56
Customer Total Due: 287.94

Signature: _____

Thanks for allowing us to serve you!

06-0-02-03081

LOCK IS MARKED
REVERSE SIDE
APR 11 1986

03 7194ND AF

06-0-02-03081

RENEWAL DECAL ONLY

03-31-07 03 7194ND T452688 REGULAR REGIS. 6.000

TRUCK 1GCEK19T6YE

0.00
12.00
3.00

00 PK CHEV

12.100

144.48

BEDFORD

KY

03-11-86

LAH

PAID 159.48

06/03/11 14:21:31

JERRY POWELL
MOTRIMBLE COUNTY

FINANCIAL INSTITUTION COPY

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No. 900899298**50-837
213DATE
01/12/07

*****143 DOLLARS

****97 CENTS

AMOUNT

*****143.97

PAY
TO THE
ORDER
OF

BEDFORD KY

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900899298

PAYMENT
DATE 01/12/07VENDOR
DUNS NO. BB 000000292

VENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

1GCEK19T6YB	01/11/07 71-433960512	VM-1-7C98SP 1-7C98SP	00.0000	143.97	.00	143.97
-------------	--------------------------	-------------------------	---------	--------	-----	--------

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL

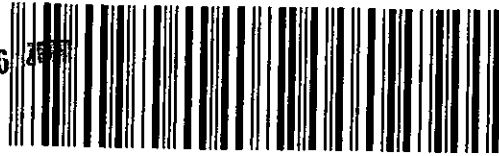
143.97

.00

143.97

 **PRIORITY MAIL**
UNITED STATES POSTAL SERVICE

NOV 06

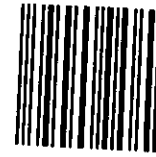


0306 1070 0003 2246 2699



UNITED STATES
POSTAL SERVICE

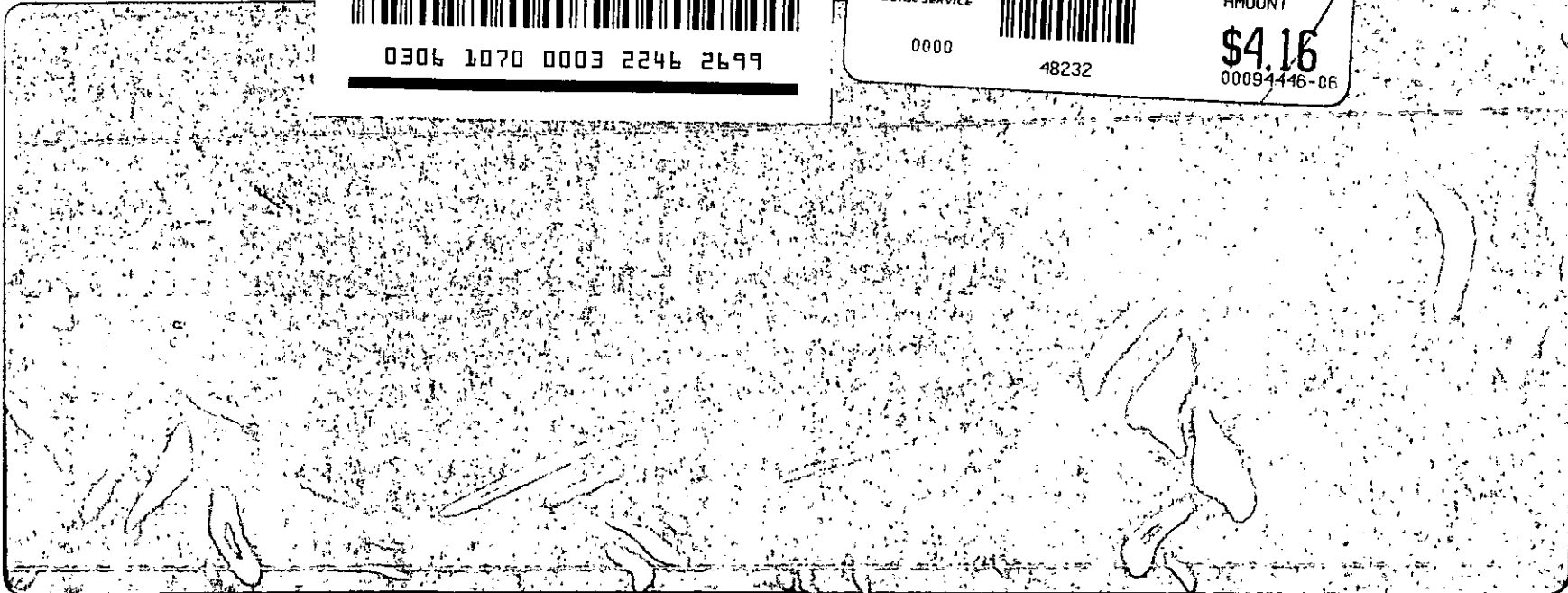
0000



48232

U.S. POSTAGE
PAID
ELKTON, MD
21921
NOV 03, 06
AMOUNT

\$4.16
0009446-06



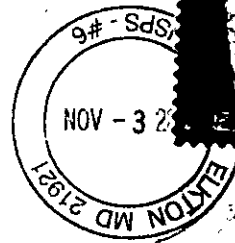


Elkton, MD

Chevrolet

P.O. Box 33170

Detroit, Mi. 48232-5170



To whom it may concern!

11/1/06


Elkton, Md. 

Reg. Bad Brake lines on 2000 Chevy Silverado
(Was a new purchase)

I wrote to you via email almost a week ago with a question/concern about our 2000 Chevy Silverado.

Sadly I have not gotten any response from you at all!

**I almost had an accident because of that problem.
How can a 6 year old vehicle have bad brake lines like this?
They are rusted through and caused for the brake fluid to leak.**

The truck is still at the car dealer's shop for repair, the repair cost will be as of today almost 1000 Dollars, and I almost lost total control over the truck!

This is a big concern/issue about a part of a vehicle that should save your life for more than 6 years!

I would appreciate at least a letter from Chevy, explaining what went wrong here and if Chevy would like to cover some of the repair costs?

It could have been my life or the whole family's but I had a guardian angel that morning and managed to return the truck to the house, losing all brake fluid. AAA towed the truck to the dealer ship for repair.

I hope to hear from you soon, with a reasonable explanation, how something like this happens to a six year old vehicle?

Thank you for your time in this matter





W. Hempstead, NY



CERTIFIED MAIL
PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

MAR 08 2007

**RETURN RECEIPT
REQUESTED**

GMC
att: 71-473330138 (Helen)
P.O. Box 33172
Detroit, Michigan
48232-5172

48232+5172



0000

48232

U.S. POSTAGE
PAID
WEST HEMPSTEAD, N
11552
MAR 05 07
AMOUNT

\$4.88

00066845-03



March 3, 2007

GMC

att: 71-473330138

(Helen)

P.O. Box 33172

Detroit, Mich.

48232-5172

T

Mr. & Mrs. John Terrasi
441 Linden St
West Hempstead, NY 11552-2514

(516) 489 0189

To whom it may concern:

I own a 2000 GMC Sierra 4x4 which has 35,250 original miles. The Brake lines (metal) had all corroded resulting in one to rupture and made it necessary to replace all brake lines at a cost of \$2421.75. Do not live in the snow belt nor do I live by the ocean (salt water).

I feel that the material used for the brake lines was inferior, and you as the manufacturer would help to defray the cost of the repair.

I would appreciate your consideration in this matter
Thank you very much
Sincerely

[Redacted Signature]

76056

294354



BUICK

Van Buren

BUICK PONTIAC GMC

2257 Jericho Turnpike
GARDEN CITY PARK, NY 11040
(516) 741-5060 Fax: (516) 741-5099
(800) 246-9310
www.vanburenauto.com

INVOICE

DUPLICATE 1
PAGE 2

PONTIAC

GMC

SERVICE ADVISOR: 47 COLLEEN MCCUE

WEST HEMPSTEAD, NY
HOME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
11U/PWTR	00	GMC TK15903	1GTEK14V4YE		35232/35232	T4477
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	PAYMENT	INV. DATE
20MAR00 IS			16:30 26JAN07		CASH	29JAN07

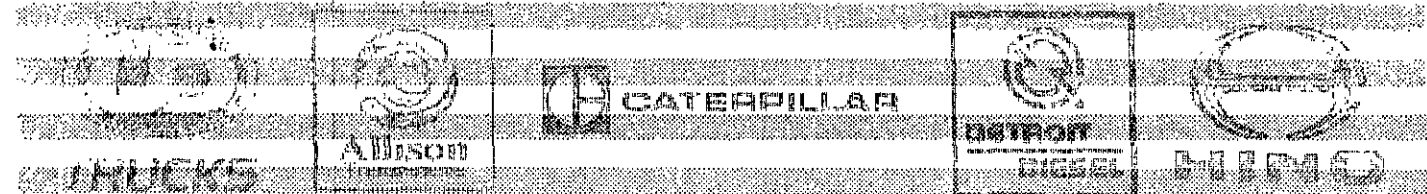
R.O. OPENED READY OPTIONS: STK:994 DLR:ROY
ENG:4.8 Liter V8 MFI Iron 1)VIS 7-29-03

13:57 22JAN07 13:21 29JAN07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
2	18044322	VALVE			24.78	18.44	36.88
2	FITTING	BRASS	FITTING		13.00	6.01	12.02
2	12378392	CLEANER			7.00	3.89	7.78
1	11588803	NUT			7.14	7.14	7.14
BON#8833							

COPY

35232 VERIFIED CUSTOMER CONCERN. FOUND BRAKE LINES LEAKING DUE TO RUST IN MULTIPLE PLACES. IT WAS NECESSARY TO FABRICATE NEW STEEL BRAKE LINES & INSTALL THEM. REPLACED LINES FROM MASTER TO ABS MODULE, FROM ABS MODULE TO FRONT WHEELS, & FROM ABS MODULE TO REAR AXLE. ALSO REPLACED 4 BRAKE HOSES. FLUSHED REMAINING FLUID FROM MASTER & ABS MODULE. FILLED WITH NEW FLUID & BLEED SYSTEM. ADJUSTED PARKING BRAKE. ROAD TESTED VEHICLE. ALL OK.



DEALER 34-341 14-119 06-273
N.Y.S. REG. REPAIR SHOP NO. R1300537
N.Y.S. REG. REPAIR SHOP NO. R 7037637 RS

I HEREBY AUTHORIZE THE REPAIR WORK HEREINAFTER SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

X

CUSTOMER SIGNATURE

LIMITED EXPRESS WARRANTY

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	1887.70
PARTS AMOUNT	429.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2317.07
LESS INSURANCE	0.00
SALES TAX	199.84
PLEASE PAY THIS AMOUNT	2516.91

SIGNATURE COPY

76056

294354



BUICK

Van Buren

BUICK PONTIAC GMC

INVOICE

DUPLICATE 1
PAGE 1

PONTIAC

GMC

 2257 Jericho Turnpike
 GARDEN CITY PARK, NY 11040
 (516) 741-5060 Fax: (516) 741-5099
 (800) 246-9310
 www.vanburenauto.com

 WEST HEMPSTEAD, NY
 HOME BUS:

SERVICE ADVISOR: 47 COLLEEN MCCUE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
11U/PWTR	00	GMC TK15903	1GTEK14V4YE		35232/35232	T4477
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO	PAYMENT	INV DATE
20MAR00	IS		16:30 26JAN07		CASH	29JAN07

R.O. OPENED	READY	OPTIONS: STK:994 DLR:ROY			
		ENG:4.8 Liter V8 MFI Iron 1) VIS 7-29-03			
13:57 22JAN07	13:21 29JAN07				
LINE	OPCODE	TECH	TYPE	HOURS	
A	C/S	BRAKE	LINE LEAKING		
		BH	BRAKE REPAIR		
		29CGMIM			

B EVERY 3,000 MILES CHANGE ENGINE OIL& FILTER, LUBE FRONT END & REAR
 SUSPENSION LUBE DOOR HINGES, INSPECT EXHAUST SYSTEM, TIRES,
 LIGHTS, BELTS AND HORN

3K EVERY 3,000 MILES CHANGE ENGINE OIL&
 FILTER, LUBE FRONT END & REAR SUSPENSION LUBE
 DOOR HINGES, INSPECT EXHAUST SYSTEM, TIRES,
 LIGHTS, BELTS AND HORN

29CGMIM	15.70	15.70
1 89036836 FILTER	5.04	5.04
6 12345615 OIL 5W30B	1.88	1.75
35232 PERFORMED 3K SERVICE.		10.50

C** RICHIE INSTALLING BRAKE LINES
 BH BRAKE REPAIR

67CGMIM	1872.00	1872.00
2 12377967 FLUID	7.25	6.40
1 15724652 NUT	2.38	1.54
1 11588803 NUT	8.94	6.44
2 12548430 TUBE ASM,	45.20	36.55
1 12547207 TUBE ASM,	45.52	35.55
4 11588802 NUT	3.51	3.51
1 15884695 F-HOSE	45.23	35.26
4 21012386 WASHER	1.85	0.74
1 21999529 F-HOSE	51.01	40.08
1 21999057 F-HOSE	40.71	32.04
1 15882780 F-HOSE	41.63	31.03
1 12360513 SHIELD-AR	30.70	19.77
1 12377967 FLUID	7.25	5.99
1 12378392 CLEANER	7.00	7.00
1 Z5001 FREIGHT	8.47	8.47

 DEALER 34-341 14-119 06-273
 N.Y.S. REG. REPAIR SHOP NO. R1300537
 N.Y.S. REG. REPAIR SHOP NO. R 7687637 RS

 I HEREBY AUTHORIZE THE REPAIR WORK HEREINAFTER SET FORTH TO BE
 DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU
 ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE IN CASE OF
 FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR
 ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN
 PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY
 GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE
 VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE
 FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS
 MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO
 SECURE THE AMOUNT OF REPAIRS THEREON.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	95.16
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	2421.75
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

LIMITED EXPRESS WARRANTY

 LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. THE DEALER
 HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

SIGNATURE COPY

SIGNED 1/09/11

DO NOT USE FOR RELOADING FUNDS
Protect Your Duplicate Checks Store your duplicate checks in your check box.

☒ Track your expenses...

- ☐ Clothing ☐ Food ☐ Transportation
☐ Credit Card ☐ Utilities ☐ Mortgage
☐ Entertainment ☐ Insurance ☐ Other: _____

☐ TAX-DEDUCTIBLE ITEM

2168

BALANCE
FORWARD

THIS ITEM

BALANCE

DEPOSIT

OTHER

BALANCE
FORWARD

2,652
Delta SkyMiles®
Awarded This Period
See your Delta SkyMiles®
Statement in this statement.

Page 1 of 6

Payment Due Date
03/06/07

Please refer to page 3
for important information
regarding your account

For enhanced security, your name and account number do not appear on this copy.

NOT NEGOTIABLE

Minimum payment due by payment due date. Remember, you can pay your bill online anytime, anywhere at www.americanexpress.com/paybill.

Your membership renews next month. Please refer to the Renewal Notice on Page 3.

Your cash advance limit is \$4,200.00. Available balance for new cash advance transactions is \$4,200.00.

For assistance or questions about your account, contact us at www.americanexpress.com or call Customer Service at 1-800-430-1000.

We've Enhanced Your Delta SkyMiles® Credit Card

Your Card just got more rewarding as of January 1, 2007. As a reminder, 2,500 bonus miles will be awarded when you make \$10,000 in eligible purchases in a calendar year. And you can have the opportunity to earn those 2,500 bonus miles again year after year. This benefit is built in. No enrollment required. Just use your Card. So now your bonus miles can help you get where you really want to go even sooner.

To learn more, please visit americanexpress.com/deltaclassicbenefits.

Activity

Indicates posting date

Total of Payment Activity

0.00

New Activity for RUTH TERRASI

Card XXXX-XXXX-XXXX-82002

Total of New Activity for RUTH TERRASI

0.00

Important Notice

Renewal Notice

Your membership renews next month. The following account terms are in effect at time of renewal, unless otherwise indicated.

Annual Fee: The annual Basic Card fee is \$55.00. The annual fee is increased by \$5 if the billing address of the account is outside the US. The annual Basic fee is \$55 unless you have a Qualifying Charge Card Product (as defined in your Cardmember Agreement), in which case the annual Basic fee is waived. You can avoid paying the annual fee by discontinuing your membership by calling the Customer Service telephone number on page 2 when you receive the statement on which the annual fee is billed.

Grace Period: 20 days for Purchases if the previous balance shown on each billing statement is paid in full by each respective due date.

Method of Computing the Balance Subject to Finance Charge (FC): Average Daily Balance (including New Purchases).

APR Information: The Annual Percentage Rates (APRs) and Daily Periodic Rates (DPRs) for each billing period may vary based on the applicable Prime Rate. The Prime Rate used to determine the variable APRs and DPRs is the Prime Rate published in the *The Wall Street Journal* (a) on the first day of that billing period or (b) two days prior to the Closing Date of that billing period, whichever is higher. For either of those dates that is not a customary publication day for *The Wall Street Journal*, we will substitute the closest preceding customary publication day. Please see your Cardmember Agreement. Any promotional rate will terminate if you fail to pay the minimum amount due by the payment due date or upon any condition that causes a default or other penalty rate to apply to your account and then the applicable default or penalty rate will apply. The following APRs and DPRs are applicable to your account as of the Closing Date of this statement:

Please refer to page 2
for further important
information regarding
your account

Continued on reverse



The Delta SkyMiles® Credit Card

Delta SkyMiles

2,652
Delta SkyMiles®
Earned This Period
 For details, see your Delta SkyMiles® Summary in this statement.

Prepared For
 RUTH TERRASI

Closing Date
 02/14/07

Page 1 of 6

Previous Balance \$	Payment Activity \$	New Activity \$ Inc. Adjustments and Finance Charges if any	New Balance \$	Minimum Amount Due \$
0.00	0.00	+2,536.57	=2,536.57	51.00

Payment Due Date
03/06/07

Please refer to page 3
 for important information
 regarding your account

Credit Line Summary	Total Credit Line \$	Available Credit Line \$	Cash Advance Limit \$	Available Cash Limit \$
on 02/14/07	12,000.00	9,463.00	4,200.00	4,200.00

Minimum payment due by payment due date. Remember, you can pay your bill online anytime, anywhere at www.americanexpress.com/paybill.

Your membership renews next month. Please refer to the Renewal Notice on Page 3.

Your cash advance limit is \$4,200.00. Available balance for new cash advance transactions is \$4,200.00.

For assistance or questions about your account, contact us at www.americanexpress.com or call Customer Service at 1-800-430-1000.



We've Enhanced Your Delta SkyMiles® Credit Card

Your Card just got more rewarding as of January 1, 2007. As a reminder, 2,500 bonus miles will be awarded when you make \$10,000 in eligible purchases in a calendar year. And you can have the opportunity to earn those 2,500 bonus miles again year after year. This benefit is built in. No enrollment required. Just use your Card. So now your bonus miles can help you get where you really want to go even sooner.

To learn more, please visit americanexpress.com/deltaclassicbenefits.

Activity

* Indicates posting date

Total of Payment Activity

0.00

New Activity for

Card XXXX-XXXX-XXXX-XXXX

Total of New Activity for

0.00

Important Notice

Renewal Notice

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Please refer to page 2
 for further important
 information regarding
 your account

Continued on reverse

New Activity Continued

Amount \$

New Activity for

Card XXXX-XXXXX4-91012

01/18/07	STOP & SHOP #556 HEMPSTEAD NY	54.82
	001943929 9999999999 01/18/07	
01/24/07	CVS 2780 2780 WEST HEMPSTEAD NY	60.00
	00028042 DRUG STORE/PHARMACY 01/24/07	
01/29/07	VAN BUREN BUICK PONTGARDEN CITY PA NY	2,421.75
	003011685 SALES/SERVICE/REPAIR 01/29/07	

Total of New Activity for JOHN TERRASI

2,536.57

Total of New Activity

2,536.57

Finance Charges

Billing days this period: 30

	Average Daily Balance \$	Daily Periodic Rate	Actual ANNUAL PERCENTAGE RATE	Nominal ANNUAL PERCENTAGE RATE	Periodic FINANCE CHARGE \$
Purchases	0.00	0.0500%	0.00%	18.24%	0.00
Cash Advances	0.00	0.0637%	0.00%	23.24%	0.00
					0.00

Certain of the periodic rates and APRs above may be variable. Those rates may vary based upon the prime rate identified in the Wall Street Journal, as described in your Cardmember Agreement as currently in effect.

Delta Rewards Program

This Month Earned

2652

You've earned DOUBLE miles this month for your supermarket purchases.

You've earned DOUBLE miles this month for your drugstore purchases.

These miles have been transferred to your Delta Air Lines SkyMiles® account.

Important Notice

Renewal Notice

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Please refer to page 2 for further important information regarding your account

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08029 R09P4A0F 02680
\$50
LAM
00000 R09P4A0F 02680

Continued on reverse

Offers & discounts only to Cardmembers who meet certain qualifying criteria. By responding you are disclosing to the merchant that you meet these criteria.

W HEMPSTEAD NY

005412

CERTIFICATE OF TITLE

NEW YORK STATE



Title and Identification No.

1GTEK14V4YE
1GTEK14V4YE

Year

2000

Make

GMC

Model Code

NK1

Body/Hull

PICK

Document No.

Color

GY

Wt./Sts./Lgth.

4474

Fuel

GAS

Cyl./Prop.

8

New or Used

NEW

Type of Title

VEHICLE

Date Issued

5/02/00

Name and Address of Owner(s)

W HEMPSTEAD NY

ODOMETER READING:

00053

ACTUAL MILEAGE

00053

This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

Lienholder

Lienholder

Lienholder

MV-999(11/99)

DEPARTMENT OF MOTOR VEHICLES

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK No. [REDACTED]

837
13

DATE
03/21/07

*****1,210 DOLLARS

****88 CENTS

AMOUNT

*****1,210.88

PAY
TO THE
ORDER
OF

WEST HEMPSTEAD NY [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE: *[Signature]*

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900911533

PAYMENT
DATE 03/21/07

VENDOR
DUNS NO. BB 000000027

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GTEK14V4YB [REDACTED]	03/20/07 71-473330138	VM 1-86C9M5 1-86C9M5	00.0000	1,210.88	.00	1,210.88
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				1,210.88	.00	1,210.88

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No. 900907596**50-937
213DATE
02/22/07

*****378 DOLLARS

****15 CENTS

AMOUNT

*****378.15

PAY
TO THE
ORDER
OF

JEWETT CITY CT

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000143

1

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK NO. 900907596

VENDOR NAME

PAYMENT
DATE 02/22/07REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1GCEK14T1XE 02/21/07 VM 1-801WRS
1-476362549 1-801WRS

00.0000

378.15

.00

378.15

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL

378.15

.00

378.15

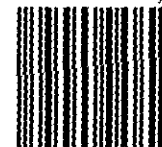
APR 2008



Apply Priority Mail Postage Here

CL 71-476 362 549

JEWETT CITY, CT



U.S. POSTAGE
PAID
JEWETT CITY, CT
06351
FEB 06, 07
AMOUNT

\$4.55

00063755-02

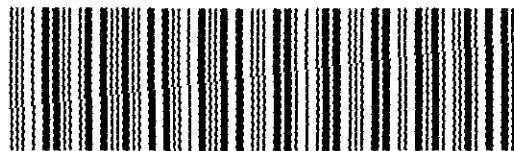
0000

48232

United States Postal Service®

DELIVERY CONFIRMATION™

FEB 09 2007



0305 2730 0002 0809 9147

Chevrolet
PO BOX 33170
Detroit, MI 48232

[REDACTED]
JEWETT CITY, CT [REDACTED]

FEB 09 2007

Chevrolet
PO BOX 33170
Detroit, MI 48232

Re Claim #
71 476362549

Customer Number: 37696

Invoice No: 28683

DON

MALLON

Chevrolet-Cadillac

774 W. Thames St./Rte. 32, Norwich, CT 06360
860-886-0561 • 800-889-3466 • Fax 860-889-2684
www.donmallon.com

PAGE 1

INVOICE

JEWETT CITY, CT

Home:

Email:

Cell:

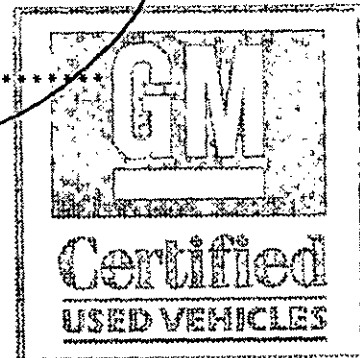
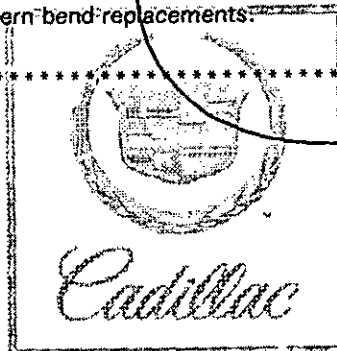
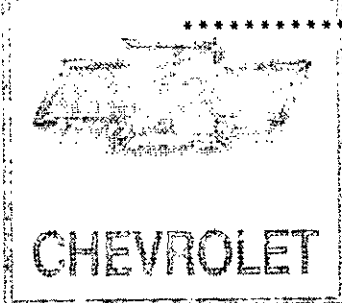
SERVICE ADVISOR: 116 JENNIFER CARROLL



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MAROON	99	CHEVROLET K1500	1GCEK14T1XE		67840 67844	T8646	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
10DEC98			17:00 26JAN07		75.00	CASH	30JAN07
R.O. OPENED		READY	OPTIONS: ENG:5.3_Liter_8,_MFI,_Iron				
26JAN07		30JAN07					

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	CUSTOMER STATES LEAKING BRAKE FLUID NEAR DRIVERS SIDE DOOR					
	05 BRAKES	510	C hrs.		520.00	520.00
		1	FITTINGS	6.20	6.20	6.20
		1	15070819 BRACKET	3.69	3.69	3.69
		1	11516569 BOLT	4.41	4.41	4.41
		4	12377967 FLUID	7.61	7.61	30.44
		25	12548430 TUBE ASM,	2.30	2.30	57.50
	SUBL TOWING				88.00	88.00
		C				
	PARTS: 102.24	LABOR: 520.00	OTHER: 88.00			
	TOTAL LINE A:					\$ 710.24

....67844 rotted brake lines above frame rail rear of LF wheel lines
not avail: removed rotted lines to EBCM & pattern bend replacements.
bleed foundation brakes & antilock system.

866 790 5600
105701866 790 5700
20706

81- 476 362 549 1000 222 1020

Customer Copy

Service Department Hours	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
Monday, Tuesday, Thursday, Friday 8:00 AM - 5:00 PM	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	520.00
Wednesday 8:00 AM - 8:00 PM		PARTS AMOUNT	102.24
Appointments: 860-886-0561		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	88.00
		MISC. CHARGES	3.25
		TOTAL CHARGES	713.49
		LESS INSURANCE	0.00
		SALES TAX	42.81
		PLEASE PAY THIS AMOUNT	756.30

NTSB 800 424 9393

CERTIFICATE OF TITLE



STATE OF CONNECTICUT DEPARTMENT OF MOTOR VEHICLES



VEHICLE IDENTIFICATION NUMBER (VIN)

1GCEK14T1XE

YEAR

1999

MAKE

CHEV

MODEL

SILVERAD

BODY STYLE

PICKUP

CYL

08

NEW/USED

NEW

TITLE NUMBER

024539476

DATE OF ISSUE

01/26/1999

PRIOR TITLE NUMBER

PRIOR TITLE STATE

PURCHASE DATE

12/09/1998

ODOMETER READING

000019

OWNER(S):

JEWETT CITY CT

FIRST LIENHOLDER:

CITIZENS BANK OF CT
C/O 1 CITIZENS DR
RIVERSIDE RI 02915

SECOND LIENHOLDER:

CITIZENS BANK OF CT
C/O 1 CITIZENS DR
RIVERSIDE RI 02915

VEHICLE IDENTIFICATION NUMBER (VIN)



TITLE NUMBER

DATE OF BIRTH:
11/09/1933DATE OF LIEN:
12/09/1998

DATE OF LIEN:

RELEASE OF LIENS

FIRST LIEN INTEREST IN DESCRIBED
VEHICLE IS HEREBY RELEASED

NAME

Citizens Bank of Connecticut

AUTHOR

X

DATE RELEASED

12/9/98

SECOND LIEN INTEREST IN DESCRIBED
VEHICLE IS HEREBY RELEASED

NAME

AUTHORIZED SIGNATURE

X

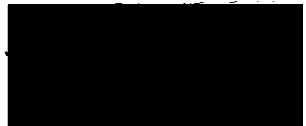
DATE RELEASED

The Commissioner of Motor Vehicles hereby certifies that an application for a certificate of title for the motor vehicle described herein has been duly filed, pursuant to the provisions of the laws of the State of Connecticut, and based on the statements of the applicant and the records on file with this agency. The applicant named is the owner of said vehicle. The Department of Motor Vehicles further certifies that the vehicle is subject to any security interests shown herein.

IN WITNESS WHEREOF,
I have affixed my hand.

VOID IF ALTERED

2210359409



Manchester OH



JUL 16 2007



Chevrolet

P.O. Box 33170

Detroit, MI 48232-5170

ATTN: Elizabeth A. Lowery
Customer Safety Dept.

48232+5170-70 B030



July 9, 2007

Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-5170
Attn: Elizabeth A. Lowery

Dear Ms. Lowery:

I am writing in reference to my 2000 Chevy Silverado with which I recently had trouble. I called GM with my problem. Please reference case #71-532405130.

While driving on a curvy, hilly, country road (going slower than normal speed due to trying to locate a turn off), when I went to apply the brakes I had very minimal brakes. This was very scary for me especially since I had two other people with me. Luckily, I was able to get off the side of the road with no accident occurring.

I then decided to abort our plans and head for home. I stopped in the next town to check by brake fluid. It was low and I put a can of brake fluid in the vehicle. The brake light never came on until approximately twelve miles after the initial problem.

When I reached home, approximately 25 miles, I again had no brakes. My husband inspected under the truck and found that the brake line had rusted and broken in half.

I called the dealership for service and the brake line was replaced at a cost of \$191.07, copy of invoice attached.

This is a vehicle with only 65,569 original miles. It has been garage-kept since purchased new in 2000. The truck has been well maintained and not exposed to the elements and I feel this problem should never have occurred. My husband also purchased a 2000 Chevy Silverado at the same time I did. He has 141,000 + miles and his brake line looks brand new.

GM offered an oil change package and then a brake package good for 12 months valued at \$200 in exchange for my problem. I spoke with Bradley Gray and then his supervisor, Tyrel Gardner. I also asked for your phone number which they said they could not provide. I feel neither one of these offers are acceptable since my husband does maintenance on our vehicles (which GM would not accept) even though I offered to send them copies of the records and affidavits as to the care given to the truck. So in essence, GM offered a package worth more than the cost of my reimbursement of my repair, but were not interested in what I feel is a major safety issue.

So I must assume that GM cares nothing about the safety of their previous customers and cares nothing about the quality of their merchandise once a customer's warranty is no longer in affect.

We had the truck into the dealership for the recall of the sensor on the front brakes and the dealership said everything looked good.

Maybe I just bought a LEMON! But, I feel GM should reimburse me the cost of my repair because I feel the original brake line was of inferior quality and I feel GM tried

to simply brush me off with an offer they knew I probably would not use. Also, I feel GM was not concerned with the safety issue that occurred on my truck.

My husband has been considering the purchase of another truck and we have always been loyal to Chevrolet, however; this is a loyalty we may have to reconsider since we do want to deal with a supplier we feel care about the concerns of their patrons.

I would appreciate your response to my letter. I can be reached anytime at

[REDACTED]

Thank you,

[REDACTED]

Manchester, OH [REDACTED]



Barry's Chevrolet-Buick, Inc.

11380 State Route 41 South P.O. Box 367
Telephone 937-544-2331 Toll Free (888) 544-2331
West Union, Ohio 45693



AN AMERICAN REVOLUTION

CUSTOMER NO. 2090	ADVISOR BOB	TAG NO. 37	INVOICE DATE 06/27/07	INVOICE NO. CTCS93744
MANCHESTER, OH	LABOR RATE	LICENSE NO.	MILEAGE 65,569	COLOR DK CARMINE
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO/SILVERA			DELIVERY DATE 04/22/00
	VEHICLE I.D. NO. 1 G C E K 1 9 T 4 Y E			DELIVERY MILES 11
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/27/07	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR
J# 1 40CVZ01 BRAKE CONCERN TECH(S):58 137.50
BRAKE LINE BROKEN
REPLACED BRAKE LINE FROM FRONT TO BACK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	9	12548430	TUBE ASM, 8.964	3.00	3.00	27.00
TOTAL - PARTS						27.00

G.O.G. & SUPPLIES
2.0 BRAKE FLUID @ 2.100 /UNIT 4.20
TOTAL - GOG 4.20

JOB# 1 TOTALS
LABOR 137.50
PARTS 27.00
G.O.G. 4.20

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 168.70

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	MISC	SHOP SUPPLIES		9.87
TOTAL - MISC				9.87

TOTALS

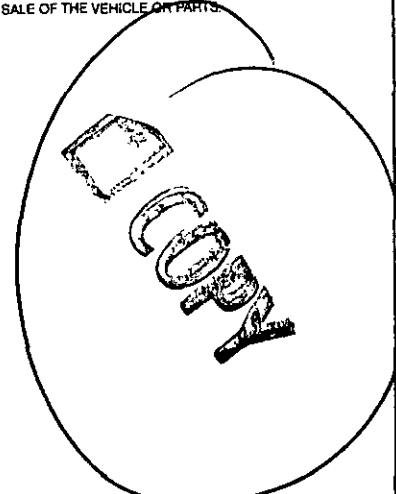
*****	TOTAL LABOR...	137.50
*	TOTAL PARTS...	27.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G...	4.20
* [] VISA [] <u>MASTERCARD</u> [] DISCOVER	TOTAL MISC CHG.	9.87
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	12.50
*****	TOTAL INVOICE \$	191.07

THANK YOU FOR YOUR BUSINESS!!

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY
REPAIRS

CUSTOMER SIGNATURE

Pa Mastercard
6-27-07



Hudson, NH

MANCHESTER NH 031

24 AUG 2007 PM 1 L

AUG 30 2007



Mr. Richard Wagoner, President
General Motors Corporation
300 Renaissance Center
Detroit, MI 48265

48243+1403



RECEIVED

AUG 28 2007

August 24, 2007

G.R. WAGONER, JR.

Mr. Richard Wagoner, President
General Motors Corporation
300 Renaissance Center
Detroit, MI 48265

Dear Mr. Wagoner,

Please permit me to explain why I can no longer be a customer of General Motors. I will try to be concise.

I have purchased ten GM vehicles over the years, eight of which were bought new from GM dealers, including the 2000 GMC Sierra extended cab pickup that I currently drive. I have returned to the Tulley GMC dealer in Nashua, NH for all the routine maintenance, as well as for the non-routine service. My most recent visit there occurred on 7/19/07, to diagnose why I had a sudden loss of brakes. The cause turned out to be a brake fluid line that had rusted completely through. In the ensuing 3 ½ days, all the brake lines were replaced, on the service technician's recommendation. This was done at a cost of \$719.55.

My first of three issues: I question the wisdom of manufacturing brake lines out of materials that will be so exposed to rain, snow and salt. It would seem that stainless steel or some hardened synthetic material would have been far more practical and not cost prohibitive. But that is not my primary reason for writing.

My second issue: In May of 2004, I returned to Tulley GMC because of a problem with the ABS brakes. They replaced the front wheel speed sensors and hubs, at a cost of \$691.41. In Feb of 2006, the speed sensors had to be replaced again, because of a recall. It would seem to me that someone at either Tulley or GM should have put these two events together and reimbursed me for the first instance. The documentation that accompanies service work orders is so full of esoteric mechanical jargon that it is impossible for the uninitiated to wade through it to find duplicate services. Do we now need interpreters to understand our invoices?

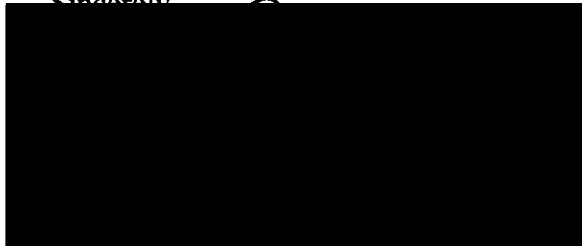
The final straw, and the primary reason for this letter, refers back to my most recent visit. After reviewing some of the past work orders for my truck more closely, I discovered the speed sensor duplication explained above. The folks at Tulley GMC suggested I contact General Motors for reimbursement, which I did on 7/20/07; I spoke with someone named Adrian (Claim # 71-539227831), and told him about the rusted brake fluid lines and the speed sensor recall. He agreed to send a request-for-reimbursement form for the recall. He said that General Motors and/or each dealership (I'm not clear on how this arrangement is configured) occasionally allows for some relief on large repairs for certain regular and "loyal" customers, and that he would work with Tulley to see if I qualify (as a "loyal" customer, I suppose). On 7/23/07, Adrian called to

tell me that there would be no relief in my case. When I picked up my truck on 7/24/07, I spoke to the service manager at Tulley, and he explained about his/their goodwill policy, and that my situation does not rise to the level to justify granting said goodwill. I guess the three invoices I found that total over \$2000.00, plus the two repairs for collisions from two cellphone-while-driving enthusiasts totalling many thousands of dollars, don't count. I realize that GM does not control Tulley GMC, but they carry your name in very large letters on their building, and their policies reflect directly on you, fairly or not.

Patronizing any business that questions my loyalty is distasteful to say the least. It is unfortunate that a longstanding relationship, such as the one I have enjoyed with General Motors, can be destroyed by practices like those described. In this competitive business climate, it doesn't make a lot of sense to me to drive away customers. My truck will be replaced in the near future, as will my wife's five year old vehicle. We must now find another automaker who values our business.

Thank you for your time.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.

Hudson, NH

A black rectangular redaction box covering the address of the sender.

Hudson, NH

MANCHESTER NH 031

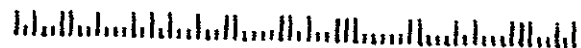
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AUG 30 2007



Mr. Richard Wagoner, President
General Motors Corporation
300 Renaissance Center
Detroit, MI 48265

48243+1403



RECEIVED

AUG 28 2007

August 24, 2007

G.R. WAGONER, JR.

Mr. Richard Wagoner, President
General Motors Corporation
300 Renaissance Center
Detroit, MI 48265

Dear Mr. Wagoner,

Please permit me to explain why I can no longer be a customer of General Motors. I will try to be concise.

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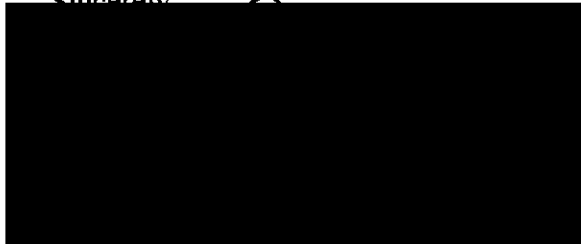
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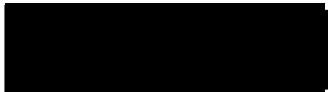
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A large black rectangular redaction box covering the signature and name of the sender.

Hudson, NH

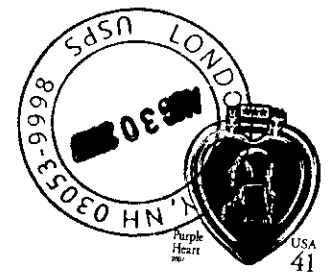
A black rectangular redaction box covering the address and contact information of the sender.



Hudson, NH

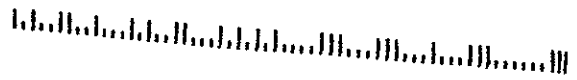


SEP 04 2001



General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

48232-5170 8050





Customer Assistance Center
GMC
PO Box 33712
Detroit, MI 48232-5172

GENERAL MOTORS
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: 8/29/07
Vehicle Identification Number (VIN): 2GTEK19T8Y [REDACTED]
Mileage at Time of Repair: 42995 Date of Repair: 5/6/04
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: HUDSON State: NH ZIP: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
Amount of Reimbursement Requested: \$ 691.41

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM
Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number:
1-800-204-0261



BUICK



PONTIAC



THE STRENGTH OF EXPERIENCE



BUICK • PONTIAC • GMC • BMW • MAZDA • VOLKSWAGEN

P.O. Box T • 147 Daniel Webster Highway • South Nashua

New Hampshire • 03061 • 603-888-0550

www.tulley.com



VOLKSWAGEN

mazda

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller, TULLEY BUICK-PONTIAC CO., INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TULLEY BUICK-PONTIAC CO., INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

I ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR
LISTED BELOW X

COPY

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C55570

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 2716 ADV: 291 SILVA, D INVOICED: 05/06/2004 16:09:15 DS 00 SIERRA RED LICENSE NUMBER: NH

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C55570

PARTS	432.96
SHOP SUPPLIES	12.00
LAB-MECHANICAL	311.95
SPECIAL DISCOUNT	65.50
CHARGE FOR CONCERN	691.41

PAYMENT DISTRIBUTION FOR INVOICE C55570

CHARGE FOR CONCERN 691.41

CASH DUE 691.41

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANA A. SILVA

PAGE 2
LAST PAGE



BUICK



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**TULLEY**

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New Hampshire • 03061 • 603-888-0550

www.tulley.com



VOLKSWAGEN

mazda**DISCLAIMER OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller, TULLEY BUICK-PONTIAC CO., INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TULLEY BUICK-PONTIAC CO., INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

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COPY

INVOICE TO

DRIVER/OWNER INFORMATION — INVOICE: C55570

HUDSON

NH

WORK:

HUDSON

NH

WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 2716 ADV: 291 SILVA, DA INVOICE: PRELIM CUS C DS
MFG: 233001 TAX RULES: NYNIN INVOICED: 05/06/2004 16:09:15
ODOMETER IN: 42995 OUT: 42995 DIST: 1GT
DATES BEGIN: 05/06/04 DONE: 05/06/04

VIN 2GTEK19T8Y
00 GMC SIERRA K1500 XCAB RED
STOCK# 00060438
DATES INSERVICE: 073100 SOLD: 073100

CONCERN 36* ABS SYSTEM DIAGNOSIS

CORRECTION ABS SYSTEM DIAGNOSE

COMPLETE TEST OF COMPUTER CIRCUIT INCLUDING "SERVICE ENGINE LIGHT" CODES T
ESTING OF ALL SENSORS INCLUDING IN THE DATA STREAM AND PINPOINTING TROUBLE
CODE AREA'S. INCLUDES ROADTESTING BEFORE AND AFTER REPAIRS
* PARTS AND LABOR ADDITIONAL TO DRIVABILITY SYSTEM DIAGNOSIS*

FACTORY

TECH: 201 - DAIGLE, LAURENCE

TYPE: C

OPERATION - TECH
36T 201

AMOUNT

TOTAL CHARGES ALL CONCERNS 89.95

CONCERN 51 CUST STATES ABS KICKS ON WHEN BRAKE IS APPLIED—INT PROBLEM

CAUSE TECH SCAN TESTED FOR CODES, FOUND

CORRECTION NONE IS SYSTEM. DROVE VEHICLE WITH SCAN TOOL HOOKED UP, TOOK SNAP SH

COMMENT OT OF WHEEL SPEED SENSORS, FOUND BOTH LEFT AND RIGHT SENSORS WERE

TECH NOTES ERATTIC. TESTED SENSORS AND FOUND OPENS IN BOTH SIDES, REPLACED BOTH

FRONT WHEEL SPEED SENSORS/HUBS

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

000 015112382

HUB

2

216.43

432.96

FACTORY

TECH: 201 - DAIGLE, LAURENCE

TYPE: C

SUBTOTAL 432.96
PARTS 432.96
LAB-MECHANICAL 222.00
TOTAL CHARGES ALL CONCERNS 654.96

PAGE 1

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ADAM - 251.43

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 119. *Pharmaceuticals* (2116) 128: 1-10.
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SORRY ABOUT THE QUALITY, BUT
THE ORIGINAL IS VERY LIGHT.

CUSTOMER PAY ☐ WARRANTY ☐ INTERVIEW ☐

Any warranties on the products sold hereby are those made by the manufacturer. The seller, TULLEY BUICK-PONTIAC CO., INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TULLEY BUICK-PONTIAC CO., INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products, therefore, with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

TOTAL	TIME CALLED	PAID TO BY	YES <input type="checkbox"/> NO <input type="checkbox"/>
-------	-------------	------------	---

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto.

LUBE, OIL, & FILTER	TRANSMISSION SERVICE	FRONT END ALIGN	ROTATE TIRES	WHEEL BALANCE	A/C RECHARGE	RELIN FRONT BRAKES	TURN 2 ROTORS FRONT	TURN 2 DRUMS REAR	RELIN REAR BRAKES	COOLING SYSTEM FLUSH	3,000 MILE SERVICE	6,000 MILE SERVICE	9,000 MILE SERVICE	12,000 MILE SERVICE	15,000 MILE SERVICE	18,000 MILE SERVICE	21,000 MILE SERVICE	24,000 MILE SERVICE	27,000 MILE SERVICE	30,000 MILE SERVICE	NH STATE INSPECTION	NH EMISSION TEST
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

X **Drop OFF**

CUSTOMER LABOR CHARGES ARE
BASED ON A FLAT RATE HOUR
UNLESS SPECIFIED OTHERWISE.

INSTRUCTIONS ON WORK TO BE DONE

51* PAY TYPE: C
CUST STATES ABS KICKS ON WHEN BRAKE IS
APPLIED---INT PROBLEM

TECH	OPERATION	HRS	
OLH	FC	FAILED PART	
RC	NET	SS#	AUTH
TECH	OPERATION	HRS	
OLH	FC	FAILED PART	
RC	NET	SS#	AUTH
TECH	OPERATION	HRS	
OLH	FC	FAILED PART	
RC	NET	SS#	AUTH
TECH	OPERATION	HRS	
OLH	FC	FAILED PART	
RC	NET	SS#	AUTH

RO 55570 *TAG 2716* LIC: NH [REDACTED] SVC ADV: 291 DANA A. SILVA
[REDACTED] GMC SIERRA COL CD: REDPEWTER
K1500 XCAB TRIM: GRAPH
LICENSE: NH [REDACTED] RED TRUCK
MFG CODE: 233001 SVC DLR: 233001 SLM: 733
STOCK NUMBER: 000G0438
IN-SVC: 073100 SOLD: 073100
ODOMETER: LAST: 41806 CURRENT: 42995
AVG PER DAY: 32 PER MONTH: 960

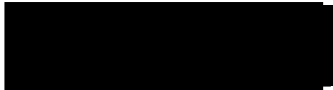
WORK: [REDACTED]
HOME: [REDACTED]

DIST CODE: 1GT

05/06/04 07:13:21

****PROMISED DATE 5/06/04 TIME: 1700 ****

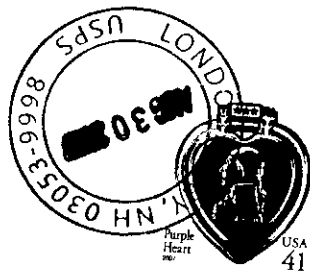
RECEIVED 001 REC'D: 008 VIN: 2GTEK19T8 Y1356165



Hudson, NH



SEP 04 2001



General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

48232-5170

48232-5170 8050





Customer Assistance Center
GMC
PO Box 33712
Detroit, MI 48232-5172

GENERAL MOTORS
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: 8/29/07
Vehicle Identification Number (VIN): 2GTEK19T8Y [REDACTED]
Mileage at Time of Repair: 42995 Date of Repair: 5/6/04
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: HUDSON State: NH ZIP: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): [REDACTED]
Amount of Reimbursement Requested: \$ 691.41

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM
Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number:
1-800-204-0261



BUICK



PONTIAC



THE STRENGTH OF EXPERIENCE



BUICK • PONTIAC • GMC • BMW • MAZDA • VOLKSWAGEN

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www.tulley.com



VOLKSWAGEN

mazda

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller, TULLEY BUICK-PONTIAC CO., INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TULLEY BUICK-PONTIAC CO., INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

I ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR
LISTED BELOW X

COPY

INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C55570

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 2716 ADV: 291 SILVA, D INVOICED: 05/06/2004 16:09:15 DS 00 SIERRA RED LICENSE NUMBER: NH

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C55570

PARTS	432.96
SHOP SUPPLIES	12.00
LAB-MECHANICAL	311.95
SPECIAL DISCOUNT	65.50
CHARGE FOR CONCERN	691.41

PAYMENT DISTRIBUTION FOR INVOICE C55570

CHARGE FOR CONCERN 691.41

CASH DUE 691.41

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DANA A. SILVA

PAGE 2
LAST PAGE



BUICK



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I ACKNOWLEDGE RECEIPT OF
THE PARTS AND LABOR
LISTED BELOW X

COPY

INVOICE TO

DRIVER/OWNER INFORMATION — INVOICE: C55570

HUDSON

NH

HUDSON

NH

WORK:

WORK:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: 2716 ADV: 291 SILVA, DA INVOICE: PRELIM CUS C DS
MFG: 233001 TAX RULES: NYNIN INVOICED: 05/06/2004 16:09:15
ODOMETER IN: 42995 OUT: 42995 DIST: 1GT
DATES BEGIN: 05/06/04 DONE: 05/06/04

VIN 2GTEK19T8Y
00 GMC SIERRA K1500 XCAB RED
STOCK# 00060438
DATES INSERVICE: 073100 SOLD: 073100

CONCERN 36* ABS SYSTEM DIAGNOSIS

CORRECTION ABS SYSTEM DIAGNOSE

COMPLETE TEST OF COMPUTER CIRCUIT INCLUDING "SERVICE ENGINE LIGHT" CODES T
ESTING OF ALL SENSORS INCLUDING IN THE DATA STREAM AND PINPOINTING TROUBLE
CODE AREA'S. INCLUDES ROADTESTING BEFORE AND AFTER REPAIRS
* PARTS AND LABOR ADDITIONAL TO DRIVABILITY SYSTEM DIAGNOSIS*

FACTORY

TECH: 201 - DAIGLE, LAWRENCE

TYPE: C

OPERATION - TECH
36T 201

AMOUNT

TOTAL CHARGES ALL CONCERNS 89.95

CONCERN 51 CUST STATES ABS KICKS ON WHEN BRAKE IS APPLIED—INT PROBLEM

CAUSE TECH SCAN TESTED FOR CODES, FOUND

CORRECTION NONE IS SYSTEM. DROVE VEHICLE WITH SCAN TOOL HOOKED UP, TOOK SNAP SH

COMMENT OT OF WHEEL SPEED SENSORS, FOUND BOTH LEFT AND RIGHT SENSORS WERE

TECH NOTES ERATTIC. TESTED SENSORS AND FOUND OPENS IN BOTH SIDES, REPLACED BOTH

FRONT WHEEL SPEED SENSORS/HUBS

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

000 015112382

HUB

2

216.43

432.96

FACTORY

TECH: 201 - DAIGLE, LAWRENCE

TYPE: C

SUBTOTAL
PARTS 432.96
LAB-MECHANICAL 222.00
TOTAL CHARGES ALL CONCERNS 654.96

PAGE 1

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ADAM - 251.43

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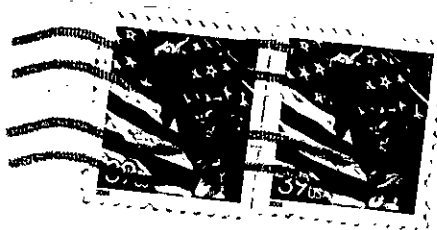
SORRY ABOUT THE QUALITY, BUT
THE ORIGINAL IS VERY LIGHT.



Queensbury, NY

ALBANY, NY 122

19 JUL 2007 PM 4 T.



JUL 23 2007

Chevrolet
P.O. Box 33170
Detroit, MI

48232-5170

48232-5170
|||||

July 17, 2007

Queensbury, NY

In regards to: Brake Line Failure

Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

To Whom It May Concern,

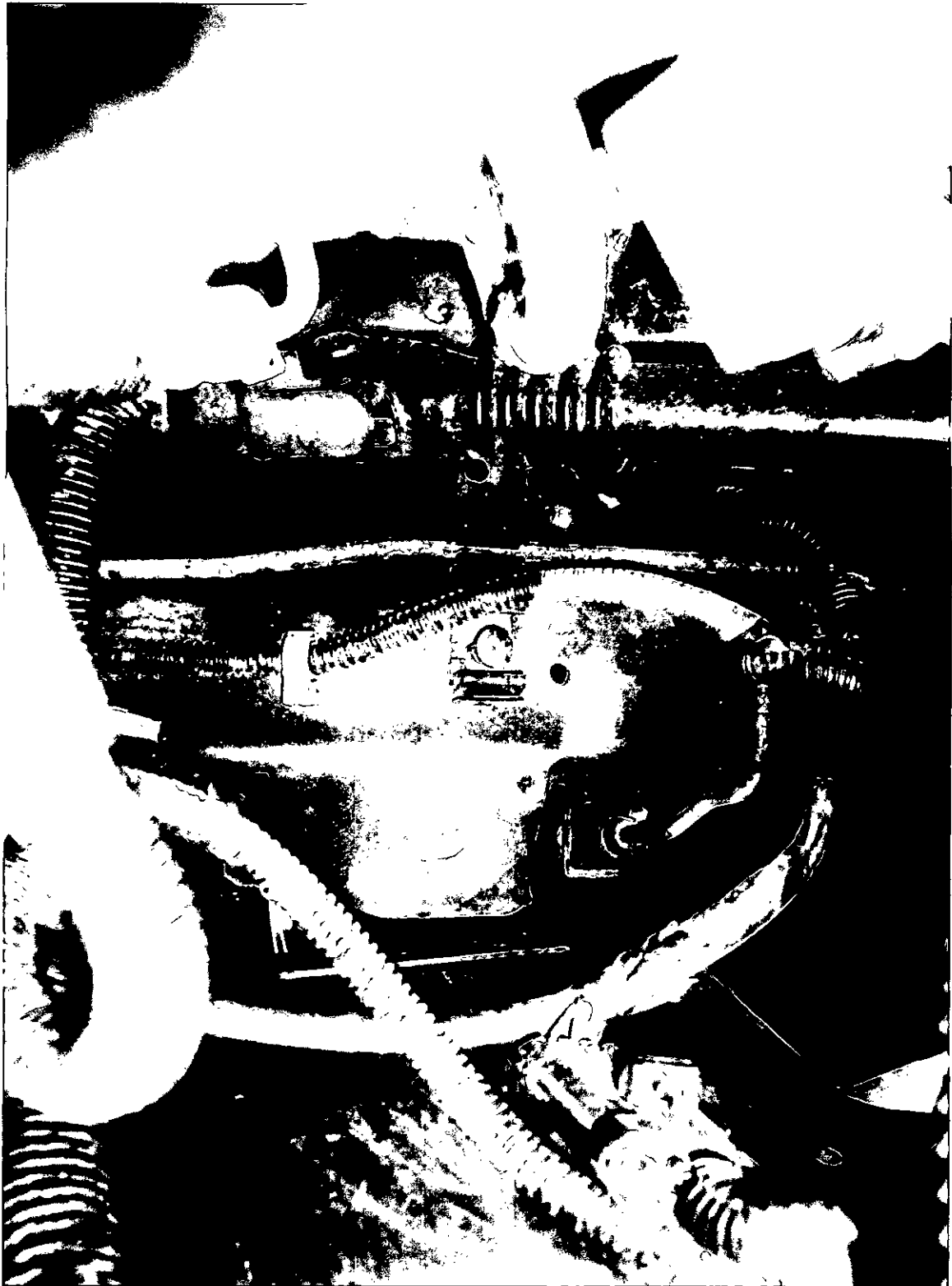
I own a 2001 Chevrolet Silverado Extended Cab Truck. The vehicle VIN# is 2GCEK19V41. It currently has 52,700 miles.

On June 29th my wife was driving the vehicle with my 9 year old daughter, when the brake pedal went to the floor. Luckily there was no accident with the vehicle and no one was hurt. She was able to drive it home very slowly, so I could take a look at it. The rear brake line was rotted out and the brake fluid was all over the gas tank and the rear end of the truck. I moved the vehicle out of the driveway and into the road, so it could be towed. I had the truck towed to my local Chevrolet Service Shop. They stated that the line had rotted out and need to be replaced. Also, they stated that all of the other brake lines were in very bad condition. They fixed the brake line for ~\$300. They quoted me ~\$2000.00 to replace all the lines. I currently have a scheduled appointment to have all the lines replaced in the next two weeks. The truck will need to be at the shop for two full days, so the repairs can be completed. If you count these two days and the five days they had it the first time. I will be out of vehicle for a total of seven days. The service technician stated that they have had a number of issues with this type of vehicle and have replaced a number of brake lines. I feel that this is a serious problem with the location and material of the brake lines. I have attached pictures of the some areas showing the severe deterioration of these brake lines. I have posted this concern on the internet. I hope this issue is addressed and corrected by a recall before some one is seriously hurt or worse. I'm a loyal Chevrolet owner for the past 20 years and hope to continue this loyalty. Please pass the letter on to all who would be involved with addressing this issue. I would like to receive a formal reply to this letter in a timely manner.

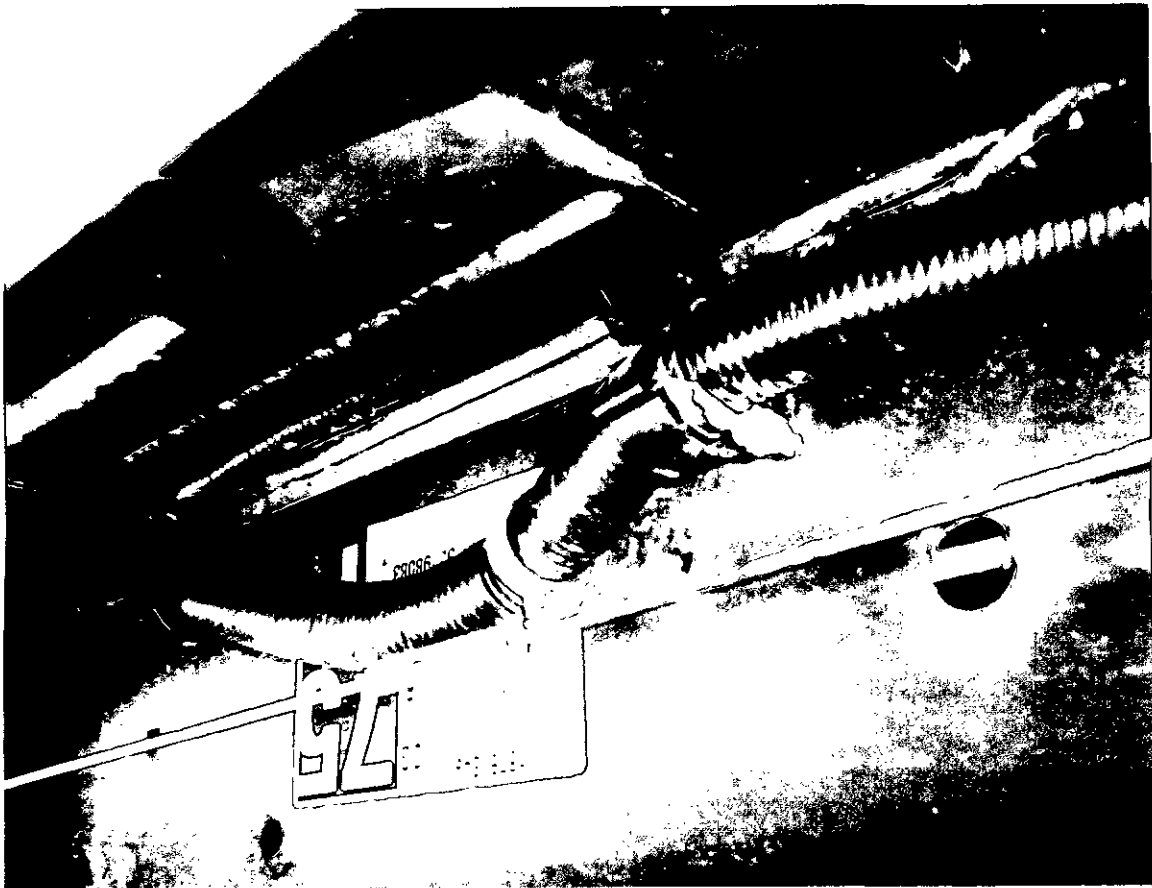
Loyal Chevrolet owner,

[Redacted Signature]







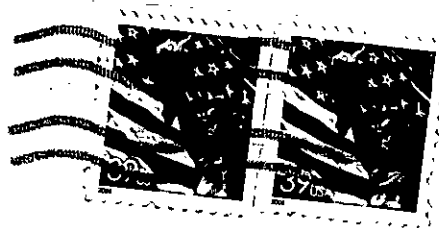




Queensbury, NY

ALBANY, NY 122

19 JUL 2007 PM 4 T.



JUL 23 2007

Chevrolet
P.O. Box 33170
Detroit, MI

48232-5170

48232-5170
|||||

July 17, 2007

Queensbury, NY

In regards to: Brake Line Failure

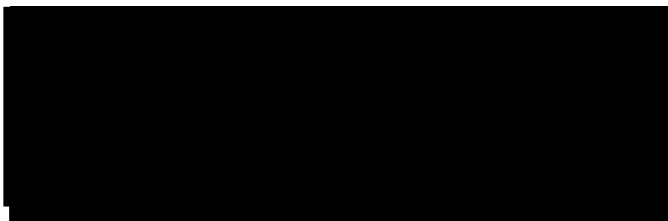
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

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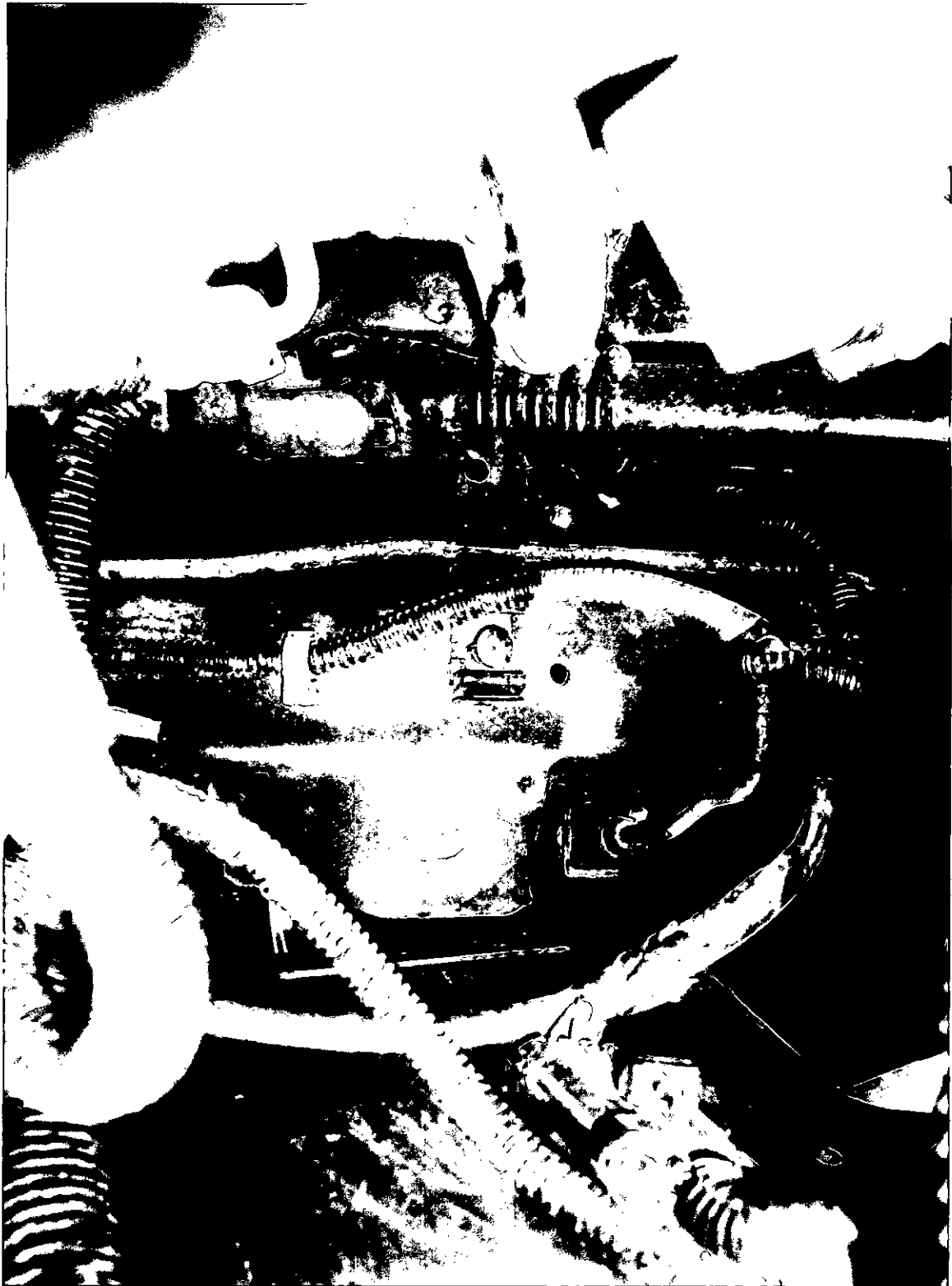
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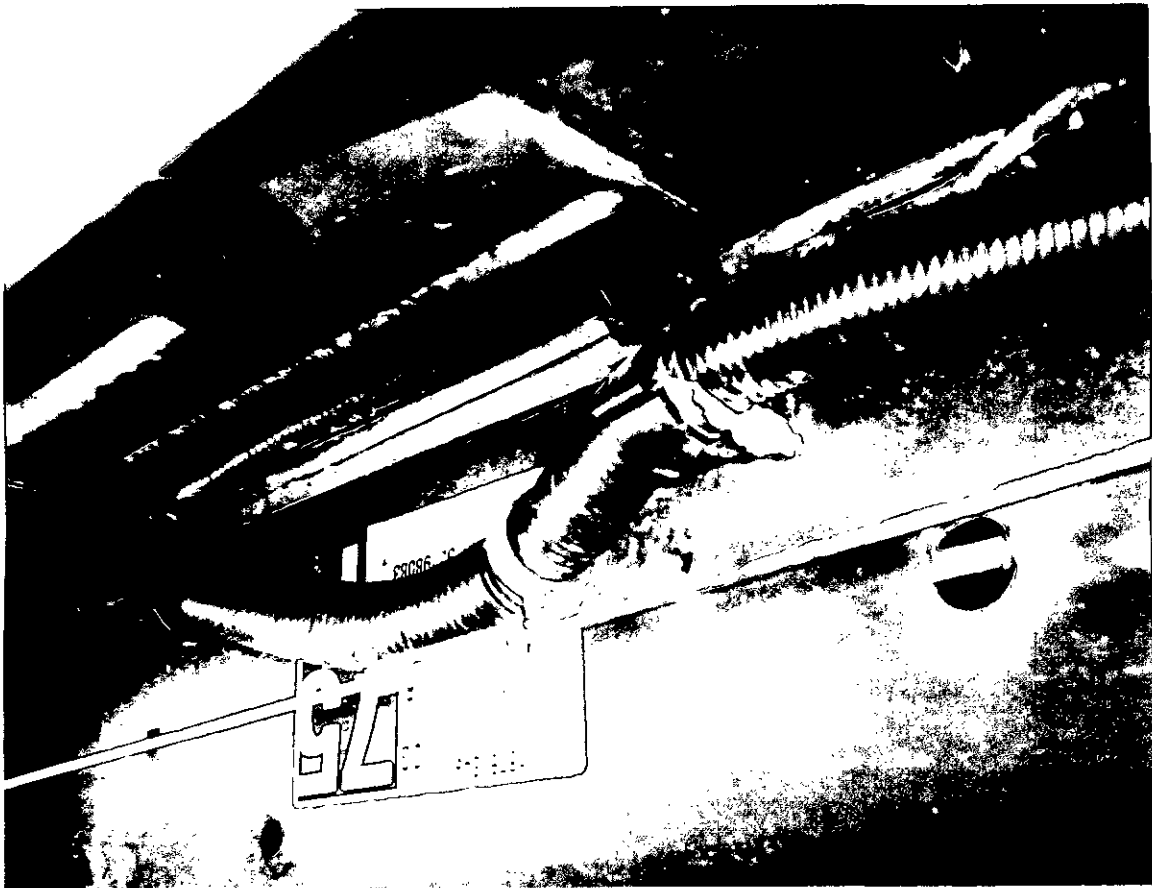
Loyal Chevrolet owner,



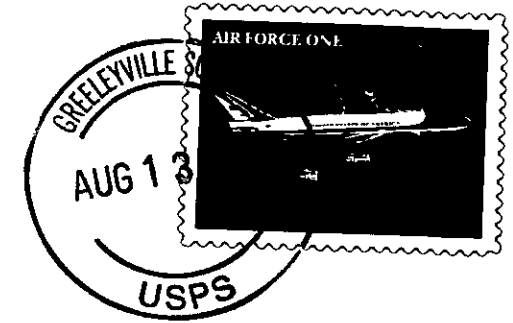








Greeleyville SC



AUG 16 2007

*Chevrolet
PO BOX 33170
Detroit MI, 48232-5170*

They Charge me 19,128.60
they had on this paper 18,363.00

Chevrolet

Look at what I found
in the truck under the
seat. I paid 2,368.00
for these things to be
fix and they lie these
things were not fix

The Air Condition work
sometime and not sometime

I pay for the transmission
to be fix 860.00 but I
cant prove it the receipt got
burn in the house

My steering wheel is hard
to turn sometime also.

Rear axle need replacing
because it is Corroded very
bad cant tow by this road

Radio + Tape player is not
fix.

Prothio Chevrolet dit not
treat me good at all

Thank You

Please help me if you can

1999 SILVERADO 1500 PICKUP

VORTEC 4300 V6 SFI ENGINE

4-SPD AUTOMATIC TRANSMISSION

EXTERIOR SUMMIT WHITE

INTERIOR GRAPHITE CLOTH



The Most Dependable, Longest-Lasting Trucks.

CHEVY TRUCKS

Division of General Motors Corporation

GM

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD EQUIPMENT

Items Featured Below are included at NO EXTRA CHARGE in the Standard Vehicle Price Shown at Right

SAFETY & SECURITY FEATURES

- 4-WHEEL ABS WITH DYNAMIC REAR PROPORTIONING
- 4-WHEEL DISC BRAKES W/THICK ROTORS AND LARGE PADS
- NEXT GENERATION DRIVER/RIGHT FRT PASSENGER AIR BAGS W/PASS SIDE DEACTIVATION SWITCH
- THEFT DETERRENT IGNITION
- DAYTIME RUNNING LAMPS
- BATTERY RUN DOWN PROTECTION
- DRIVER WARNING MESSAGE CENTER

EXTERIOR & CONVENIENCE FEATURES

- CHROME FRONT BUMPER
- REAR BUMPER
- AUTOMATIC HALOGEN HEADLAMPS
- 24 HOUR ROADSIDE ASSISTANCE
- NO DEDUCTIBLE BUMPER-BUMPER 3 YEAR/36,000 MILE LIMITED WARRANTY

SPACIOUS INTERIOR FEATURES

- INTEGRATED FRT OUTBOARD BELTS
- INTERMITTENT WIPERS
- GAGE PACKAGE WITH TACHOMETER
- TILT WHEEL
- SCOTCHGARD CLOTH/CARPET PROTECTION
- TWO ADDITIONAL POWER-OUTLETS
- POWERTRAIN & CHASSIS FEATURES
- RACK & PINION POWER STEERING
- INDEPENDENT FRONT SUSPENSION
- MULTI-LEAF REAR SPRINGS
- FULL SIZE SPARE TIRE W/LOCK
- STAINLESS STEEL EXHAUST
- PLATINUM TIP SPARK PLUGS
- SYNTHETIC REAR AXLE FLUID
- TRAILERING WIRE HARNESS

STANDARD VEHICLE PRICE

\$15,355.00

Options Installed by Manufacturer

BASE DECOR INCLUDES:

NO CHARGE

- 40/20/40 SEATING
- AM/FM STEREO/SEEK/SCAN/CLOCK

4-SPD AUTOMATIC TRANSMISSION *not file* 995.00

WITH TOW-HAUL MODE
AIR CONDITIONING WITH AIR *not file* 825.00
FILTRATION SYSTEM

ELECTRONIC SPEED CONTROL 240.00

AM/FM STEREO W/CASSETTE *not file* 170.00

(REPLACES RADIO IN OPTION PKG) *not file*

CHROME REAR STEP BUMPER *not file* 100.00

RECOVERY HOOKS 38.00

FEDERAL/NORTHEAST EMISSIONS .00

6,100 LB GVW RATING NO CHARGE

REAR AXLE 3.42 RATIO NO CHARGE

P235/75R16-106S ALS BW TIRES NO CHARGE

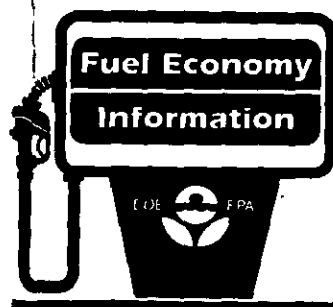
STANDARD CHASSIS PACKAGE NO CHARGE

TOTAL OPTIONS 2,368.00

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

16



HIGHWAY MPG

20

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

13 AND 19 MPG IN THE CITY AND BETWEEN

17 AND 23 MPG ON THE HIGHWAY.

1999 C1500 SILVERADO 2WD

4.3 LITER V6 ENGINE

FUEL INJECTION, AUTOMATIC

4 SPD ELECTRONIC TRANS

CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$959

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

STANDARD PICKUP

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

12 TO 22 MPG CITY
AND

15 TO 27 MPG
HIGHWAY.

CWF

TOTAL VEHICLE & OPTIONS \$17,723.00

DESTINATION CHARGE 640.00

TOTAL VEHICLE PRICE* \$18,363.00

DEALER TO WHOM DELIVERED PROTHRO CHEVROLET-OLDSMOBILE INC
PO BOX 518
MANNING SC 29102

FINAL ASSEMBLY ROANOKE, IN 46783

VIN 1GCEC14W2XZ

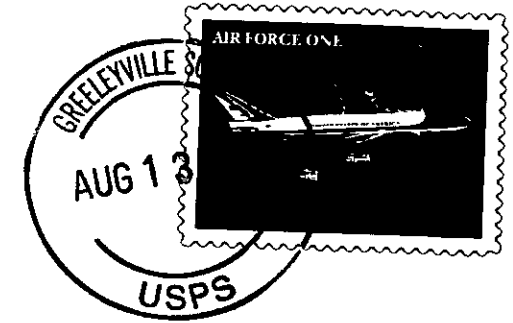
ORDER NO BJTJHZ
MODEL NO CC15703
SALES CODE E
DEALER NO 16-608

This label has been applied pursuant to Federal law—Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories, local taxes or license fees.
PART NO. 10294729 ©1998 General Motors Corporation

DI

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[REDACTED]
Greeleyville SC [REDACTED]



AUG 16 2008

Chevrolet
PO BOX 33170
Detroit MI, 48232-5170

They Charge me 19,128.60
they had on this paper 18,363.00

Chevrolet

Look at what I found
in the truck under the
seat. I paid 2,368.00
for these things to be
fix and they lie these
things were not fix

The Air Condition work
sometime and not sometime

I pay for the transmission
to be fix 860.00 but I
cant prove it the receipt got
burn in the house

My steering wheel is hard
to turn sometime also.

Rear axle need replacing
because it is Corroded very
bad cant tow by this road

Radio + Tape player is not
fix.

Prothio Chevrolet dit not
treat me good at all

Thank You

Please help me if you can

1999 SILVERADO 1500 PICKUP

VORTEC 4300 V6 SFI ENGINE

4-SPD AUTOMATIC TRANSMISSION

EXTERIOR SUMMIT WHITE

INTERIOR GRAPHITE CLOTH



The Most Dependable, Longest-Lasting Trucks.

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- DAYTIME RUNNING LAMPS
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- INTERMITTENT WIPERS
- GAGE PACKAGE WITH TACHOMETER
- TILT WHEEL
- SCOTCHGARD CLOTH/CARPET PROTECTION
- TWO ADDITIONAL POWER OUTLETS
- POWERTRAIN & CHASSIS FEATURES
- RACK & PINION POWER STEERING
- INDEPENDENT FRONT SUSPENSION
- MULTI-LEAF REAR SPRINGS
- FULL SIZE SPARE TIRE W/LOCK
- STAINLESS STEEL EXHAUST
- PLATINUM TIP SPARK PLUGS
- SYNTHETIC REAR AXLE FLUID
- TRAILERING WIRE HARNESS

STANDARD VEHICLE PRICE

\$15,355.00

Options Installed by Manufacturer

BASE DECOR INCLUDES:

NO CHARGE

- 40/20/40 SEATING
- AM/FM STEREO/SEEK/SCAN/CLOCK

4-SPD AUTOMATIC TRANSMISSION *not file* 995.00

WITH TOW HAUL MODE
AIR CONDITIONING WITH AIR *not file* 825.00
FILTRATION SYSTEM

ELECTRONIC SPEED CONTROL 240.00

AM/FM STEREO W/CASSETTE *not file* 170.00

(REPLACES RADIO IN OPTION PKG) *not file*

CHROME REAR STEP BUMPER *not file* 100.00

RECOVERY HOOKS 38.00

FEDERAL/NORTHEAST EMISSIONS .00

6,100 LB GVW RATING NO CHARGE

REAR AXLE 3.42 RATIO NO CHARGE

P235/75R16-106S ALS BW TIRES NO CHARGE

STANDARD CHASSIS PACKAGE NO CHARGE

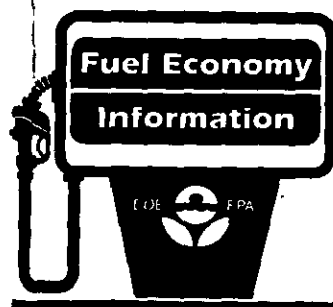
TOTAL OPTIONS

2,368.00

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

16



HIGHWAY MPG

20

ACTUAL MILEAGE

WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

13 AND 19 MPG IN THE CITY AND BETWEEN

17 AND 23 MPG ON THE HIGHWAY.

1999 C1500 SILVERADO 2WD
4.3 LITER V6 ENGINE
FUEL INJECTION, AUTOMATIC
4 SPD ELECTRONIC TRANS
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$959

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

STANDARD PICKUP

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

12 TO 22 MPG CITY
AND

15 TO 27 MPG
HIGHWAY.

CWF

TOTAL VEHICLE & OPTIONS \$17,723.00

DESTINATION CHARGE 640.00

TOTAL VEHICLE PRICE* \$18,363.00

DEALER TO WHOM DELIVERED PROTHRO CHEVROLET-OLDSMOBILE INC
PO BOX 518
MANNING SC 29102

FINAL ASSEMBLY ROANOKE, IN 46783

VIN 1GCEC14W2XZ

ORDER NO BJTJHZ
MODEL NO CC15703
SALES CODE E
DEALER NO 16-608

This label has been applied pursuant to Federal law—Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories, local taxes or license fees.
PART NO. 10294729 ©1998 General Motors Corporation

DI

1FA1091153


Greenville SC

AUG 06 2007



Chevrolet
P.O. Box 33170
Detroit MI 48232-5170

My Name is [REDACTED]

I am a 66 year old Black person
I was disabled since 1985
I was in a car with someone
else and someone hit us on my side
I was on I have a chronic bone
in my back and I need a truck
with high seats to drive.

I went to Prothro Chevrolet
in Manning South Carolina

I saw this white truck
it look so good I put 6,000.00
dollars on it with my car
it was 19,000.00 not know that
it was a lemon all ~~time~~

Under the truck was
corode wear out they say the
man that had it before me
fish in salt water this
truck is a mess I had the
motor redone but I dont
have the papers to prove
it because my house burn
down I lost everything

1-16-2003 and Mr Prothro
said they dont have the

Papers because that was true
long ago I paid \$200.00 for
them. I had the fuel pump
replace I have the papers.

Most of the pipes are corroded out
I am in trouble the road stops
player don't work Air & heat
don't work this truck is
Nothing but junk.

Prothro treat me so bad
they fix ^{the truck} it I told them let
me come to the bank and borrow
some money they said NO
I walk 15 miles and got
the money and got someone to
take me back to get the truck.

I wish you could see what
a mess I am in, I only get
a small amount of money per
month all the things need to
be done I can't ~~get~~ get
any more money now.

I owe some big money
Call the bank and talk
to Mr. Bobby Gonte. He
will tell you what a mess
I am in.

I have paid the truck
off but I don't have
anything but a bill
and a piece of trash

I wish I never got this
mess. The prothro now what
is wrong but he has his
money the hell with me.
The mile meter even run
fast sometime and stop sometime

you can call Mr Brad
Greeleyville Service Center
843-426-2371, he can tell
you everything about this
~~old mess~~ of a truck

William prothro delete
all my things from the
computer so you all can
think I am lying. you
can call Mr Bobby Gorte Jr
Vice president of the Bank
of Greeleyville he can tell you
I have a lot of money to
fix this truck 843-426-2161

A lot of fips are my rust
up I hope none come loose
when I am driving. I am

sorry to bother you all but
I am telling you so you all
can know what happen to
me I hope this don't happen
to anyone else

I wish I had a car that
run good I would park this
in the woods so no one else
could go through what I went
through.

I am very upset I hate getting
in this mess but I don't know
anything else and no one to
help me

Sorry I bother you all

Thank you for reading this
Love you all

[REDACTED]

Greenville SC [REDACTED]

P.S. If I can get some of my
money back I will be able to
fix some of the things that I need
to fix replace some of the pipes
that is rust out

PROTHRO CHEVROLET • BUICK • PONTIAC • GMC TRUCK



452 N. Brooks St. Main Office: (803) 433-2535
 P.O. Box 516 Parts & Service: (800) 968-9934
 Manning, SC 29102 Facsimile: (803) 433-2497

SERVICE INVOICE

Customer Copy

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		54183		DANIEL EPPS JR		1GCEC14W2XZ [REDACTED]	
GREELEYVILLE SC [REDACTED]		Color	Year	Make/Model	License	Engine	Stk.#
Business Phone: [REDACTED]			1999	CHEVROLET SILVRADO		L35 4.3LV6	X155
Home Phone: [REDACTED]		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		88819 /		5/15/1999		1	
		Tax Exempt		Date/Time In		Date/Time Out	
				9/26/2003 10:16		9/30/2003 13:27	

LINE 1 ENGINE WONT RUN AT TIMES EST.: \$.00
 TECH COMM: CLEAN BATTERY CABLES REPLACE ONE BOLT
 REPAIR 1 CLEAN BATTERY CABLES REPLACE ONE BOLT
 OPCODE: CP SALE TYPE: CUSTOMER PA \$23.20
 HRS: .50
 PRIMARY TECH: 004

COPY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	12354949 BOLT, BATT N		1	3.040	CUSTOMER PAY	\$3.04
GM	7480 ROLOC DIS N		1	1.500	CUSTOMER PAY	\$1.50
LINE TOTAL						\$27.74

CUSTOMER SIGNATURE [REDACTED]

LABOR	\$23.20
PARTS	\$4.54
TAX (SOUTH CAROLINA)	\$.27
CUSTOMER TOTAL	\$28.01
PAYMENT (CASH)	\$28.01

*Did not last for a Month
 had to over do ~~the~~ engine
 1200.00*

PAID

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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P.O. Box 516 Parts & Service: (800) 968-9934
Manning, SC 29102 Facsimile: (803) 433-2497

www.prothrochevy.com

Customer Copy

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		56948		DANIEL EPPS JR		1GCEC14W2XZ [REDACTED]	
Color	Year	Make/Model	License	Engine	Stk.#		
[REDACTED]	1999	CHEVROLET SILVRADO	[REDACTED]	L35 4.3LV6	X155		
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan		
94800 /		5/15/1999		3			
Tax Exempt		Date/Time In		Date/Time Out			
		2/09/2004 13:40		2/12/2004 16:22			

GREELEYVILLE SC [REDACTED]
Business Phone: [REDACTED]
Home Phone: [REDACTED]

LINE 1* FUEL PUMP NOISE & GAS GAGE JUMP FROM E TO F AND BA EST.: \$0.00
CK

REPAIR 1 R R FUEL TANK REPLACE SHORTED FUEL PUMP
OPCODE: CP SALE TYPE: CUSTOMER PA \$95.22
HRS: 2.00
PRIMARY TECH: 021

PARTS	DESC	FP QTY	PRICE	SALE TYPE	
GM	25345026 MODULE KI N	1	395.830	CUSTOMER PAY	\$395.83
** LIFETIME GUARANTEED PART **					

LINE TOTAL \$491.05

"*" Following the line number denotes added operation.

CUSTOMER SIGNATURE [REDACTED]

LABOR \$95.22
PARTS \$395.83
TAX (SOUTH CAROLINA) \$23.75
CUSTOMER TOTAL \$514.80
PAYMENT (CASH) \$514.80

PAID
CK# 2495

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 P.O. Box 516 Parts & Service: (800) 968-9934
 Manning, SC 29102 Facsimile: (803) 433-2497

SERVICE INVOICE

Customer Copy

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		55342		DANIEL EPPS JR		1GCEC14W2XZ [REDACTED]	
Color		Year	Make/Model		License	Engine	Stk.#
[REDACTED]		1999	CHEVROLET SILVRADO			L35 4.3LV6	X155
Mileage In/Out		Tag	Delivery Date		Rate	Doc. Count	Plan
90642 /			5/15/1999			1	
Tax Exempt			Date/Time In			Date/Time Out	
			11/18/2003 9:16			11/18/2003 14:07	

Sold To:
 [REDACTED]
 GREELEYVILLE SC [REDACTED]
 Business Phone: [REDACTED]
 Home Phone: [REDACTED]

LINE 1 BRAKES NOISY EST.: \$0.00
 REPAIR 1 REPLACE REAR PADS & EMERGENCY SHOES & ROTERS
 OPCODE: CP SALE TYPE: CUSTOMER PA \$116.00
 HRS: 2.50
 PRIMARY TECH: 020

COPY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	18043346 PAD KIT	N	1	137.880	CUSTOMER PAY	\$137.88
GM	15712800 ROTOR	N	2	232.040	CUSTOMER PAY	\$464.08
GM	88982878 BRAKE KIT	N	1	63.820	CUSTOMER PAY	\$63.82
GM	5089 BRAKE CLE	N	1	2.650	CUSTOMER PAY	\$2.65
LABOR DISCOUNT					CUSTOMER PAY	\$25.00
PARTS DISCOUNT					CUSTOMER PAY	\$25.00
LINE TOTAL						\$734.43

LABOR	\$116.00
LABOR DISCOUNT	\$25.00
PARTS	\$668.43
PARTS DISCOUNT	\$25.00
TAX (SOUTH CAROLINA)	\$40.11
CUSTOMER TOTAL	\$774.54
PAYMENT (ACCOUNT REC)	\$724.54
PAYMENT (CASH)	\$50.00

CUSTOMER SIGNATURE [REDACTED]

PAID IN FULL

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GREELEYVILLE SERVICE CO.
P. O. BOX 5
GREELEYVILLE, SC 29046
PHONE 426-2371

DATE _____

ADDRESS

SALESMAN

TERMS

CASH

CHARGE

C. O. D.

PAID OUT

RETD. MDSE.

RECD. ON ACCT.

QUAN.

DESCRIPTION

PRICE

AMOUNT

1	58-521 Water Tray	79.40
1	1/2" Rad-Cool Antifreeze	12.00

PAID IN FULL
PAID IN FULL

Tax

548

2. 1. 1968

60.00

Total

156.88

ALL Claims and Returned Goods MUST Be Accompanied By This Bill

SIGNATURE



PROTHRO CHEVROLET & OLDSMOBILE, Inc.

Mill & Keith Sts. Phone 435-2387

MANNING, S.C. 29102



SOLD TO

ADDRESS

GREELEYVILLE SC

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
1999	CHEVROLET	CC15703	USED	1GCEC14W2XZ

SALESMAN **WILLIAM S PROTHRO**

KEY NOS.

INSURANCE COVERAGE INCLUDES

FIRE & THEFT ☐

☐ PUBLIC LIABILITY - AMT.

COLLISION - AMT. DEDUCTIBLE ☐

☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES	GROUP	DESCRIPTION	PRICE

I, MAE FRANKLIN am taking actual delivery of this vehicle on Feb 12, 2001, and agree to all terms and conditions of this sale.
Signed _____

Lien: First Virginia Credit Services, Inc. 10.49%
PO Box 988 Falls Church VA 22040

UPON ACCEPTANCE OF THIS INVOICE CUSTOMER AGREES THAT THERE IS NO WARRANTY EXPRESS OR IMPLIED OTHER THAN MANUFACTURERS WARRANTY OR IN EVENT OF USED CAR PURCHASER THERE IS NO WARRANTY EXPRESS OR IMPLIED OTHER THAN THAT WRITTEN HEREON.

USED CAR TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
1988	CHEVROLET		1GNCT18Z0J0

BODY COLOR GRAY

DATE 02-12-2001		INVOICE NO. 20012	STOCK NO. 04480
SALESMAN NUMBER			
DESCRIPTION		SALE	
NEW CAR			
NEW TRUCKS - FLEET			
INVENTORY - NEW CARS			
- NEW TRUCKS			
USED CARS - RETAIL		15500.00	
- WHOLESALE			
USED TRUCKS - RETAIL			
- WHOLESALE			
SALES TAX		300.00	
LICENSE AND TITLE		8.00	
TOTAL CASH PRICE		15800.00	
FINANCING		2946.43	
INSURANCE SCI 374		374.17	
TOTAL TIME PRICE		19128.60	
DEPOSIT		n. a.	
CASH ON DELIVERY		2000.00	
USED CAR ALLOWANCE		n. a.	
PAYMENTS		4000.00	
MONTHS DOLLARS			
60 @ 318.81 PER MONTH		13128.60	
TOTAL		19128.60	
<p>Always Bring Your Car Here For Factory Authorized n. a. Service</p>			

Reynolds & Reynolds 0460817

CTM-131-CUST. C41418 (12-94)

by Reynolds & Reynolds

06/09/2006

There's opportunity here

BB&T

[REDACTED]
GREELEYVILLE SC [REDACTED]

Branch Banking and Trust
P. O. 1290
Whiteville, N. C. 28472

BB&T congratulates you on paying in full loan #902-2621081 01101. We also would like to thank you for having selected BB&T as your banking partner.

If applicable, your note and any related collateral documents may be enclosed or will be sent once final processing has been completed. BB&T has forwarded the proper documentation to the county courthouse for cancellation of the collateral lien. The lien release process may take up to one to three weeks. If you have any questions regarding your collateral documents, please contact your local BB&T account officer.

Have you looked at your total financial picture lately? Knowing that new opportunities and challenges are presented to everyone everyday, we hope you will look to us to fulfill a variety of your personal or business needs. Our philosophy of offering a fully-integrated relationship with our clients allows us to partner in meeting many of the ever-changing needs in your life.

Please see listed below the variety of BB&T financial services offered. To learn more about our services, visit our website www.bbt.com.

_____ Check Cards	_____ Leasing Solutions
_____ Automobile Financing	_____ Mortgage Services
_____ Checking / Savings Accounts	_____ Private Financial Services
_____ Credit Cards	_____ Trust Solutions
_____ Insurance Services	_____ Wealth Management
_____ Investment Services	_____ 24 Hour Banking
_____ Personal / Home Equity Lines	_____ Commercial / Small Business Banking Loans

If you would like to take advantage of any services, contact an account officer at your local branch. BB&T looks forward to assisting you with your financial needs.

Thank you,

Document Control

MEMBER FDIC

FOR BB&T USE
2588511

2182

67-711/532

2-14-2003 Date

Greeleyville, SC

Pay to the
Order of

Greeleyville Service Center

\$ 360.00

Three hundred sixty dollars and 00/100

Dollars



BANK OF GREELEYVILLE

GREELEYVILLE, SOUTH CAROLINA 29645



GOLD CLUB

PROTHRO CHEVROLET-OLDSMOBILE, INC.

P.O. BOX 516
MANNING, SC 29102
(803) 435-2535

Nº 002885

DATE	RECEIPT NO.	CONTROL NO.	RECEIVED FROM	AMOUNT
8/12/01				1,900

HOW PAID	PAID ON	OVER \$10,000 FILE FORM IRS-830
CASH <input checked="" type="checkbox"/>	ACCOUNT <input type="checkbox"/>	 BY 
CHECK <input type="checkbox"/>	NOTE <input type="checkbox"/>	
CREDIT CARD <input type="checkbox"/>		
DRAFT <input type="checkbox"/>		

FORM BFA-508-2 • TO REORDER CALL: GREAT AMERICAN 1-800-231-0329

STATE OF SOUTH CAROLINA

CERTIFICATE OF TITLE

OF A VEHICLE

VEHICLE ID NUMBER 1GCEC14W2XZ [REDACTED] YEAR 1999 MAKE CHEV BODY STYLE PKP MODEL [REDACTED]

WEIGHT 039 NEW/USED USED TITLE NUMBER [REDACTED] ODOMETER 35,821 * DATE ISSUED 04-25-2001

FULL NAME OF OWNER(S) [REDACTED] VEHICLE BRAND(S)

*ACTUAL MILEAGE

GREELEYVILLE SC [REDACTED]

FIRST LIENHOLDER
FIRST VIRGINIA CREDIT SERV. INC
P O BOX 988
FALLS CHURCH VA 22040
DATE OF LIEN 02-12-2001

1ST LIEN RELEASED 6-26-06
DATE
BY *Donnie Smith*
AUTHORIZED AGENT

2 TITLE SECTION JUN 30 2006 007

THE SOUTH CAROLINA DEPARTMENT OF PUBLIC SAFETY
HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY
THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE
DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

B. BOYKIN ROSE
DIRECTOR
DEPT. OF PUBLIC SAFETY

JIM HODGES
GOVERNOR

REPEAL IN A SAFE PLACE ANY ALTERATION OR ERASURE VOID THIS TITLE


Greenville SC

AUG 06 2007



Chevrolet
P.O. Box 33170
Detroit MI 48232-5170

My Name is [REDACTED]
I am a 66 year old Black person
I was disabled since 1985
I was in a car with someone
else and someone hit us on my side
I was on I have a chronic bone
in my back and I need a truck
with high seats to drive.

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dollars on it with my car
it was 19,000.00 not know that
it was a lemon all ~~time~~

Under the truck was
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man that had it before me
fish in salt water this
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motor redone but I dont
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1-16-2003 and Mr Prothro
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month all the things need to
be done I can't ~~get~~ get
any more money now.

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I have a lot of money to
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up I hope none come lose
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Thank you for reading this
Love you all

[REDACTED]

Greenville SC [REDACTED]

P.S. If I can get some of my
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that is rust out

PROTHRO CHEVROLET • BUICK • PONTIAC • GMC TRUCK



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 Manning, SC 29102 Facsimile: (803) 433-2497

SERVICE INVOICE

Customer Copy

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		54183		DANIEL EPPS JR		1GCEC14W2XZ [REDACTED]	
Color	Year	Make/Model	License	Engine	Stk.#		
	1999	CHEVROLET SILVRADO		L35 4.3LV6	X155		
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan		
88819 /		5/15/1999		1			
Tax Exempt		Date/Time In		Date/Time Out			
		9/26/2003 10:16		9/30/2003 13:27			

GREELEYVILLE SC [REDACTED]
 Business Phone: [REDACTED]
 Home Phone: [REDACTED]

LINE 1 ENGINE WONT RUN AT TIMES EST.: \$.00
 TECH COMM: CLEAN BATTERY CABLES REPLACE ONE BOLT
 REPAIR 1 CLEAN BATTERY CABLES REPLACE ONE BOLT
 OPCODE: CP SALE TYPE: CUSTOMER PA \$23.20
 HRS: .50
 PRIMARY TECH: 004

COPY

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LINE TOTAL						\$27.74

CUSTOMER SIGNATURE [REDACTED]

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PAID

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Customer Copy

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[REDACTED]		56948		DANIEL EPPS JR		1GCEC14W2XZ [REDACTED]	
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Tax Exempt			Date/Time In		Date/Time Out		
			2/09/2004 13:40		2/12/2004 16:22		

GREELEYVILLE SC [REDACTED]
 Business Phone: [REDACTED]
 Home Phone: [REDACTED]

LINE 1* FUEL PUMP NOISE & GAS GAGE JUMP FROM E TO F AND BA EST.: \$0.00
 CK

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 OPCODE: CP SALE TYPE: CUSTOMER PA \$95.22
 HRS: 2.00
 PRIMARY TECH: 021

PARTS DESC FP QTY PRICE SALE TYPE
 GM 25345026 MODULE KI N 1 395.830 CUSTOMER PAY \$395.83
 ** LIFETIME GUARANTEED PART **

LINE TOTAL \$491.05

"*" Following the line number denotes added operation.

CUSTOMER SIGNATURE [REDACTED]

LABOR \$95.22
 PARTS \$395.83
 TAX (SOUTH CAROLINA) \$23.75
 CUSTOMER TOTAL \$514.80
 PAYMENT (CASH) \$514.80

PAID
 CK# 2495

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

PROTHRO CHEVROLET • BUICK • PONTIAC • GMC TRUCK



452 N. Brooks St. Main Office: (803) 433-2535
 P.O. Box 516 Parts & Service: (800) 968-9934
 Manning, SC 29102 Facsimile: (803) 433-2497

SERVICE INVOICE

Customer Copy

Sold To:		Service Order Number		Service Advisor		VIN	
[REDACTED]		55342		DANIEL EPPS JR		1GCEC14W2XZ [REDACTED]	
Color		Year	Make/Model	License	Engine	Stk.#	
[REDACTED]		1999	CHEVROLET SILVRADO		L35 4.3LV6	X155	
Mileage In/Out		Tag	Delivery Date	Rate	Doc. Count	Plan	
90642 /			5/15/1999		1		
Tax Exempt			Date/Time In		Date/Time Out		
			11/18/2003 9:16		11/18/2003 14:07		

GREELEYVILLE SC [REDACTED]
 Business Phone: [REDACTED]
 Home Phone: [REDACTED]

LINE 1 BRAKES NOISY EST.: \$0.00
 REPAIR 1 REPLACE REAR PADS & EMERGENCY SHOES & ROTERS
 OPCODE: CP SALE TYPE: CUSTOMER PA \$116.00
 HRS: 2.50
 PRIMARY TECH: 020

COPY

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	18043346 PAD KIT	N	1	137.880	CUSTOMER PAY	\$137.88
GM	15712800 ROTOR	N	2	232.040	CUSTOMER PAY	\$464.08
GM	88982878 BRAKE KIT	N	1	63.820	CUSTOMER PAY	\$63.82
GM	5089 BRAKE CLE	N	1	2.650	CUSTOMER PAY	\$2.65
LABOR DISCOUNT					CUSTOMER PAY	\$25.00
PARTS DISCOUNT					CUSTOMER PAY	\$25.00
LINE TOTAL						\$734.43

LABOR	\$116.00
LABOR DISCOUNT	\$25.00
PARTS	\$668.43
PARTS DISCOUNT	\$25.00
TAX (SOUTH CAROLINA)	\$40.11
CUSTOMER TOTAL	\$774.54
PAYMENT (ACCOUNT REC)	\$724.54
PAYMENT (CASH)	\$50.00

CUSTOMER SIGNATURE [REDACTED]

PAID IN FULL

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

GREELEYVILLE SERVICE CO.
P. O. BOX 5
GREELEYVILLE, SC 29046
PHONE 435-2371

DATE _____

ADDRESS.

SALESMAN

TERMS

CASH

CHARGE

C. O. D.

PAID OUT

RETD. MDSE.

RECD. ON ACCT.

QUAN.

[illegible]**PRICE**

AMOUNT

1	58-521 Water Tray	79.40
1	1st. Row-Cool Air Filter	12.00

PAID IN FULL
PAID IN FULL

Tax

548

2.1.1

60.00

Total

156.88

ALL Claims and Returned Goods MUST Be Accompanied By This Bill

SIGNATURE



PROTHRO CHEVROLET & OLDSMOBILE, Inc.

Mill & Keith Sts. Phone 435-2387

MANNING, S.C. 29102



SOLD TO

ADDRESS

GREELEYVILLE SC

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
1999	CHEVROLET	CC15703	USED	1GCEC14W2XZ

SALESMAN **WILLIAM S PROTHRO**

KEY NOS.

INSURANCE COVERAGE INCLUDES

FIRE & THEFT ☐

☐ PUBLIC LIABILITY - AMT.

COLLISION - AMT. DEDUCTIBLE ☐

☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES	GROUP	DESCRIPTION	PRICE

I, MAE FRANKLIN am taking actual delivery of this vehicle on Feb 12, 2001, and agree to all terms and conditions of this invoice. Signed _____

Lien: First Virginia Credit Services, Inc. 10.49%
PO Box 988 Falls Church VA 22040

UPON ACCEPTANCE OF THIS INVOICE CUSTOMER AGREES THAT THERE IS NO WARRANTY EXPRESS OR IMPLIED OTHER THAN MANUFACTURERS WARRANTY OR IN EVENT OF USED CAR PURCHASER THERE IS NO WARRANTY EXPRESS OR IMPLIED OTHER THAN THAT WRITTEN HEREON.

USED CAR TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
1988	CHEVROLET		1GNCT18Z0J0

BODY COLOR GRAY

DATE	INVOICE NO.	STOCK NO.
02-12-2001	20012	04480
SALESMAN NUMBER		
DESCRIPTION	SALE	
NEW CAR		
NEW TRUCKS - FLEET		
INVENTORY - NEW CARS		
- NEW TRUCKS		
USED CARS - RETAIL	15500.00	
- WHOLESALE		
USED TRUCKS - RETAIL		
- WHOLESALE		
SALES TAX	300.00	
LICENSE AND TITLE	8.00	
TOTAL CASH PRICE		15800.00
FINANCING		2946.43
INSURANCE SCI 374		374.17
TOTAL TIME PRICE		19128.60
DEPOSIT	n.a.	
CASH ON DELIVERY	2000.00	
USED CAR ALLOWANCE	n.a.	
PAYMENTS	4000.00	
MONTHS DOLLARS		
60 @ 218.87 PER MONTH	13128.60	
TOTAL		19128.60
Always Bring Your Car Here For Factory Authorized n.a. Service		

Reynolds & Reynolds 0460817

CTM-131-CUST. C41418 (12-94)

by Reynolds & Reynolds

06/09/2006

There's opportunity here

BB&T

[REDACTED]
GREELEYVILLE SC [REDACTED]

Branch Banking and Trust
P. O. 1290
Whiteville, N. C. 28472

BB&T congratulates you on paying in full loan #902-2621081 01101. We also would like to thank you for having selected BB&T as your banking partner.

If applicable, your note and any related collateral documents may be enclosed or will be sent once final processing has been completed. BB&T has forwarded the proper documentation to the county courthouse for cancellation of the collateral lien. The lien release process may take up to one to three weeks. If you have any questions regarding your collateral documents, please contact your local BB&T account officer.

Have you looked at your total financial picture lately? Knowing that new opportunities and challenges are presented to everyone everyday, we hope you will look to us to fulfill a variety of your personal or business needs. Our philosophy of offering a fully-integrated relationship with our clients allows us to partner in meeting many of the ever-changing needs in your life.

Please see listed below the variety of BB&T financial services offered. To learn more about our services, visit our website www.bbt.com.

_____ Check Cards	_____ Leasing Solutions
_____ Automobile Financing	_____ Mortgage Services
_____ Checking / Savings Accounts	_____ Private Financial Services
_____ Credit Cards	_____ Trust Solutions
_____ Insurance Services	_____ Wealth Management
_____ Investment Services	_____ 24 Hour Banking
_____ Personal / Home Equity Lines	_____ Commercial / Small Business Banking Loans

If you would like to take advantage of any services, contact an account officer at your local branch. BB&T looks forward to assisting you with your financial needs.

Thank you,

Document Control

MEMBER FDIC

FOR BB&T USE
2588511

2182

67-711/532

2-14-2003 Date

Greeleyville, SC

Pay to the
Order of

Greeleyville Service Center \$ 360.00

Three hundred sixty dollars and 00/100 Dollars



BANK OF GREELEYVILLE

GREELEYVILLE, SOUTH CAROLINA 29645



GOLD CLUB

PROTHRO CHEVROLET-OLDSMOBILE, INC.

P.O. BOX 516
MANNING, SC 29102
(803) 435-2535

Nº 002885

DATE	RECEIPT NO.	CONTROL NO.	RECEIVED FROM	AMOUNT
8/12/01				1,900

HOW PAID	PAID ON	OVER \$10,000 FILE FORM IRS-8300
CASH <input checked="" type="checkbox"/>	ACCOUNT <input type="checkbox"/>	 BY 
CHECK <input type="checkbox"/>	NOTE <input type="checkbox"/>	
CREDIT CARD <input type="checkbox"/>		
DRAFT <input type="checkbox"/>		

FORM BFA-508-2 • TO REORDER CALL: GREAT AMERICAN 1-800-231-0329

STATE OF SOUTH CAROLINA

CERTIFICATE OF TITLE

OF A VEHICLE

VEHICLE ID NUMBER
1GCEC14W2XZ [REDACTED]

YEAR MAKE
1999 CHEV

BODY STYLE
PKP

MODEL
[REDACTED]

WEIGHT NEW/USED TITLE NUMBER
039 USED [REDACTED]

ODOMETER DATE ISSUED
35,821 * 04-25-2001

FULL NAME OF OWNER(S)
[REDACTED]

VEHICLE BRAND(S)
[REDACTED]

*ACTUAL MILEAGE
[REDACTED]

GREELEYVILLE SC [REDACTED]

FIRST LIENHOLDER
FIRST VIRGINIA CREDIT SERV. INC
P O BOX 988
FALLS CHURCH VA 22040
DATE OF LIEN 02-12-2001

1ST LIEN RELEASED 6-26-06
DATE
BY *Donnie Smith*
AUTHORIZED AGENT

TITLE SECTION
[REDACTED]

JUN 30 2006
007

THE SOUTH CAROLINA DEPARTMENT OF PUBLIC SAFETY
HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY
THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE
DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

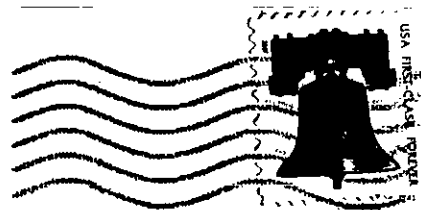
B. BOYKIN ROSE
DIRECTOR
DEPT. OF PUBLIC SAFETY

JIM HODGES
GOVERNOR

KEEP IN A SAFE PLACE ANY ALTERATION OR ERASURE VOID THIS TITLE

COLUMBIA SC 290

14 NOV 2007 PM 3 T



Greeleyville SC

NOV 21 2007

General Motors Corporation
Customer Assistance Center
Chevrolet Division
PO Box 33170
Detroit MI 48232-5170

48232+5170



I am so sorry to be asking you for help you know the paper work on a lot of things that is wrong and I pay so much money and the truck is still giving me trouble.

I had a fuel pump put on the truck 2-12-2004 and you can smell the Gas something is wrong.

There is something wrong with the steering wheel this is a 1999 suv or 1500 pickup. I am a disabled person I can't do but so much you all should help me.

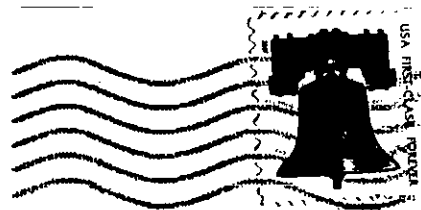
The man who had the truck before I got it was fishing in salt water everything is mess up under the truck. I have replace a lot of things but I am in a mess.

I know you all said you can't help but I know you can if you want to.

Thank you

COLUMBIA SC 290

14 NOV 2007 PM 3 T



Greeleyville SC

NOV 21 2007

General Motors Corporation
Customer Assistance Center
Chevrolet Division
PO Box 33170
Detroit MI 48232-5170

48232+5170



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Thank you

[REDACTED]
COLUMBIA SC 292

PM 3 L



Greeleyville #16

AUG 30 2007

General Motors Corporation
Customer Services
PO Box 33170

48232+5170

Detroit, MI 48232-5170
[Barcode]

COLUMBIA SC 292

PM 3 L



Greeleyville #06

AUG 30 2007

General Motors Corporation
Customer Services
PO Box 33170

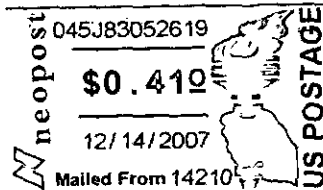
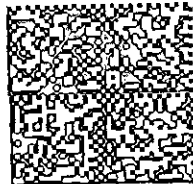
48232+5170

Detroit, MI 48232-5170

Orchard Park, NY

DEC 18 2007

**GENERAL MOTORS CORP
GMC
P O BOX 33172
DETROIT MI 48232-5172**



48232-5172




ORCHARD PARK, NY

~~12-6-87~~
12-14-87

FURTHER TO MY CLAIM I ENCLOSE
THE GMC DEALER'S VALIDATION OF
MY BREAK WORK AS REQUESTED.

GENERAL MOTORS CORP
GMC
P O BOX 33172
DETROIT MI 48232-5172

FIVE * 71-580878872

Grandparent

2-216-861-1365

**Goodwrench
Service**

BUICK • PONTIAC • GMC • CADILLAC



3475 Southwestern Blvd.
Orchard Park, NY 14127
Visit us at www.jimball.net



PHONE: 716-667-2000

FAX: 716-667-2081



Goodwrench

**PRO
SHOP**

Apparel • Parts • Accessories

CELL: [REDACTED]

CUSTOMER NO 594604	ADVISOR PATRICK HILMEY	TAG NO 001660	INVOICE DATE 12/13/07	INVOICE NO. CCGS419882
[REDACTED]	LABOR RATE ARV6904	PLATE NO 46,184	COLOR BLACK/	STOCK NO.
ORCHARD PARK, NY [REDACTED]	YEAR / MAKE / MODEL 01/GMC/YUKON/YUKON-XL-2500-4WD	DELIVERY DATE 03/16/01	DELIVERY MILES 4	PRODUCTION DATE
[REDACTED]	VEHICLE ID NO 3-G-K-G-K-2-6-G-X-1-G	SELECTED EQUIPMENT NO	F.O. DATE 12/13/07	
COMMENTS				

MO: 46184

LABOR & PARTS
J# 1 17PNZ

BRAKE SERVICE UNITS: TECH(S): 001326
CUSTOMER STATES: WOULD LIKE THE BRAKE SYSTEM CHECKED
BECAUSE LINES BROKE. HAD REPAIRED AT ANOTHER SHOP
MAKE SURE REPAIR OK.
RAISE TRUCK INSPECT BRAKE LINES NEW LINES AT FRONT OF ABS
HYDRALIC UNIT TWO SPLICED INTO MASTER LINES BELOW MASTER
CYLINDER ONE FROM HYDRALIC UNIT TO LEFT FRONT BRAKE HOSE
ONE FROM HYDRALIC UNIT SPLICE INTO RIGHT FRONT BRAKE LINK
BELOW MASTER CYLINDER

JOB # 1 TOTAL LABOR & PARTS

29.95

J# 2 75PNZ

DIAGNOSTICS UNITS: 1.00 TECH(S): 001326
CUSTOMER STATES: SERVICE RIDE CONTROL LIGHT IS ON
SCAN RIDE CONTROL HISTORY CODE C0630 RIGHT REAR SUSPENSION
POSITION SENSOR CIRCUIT SCAN DATA RR READING .16 VOLTS
LR AT 2.55 VOLTS TEST REFERENCE VOLTAGE CIRCUIT 1214 LOW
REFERENCE CIRCUIT 1215 AND SENSOR SIGNAL 1216 FROM RR SENSOR
TO SUSPENSION CONTROL MODULE NO OPENS OR HIGH RESISTANCE IN
CIRCUITS NEED TO REPLACE RIGHT REAR SUSPENSION POSITION
SENSOR
ORDRED SENSOR
PRICE ON REPAIR WHEN CUSTOMER COMES BACK IN
TO HAVE INSTALLED WILL BE \$294 PLUS TAX

JOB # 2 TOTAL LABOR & PARTS

98.00

J# 3 12PNZ05INSP

MAY INSP UNITS: 0.00 TECH(S): 001326
????????????????? INFORMATION ONLY?????????????????
YOUR VEHICLES INSPECTION IS DUE IN THE MONTH OF
MAY

JOB # 3 TOTAL LABOR & PARTS

0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
CLOSED BY STEPHANIE MOSER

COPY

DISCLAIMER OF WARRANTY

Any warranties on the products sold hereby are those made by the manufacturer. The seller, Jim Ball Buick-Pontiac-GMC-Cadillac hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and Jim Ball Buick-Pontiac-GMC-Cadillac neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products.

NEW SERVICE HOURS

Mon., Wed., Fri.: 8AM - 4:30 PM
Tues. & Thurs.: 8AM - 5:00 PM
Sat.: 8AM - 1PM

ALL PARTS ARE NEW OR
FACTORY REBUILT UNLESS
SPECIFIED OTHERWISE

Thank You!

WE APPRECIATE YOUR
CONFIDENCE IN OUR
DEALERSHIP.

IMPORTANT

You may receive a
questionnaire from General
Motors regarding your service
experience. If for any reason
you cannot grade us
Completely Satisfied please
contact the Service Dept.
716-667-2000
Thank You!!

Orchard Park, NY

Customer Invoice
055655
12/04/2007

**EXPERT TIRE
HAMBURG
252 MAIN ST
HAMBURG, NY. 14075**

Service Advisor:
01 JOHN
716.649.0700

2001 GMC YUKON XL K2500 [BLACK]
V8-364 6.0L

ORCHARD PARK, NY

Lic #: Vin #:

In: 12/03/07 10:36AM Mileage: 46,099

Out: 12/04/07 4:32PM

Store # 015903

RETAIL SALE

REG# 5150697

Description	Article Number	ID	Qty	Unit Price	Extended Price	Job Total
BRAKE INSPECTION N/C		01				
Symptom:- NO BRAKES NO CHARGE BRAKE INSPECTION	7001122	11TN 01	1	N/C	N/C	
COMPLETE VEHICLE INSPECTION						
Symptom:- TIRES PRE PAID VEHICLE INSPECTION	7028789	11TN	1	19.99	19.99	
LABOR DISCOUNT COMPLETE VEHICLE INSPECTION	7001671	11	-1	19.99	-19.99	
BRAKE SERVICE		01				529.90
564 LABOR ON BRAKE LINES	7041556	11TN	1	213.60	213.60	
7006999 STEEL BRAKE LINES AND FITTINGS	7006999	11TN	4	18.50	74.00	
CR135021S F LT REB CALP w/HDWR	7058807	11TN	1	121.15	121.15	
CR135020S F RT REB CALP w/HDWR	7058807	11TN	1	121.15	121.15	
TIE ROD ENDS (Right-Inner)		01				166.79
ES3488 TIE ROD END	7007830	11TN	1	59.99	59.99	
REMOVE & REPLACE F TIE ROD END, INNER, ONE	7023000	11TN	1	106.80	106.80	
ALIGNMENT SERVICE		01				69.99
Symptom:- ALIGNMENT SERVICE	7004578	11TN	1	69.99	69.99	
EXPENSES		01				23.92
7006999 BODY CLIPS	7006999	11TN	8	2.99	23.92	
EXPENSES		01				24.00
7006999 TIRE PRICE DIFFERENCE	7006999	11TN	3	8.00	24.00	
MISCELLANEOUS TIRE RELATED ITEMS		01				-26.06
7001126 AUTO PASS PLUS DISC-TIRES	7001126	11TN	-1	26.06	-26.06	

Technician(s):

11 RICHARD DEVINE 4CY9

Payment History:

CFNA 0251 857.54 09779
Total Tendered 857.54

Summary:

Parts	398.15
Labor	390.39
Shop Supplies	0.00
Sub-Total	788.54
Tax (8.75%)	69.00
Total	\$857.54

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

12/03/2007 02:44PM 716.855.2066 Ext.224
12/04/2007 04:31PM 716.855.2066 Ext.224

Rev

Amt Init

885.88

-28.34

Customer Signature

Initial here to indicate you have received the
Tire Maintenance Warranty Book.

All parts are new unless otherwise specified.

See

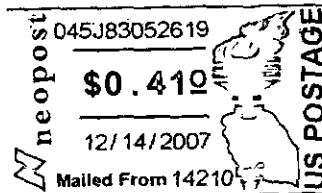
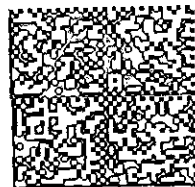
reverse side for Warranty

Information

Orchard Park, NY

DEC 18 2007

**GENERAL MOTORS CORP
GMC
P O BOX 33172
DETROIT MI 48232-5172**



48232-5172





ORCHARD PARK, NY

~~12-6-87~~
12-14-87

FURTHER TO MY CLAIM I ENCLOSE
THE GMC DEALERS VALIDATION OF
MY BREAK WORK AS REQUESTED.

GENERAL MOTORS CORP
GMC
P O BOX 33172
DETROIT MI 48232-5172

FIVE * 71-580878872

Grandparent

2-216-861-1365

**Goodwrench
Service**

BUICK • PONTIAC • GMC • CADILLAC



3475 Southwestern Blvd.
Orchard Park, NY 14127
Visit us at www.jimball.net



PHONE: 716-667-2000

FAX: 716-667-2081



Goodwrench
PRO SHOP Apparel • Parts • Accessories

CELL: [REDACTED]

CUSTOMER NO 594604	ADVISOR PATRICK HILMEY	TAG NO 001660	INVOICE DATE 12/13/07	INVOICE NO. CCGS419882
[REDACTED]	LABOR RATE ARV6904	PLATE NO 46,184	COLOR BLACK/	STOCK NO.
ORCHARD PARK, NY [REDACTED]	YEAR / MAKE / MODEL 01/GMC/YUKON/YUKON-XL-2500-4WD	DELIVERY DATE 03/16/01	DELIVERY MILES 4	PRODUCTION DATE
[REDACTED]	VEHICLE ID NO 3-G-K-G-K-2-6-G-X-1-G	SELECTED EQUIPMENT NO	R.O. DATE 12/13/07	
[REDACTED]	COMMENTS			

MO: 46184

LABOR & PARTS
J# 1 17PNZ

BRAKE SERVICE UNITS: TECH(S):001326
CUSTOMER STATES: WOULD LIKE THE BRAKE SYSTEM CHECKED
BECAUSE LINES BROKE. HAD REPAIRED AT ANOTHER SHOP
MAKE SURE REPAIR OK.
RAISE TRUCK INSPECT BRAKE LINES NEW LINES AT FRONT OF ABS
HYDRALIC UNIT TWO SPLICED INTO MASTER LINES BELOW MASTER
CYLINDER ONE FROM HYDRALIC UNIT TO LEFT FRONT BRAKE HOSE
ONE FROM HYDRALIC UNIT SPLICE INTO RIGHT FRONT BRAKE LINK
BELOW MASTER CYLINDER

JOB # 1 TOTAL LABOR & PARTS

29.95

J# 2 75PNZ

DIAGNOSTICS UNITS: 1.00 TECH(S):001326
CUSTOMER STATES: SERVICE RIDE CONTROL LIGHT IS ON
SCAN RIDE CONTROL HISTORY CODE C0630 RIGHT REAR SUSPENSION
POSITION SENSOR CIRCUIT SCAN DATA RR READING .16 VOLTS
LR AT 2.55 VOLTS TEST REFERENCE VOLTAGE CIRCUIT 1214 LOW
REFERENCE CIRCUIT 1215 AND SENSOR SIGNAL 1216 FROM RR SENSOR
TO SUSPENSION CONTROL MODULE NO OPENS OR HIGH RESISTANCE IN
CIRCUITS NEED TO REPLACE RIGHT REAR SUSPENSION POSITION
SENSOR
ORDRED SENSOR
PRICE ON REPAIR WHEN CUSTOMER COMES BACK IN
TO HAVE INSTALLED WILL BE \$294 PLUS TAX

JOB # 2 TOTAL LABOR & PARTS

98.00

J# 3 12PNZ05INSP

MAY INSP UNITS: 0.00 TECH(S):001326
????????????????? INFORMATION ONLY?????????????????
YOUR VEHICLES INSPECTION IS DUE IN THE MONTH OF
MAY

JOB # 3 TOTAL LABOR & PARTS

0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
CLOSED BY STEPHANIE MOSER



DISCLAIMER OF WARRANTY

Any warranties on the products sold hereby are those made by the manufacturer. The seller, Jim Ball Buick-Pontiac-GMC-Cadillac hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and Jim Ball Buick-Pontiac-GMC-Cadillac neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the said products.

NEW SERVICE HOURS

Mon., Wed., Fri.: 8AM - 4:30 PM
Tues. & Thurs.: 8AM - 5:00 PM
Sat.: 8AM - 1PM

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FACTORY REBUILT UNLESS
SPECIFIED OTHERWISE

Thank You!

WE APPRECIATE YOUR
CONFIDENCE IN OUR
DEALERSHIP.

IMPORTANT

You may receive a
questionnaire from General
Motors regarding your service
experience. If for any reason
you cannot grade us
Completely Satisfied please
contact the Service Dept.
716-667-2000
Thank You!!

Customer Invoice
055655
12/04/2007

**EXPERT TIRE
HAMBURG
252 MAIN ST
HAMBURG, NY. 14075**

Service Advisor:
01 JOHN
716.649.0700

2001 GMC YUKON XL K2500 [BLACK]
V8-364 6.0L

Lic #: [REDACTED] Vin #:

In: 12/03/07 10:36AM Mileage: 46,099

Out: 12/04/07 4:32PM

Store # 015903

RETAIL SALE

REG# 5150697

Description	Article Number	ID	Qty	Unit Price	Extended Price	Job Total
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Symptom:- NO BRAKES NO CHARGE BRAKE INSPECTION	7001122	11TN 01	1	N/C	N/C	
COMPLETE VEHICLE INSPECTION						
Symptom:- TIRES PRE PAID VEHICLE INSPECTION	7028789	11TN	1	19.99	19.99	
LABOR DISCOUNT COMPLETE VEHICLE INSPECTION	7001671	11 01	-1	19.99	-19.99	
BRAKE SERVICE						529.90
564 LABOR ON BRAKE LINES	7041556	11TN	1	213.60	213.60	
7006999 STEEL BRAKE LINES AND FITTINGS	7006999	11TN	4	18.50	74.00	
CR135021S F LT REB CALP w/HDWR	7058807	11TN	1	121.15	121.15	
CR135020S F RT REB CALP w/HDWR	7058807	11TN	1	121.15	121.15	
TIE ROD ENDS (Right-Inner)		01				166.79
ES3488 TIE ROD END	7007830	11TN	1	59.99	59.99	
REMOVE & REPLACE F TIE ROD END, INNER, ONE	7023000	11TN	1	106.80	106.80	
ALIGNMENT SERVICE		01				69.99
Symptom:- ALIGNMENT SERVICE	7004578	11TN	1	69.99	69.99	
EXPENSES		01				23.92
7006999 BODY CLIPS	7006999	11TN	8	2.99	23.92	
EXPENSES		01				24.00
7006999 TIRE PRICE DIFFERENCE	7006999	11TN	3	8.00	24.00	
MISCELLANEOUS TIRE RELATED ITEMS		01				-26.06
7001126 AUTO PASS PLUS DISC-TIRES	7001126	11TN	-1	26.06	-26.06	

Technician(s):

11 RICHARD DEVINE 4CY9

Payment History:

CFNA 0251 857.54 09779
Total Tendered 857.54

Summary:

Parts	398.15
Labor	390.39
Shop Supplies	0.00
Sub-Total	788.54
Tax (8.75%)	69.00
Total	\$857.54

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Revision History:

12/03/2007 02:44PM 716.855.2066 Ext.224
12/04/2007 04:31PM 716.855.2066 Ext.224

Rev

Amt Init

885.88

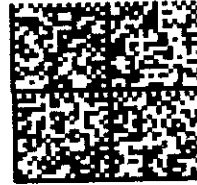
-28.34

Customer Signature

Initial here to indicate you have received the
Tire Maintenance Warranty Book.

All parts are new unless otherwise specified.

ORCHARD PARK, NY



neopost 045J83052619
\$1.08
12/06/2007
Mailed From 14210
US POSTAGE

DEC 10 2007

GENERAL MOTORS CORP
GMC
P O BOX 33172
DETROIT MI 48232-5172

48232+5172



Customer Invoice
055655
12/04/2007

EXPERT TIRE
HAMBURG
252 MAIN ST
HAMBURG, NY. 14075

Service Advisor:
01 JOHN
716.649.0700

ORCHARD PARK, NY

2001 GMC YUKON XL K2500 [BLACK]
V8-364 6.0L

Lic #: Y Vin #:

In: 12/03/07 10:36AM Mileage: 46,099

Out: 12/04/07 4:32PM

Store # 015903

RETAIL SALE

REG# 5150697

Description	Article Number	ID	Qty	Unit Price	Extended Price	Job Total
BRAKE INSPECTION N/C		01				
Symptom:- NO BRAKES NO CHARGE BRAKE INSPECTION						
COMPLETE VEHICLE INSPECTION	7001122	11TN 01	1	N/C	N/C	
Symptom:- TIRES PRE PAID VEHICLE INSPECTION	7028789	11TN	1	19.99	19.99	
LABOR DISCOUNT COMPLETE VEHICLE INSPECTION	7001671	11 01	-1	19.99	-19.99	
BRAKE SERVICE						529.90
564 LABOR ON BRAKE LINES	7041556	11TN	1	213.60	213.60	
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CR135021S F LT REB CALP w/HDWR	7058807	11TN	1	121.15	121.15	
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ORCHARD PARK, NY

RE: 71-580878872

GMC;

PLEASE CONSIDER SOME KIND OF
REMUNERATION FOR MY EXPENSE AND
INCONVENIENCE FOR THIS INORDINATE
REPAIR WHICH ^{WAS} ALMOST CATASTROPHIC.



12-8-07

same as my GM (8)
CAR/TRUCK FLEET.

ORCHARD PARK NY

009341

NEW YORK STATE					
Title and Identification No. 1G1YY26U275		Year 2007	Make CHEVR	Model Code CVT	Body/Hull 2DSD
					Document No. [REDACTED]

PHYSICAL DAMAGE SECTION

YEAR	TYP	MAKE/MODEL	VIN	AGREED VALUE	OTHER THAN COLLISION ONLY PREMIUM	DED	COLLISION PREMIUM	DED	H/R
1989	E	BUICK REATTA	1G4EC11C1K[REDACTED]	7,500	86.25	250	51.00	250	R
1996	E	CHEVROLET CORVETTE	1G1YY2256T9	25,000	287.50	250	170.00	250	R
1998	E	CADILLAC SEVILLE	1G6KY5492W[REDACTED]	12,000	138.00	250	81.60	250	R

vehicle

vehicle phone number

2004 GMC Sierra

716.982.5045

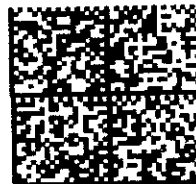
Directions or Connections Plan

monthly price	\$34.95
tax	\$2.88
monthly total	\$37.83

Insured Vehicle(s)

Veh	Year	Make	Model	Body Type	Vehicle ID Number	Sym	Territory
1	2008	GMC	ACADIA	ST WAG	1GKEV23708J [REDACTED]	19	67

ORCHARD PARK, NY



neopost 045J83052619
\$1.08
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REMUNERATION FOR MY EXPENSE AND
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009341

NEW YORK STATE					
Title and Identification No. 1G1YY26U275		Year 2007	Make CHEVR	Model Code CVT	Body/Hull 2DSD
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vehicle phone number

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North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No. 900967764**50-937
213DATE
03/03/08

*****651 DOLLARS

****19 CENTS

AMOUNT
*****651.19

NAPLES FL

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. **BB 000000221**
VENDOR NAME **DANIEL FABIAN**

1

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

CHECK NO. **900967764**PAYMENT
DATE **03/03/08**

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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2GTEC19V03	02/29/08 71-603174829.1	VM 1-A1C5TF 1-A1C5TF	00.0000	651.19	.00	651.19
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

H3

TOTAL

651.19

.00

651.19

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No. 900967764**50-937
213DATE
03/03/08

*****651 DOLLARS

****19 CENTS

AMOUNT
*****651.19PAY
TO THE
ORDER
OF

NAPLES FL

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AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. **900967764**PAYMENT
DATE **03/03/08**VENDOR
DUNS NO. **BB 000000221**
VENDOR NAME **DANIEL FABIAN**

1

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

2GTEC19V03	02/29/08 71-603174829.1-A1C5TF	VM 1-A1C5TF	00.0000	651.19	.00	651.19
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H3

TOTAL

651.19

.00

651.19

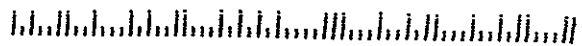


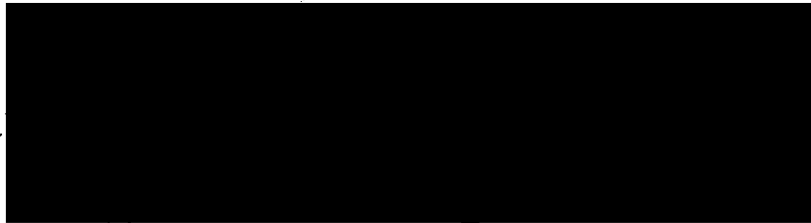
FEB 19 2008

GMC/Pontiac
P.O. Box 33172
Detroit, MI 48232-5172

ATTN: Dawn Houston
File # 71-603174.829

482325172 B050





Naples, TZ



February 15, 2008

GMC
Attn: Dawn Houston
P.O. Box 33172
Detroit, MI 48232-5172

Re: File #71-603174829

Dear Dawn,

Per our conversation today February 15, 2008, I am enclosing a copy of our title, registration, original repair order and receipt of payment to receive the 50/50 reimbursement discussed. If you need any additional information I can be reached at [REDACTED]. Thank you so much for your help.

Thanks again,

[REDACTED]

Naples, FL [REDACTED]
[REDACTED]

File# 71-603174829

GCCS202112

GCCS202112

DeVoe**BUICK****GMC**2601 Airport Road S. • Naples, Florida 34112
(239) 774-1313

STATE OF FLORIDA REGISTRATION : MV-34533

ORIGINAL

CUSTOMER NO. 419480	ADVISOR JOHN MULLENS	477	TAG NO. 922W	INVOICE DATE 02/14/08	INVOICE NO. GCCS202112
NAPLES, FL	LABOR RATE	LICENSE NO.	MILEAGE 80,776	COLOR SUMMIT WHITE	STOCK NO.
	YEAR / MAKE / MODEL 03/GMC/SIERRA 1500/EXTENDED			DELIVERY DATE 01/10/03	DELIVERY MILES 225
	VEHICLE I.D. NO. 2 G T E C 1 9 V 0 3 1			SELLING DEALER NO. DIXIE	PRODUCTION DATE 10/28/02
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/12/08
BUSINESS PHONE	COMMENTS				MILEAGE OUT MO: 80779

LABOR & PARTS
J# 1 18PNZ BRAKES/ABS TECH(S):552 1000.00
CUSTOMER SAY BRAKE LINES ARE LEAKING
FRONT
CHECKED CONCERN FOUND LINES RUNNING FROM BRAKE MODULE
TO BRAKE SEPERATER BLOCK AND LINES RUNNING FROM MODULE
TO FRONT WHEEL SPLICE CORRODED AND LEAKING
REPLACED LINES AND RECHECKED FOR LEAKS
NONE AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15095955	PIPE 4.685	68.81	68.81
JOB # 1	1	21998439	PIPE 4.685	34.37	34.37
JOB # 1	1	1/4X25	TUBING	39.60	39.60
JOB # 1	1	12377967	FLUID 8.800	13.11	13.11
JOB # 1	2	123400	FITTING	6.33	12.66
JOB # 1	4	121004	FITTING	3.00	12.00
JOB # 1	1	12377967	FLUID 8.800	13.11	13.11
JOB # 1 TOTAL PARTS					193.66
JOB # 1 TOTAL LABOR & PARTS					1193.66

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES/WASTE DISPOSAL		35.00
TOTAL - MISC				35.00

COMMENTS
TOW IN
DELETED OPERATION(S)
28PNZT TOWING

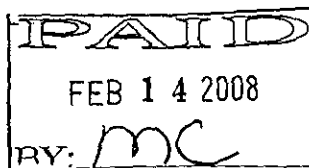
TOTALS		
CASH []	PAYMENT METHOD	TOTAL LABOR.... 1000.00
	CHECK NO []	TOTAL PARTS.... 193.66
MC/VISA []	DISCOVER []	TOTAL SUBLET.... 0.00
CHARGE []	OTHER []	TOTAL G.O.G.... 0.00
		TOTAL MISC CHG. 35.00
		TOTAL MISC DISC 0.00
		TOTAL TAX..... 73.72
		TOTAL INVOICE \$ 1302.38

YOUR DEVOE PONTIAC-BUICK-GMC SERVICE TEAM THANKS YOU FOR THE
OPPORTUNITY TO SERVICE YOUR VEHICLE, AND WE VERY MUCH
APPRECIATE YOUR BUSINESS AND TRUST

PARTS DESIGNATED WITH AN ASTERISK (*) DENOTES LIFETIME PARTS
GUARANTEE WHEN IT APPLIES TO CUSTOMER PAID REPAIRS.

THIS IS THE MINIMUM FEE WE CHARGE TO PERFORM THESE SERVICES

CUSTOMER SIGNATURE



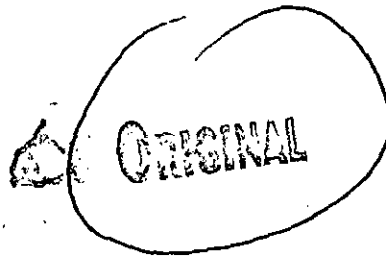
**PLEASE SEE BACK FOR
ADDITIONAL CUSTOMER
INFORMATION REGARDING
REPAIRS.**

**ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED UNLESS
OTHERWISE STATED.**

There may be an additional charge
to the customer. This charge repre-
sents costs and profits to the motor
vehicle repair facility for miscella-
neous shop supplies or waste
disposal. [(s.559.904(4))].

The State of Florida requires a \$1.00
fee to be collected for each new tire
sold in the state [s.403.718] and a
\$1.50 fee to be collected for each new
or remanufactured battery sold in the
state. [s.403.7185].

POGMC-311



DEVOE PONTIAC-BUICK-
2601 AIRPORT ROAD
NAPLES FL 34112

BATCH: 041
S-A-L-E-S D-R-A-F-T
77125711
991600019390

REF: 0037
CD TYPE: MASTERCARD
TR TYPE: PURCHASE
TYU: 202112
DATE: FEB 14, 08 16:52:32

TOTAL \$1302.38

ACCT: 6600 EXP: **/**
AP: 069878
NAME: DANNY FABIAN

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS
AND/OR SERVICES IN THE AMOUNT OF THE
TOTAL SHOWN HEREON AND AGREES TO PERFORM
THE OBLIGATIONS SET FORTH BY THE
CARDMEMBER'S AGREEMENT WITH THE ISSUER

File # 71-603 174 829

CUSTOMER COPY

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 08/21/07

DL# [REDACTED]
 TRF# [REDACTED] UCHL# [REDACTED] EXP: 09/22/08
 VIN: 26TEC19A03 [REDACTED] R/MK: 2003 GMC

REG. TRX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TRX	TITLE FEE
\$43.10	\$	\$2.50	\$0.65	\$	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
08/21/07		\$0.00	\$	\$46.25	

NAPLES, FL [REDACTED]

file # 71-603174829

File # 71-603174829

A14283

IDENTIFICATION NUMBER 2GTEC19V031	YR 2003	MAKE GMC	MODEL	BODY PK	WT-L-BHP 4601	VESSEL REGIS. NO.	TITLE NUMBER
--------------------------------------	------------	-------------	-------	------------	------------------	-------------------	--------------

REGISTERED OWNER

DATE OF ISSUE

02/07/2006

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED

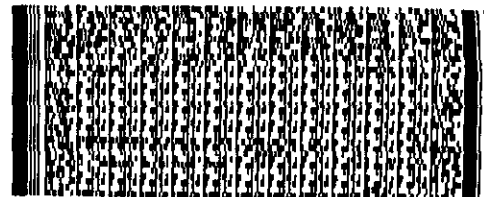
BY

TITLE

DATE

MAIL TO:

NAPLES FL



CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE
OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED
FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER 2GTEC19V03	YR 2003	MAKE GMC	MODEL	BODY PK	WT-L-BHP 4601	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE WHI	COLOR WHI	PRIMARY BRAND	SECONDARY BRAND	NO. OF BRANDS	USE PVT	PREV ISSUE DATE	
ODOMETER STATUS, OR VESSEL MANUFACTURER OR OH USE 225 MILES 01/10/2003 ACTUAL				HULL MATERIAL	PROP	DATE OF ISSUE 02/07/2006	

REGISTERED OWNER

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED

BY

TITLE

DATE

1ST LIENHOLDER PREVIOUS ELECTRONIC TITLE

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

CARL A. FORD
DIRECTOR

Control Number

DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLESFRED O. DICKINSON, III
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)
ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to
complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser:

Address:

Date Sold:

I/We state that this ☐ 5 or ☐ 6 digit odometer now reads ☐☐☐☐☐☐ (no tenths)miles, date read _____ and to the best of my knowledge
that it reflects the actual mileage of the vehicle described herein, unless
one of the odometer statement blocks is checked.CAUTION:
DO NOT CHECK
BOX IF ACTUAL
MILEAGE1. I hereby certify that to the best of my knowledge the odometer reading reflects the
amount of mileage in excess of its mechanical limits.
2. I hereby certify that the odometer reading is not the actual mileage.
WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of
Purchaser: _____
Signature of
Co-Purchaser: _____
Signature of
Seller: _____
Signature of
Co-Seller: _____
(When Applicable)
Selling Dealer's License Number: _____Printed Name of
Purchaser: _____
Printed Name of
Co-Purchaser: _____
Printed Name of
Seller: _____
Printed Name of
Co-Seller: _____

Tax No.

Tax Collected: \$

Auction Name

License Number:

HSMV 82250 (REV. 12/05)

STATE OF FLORIDA



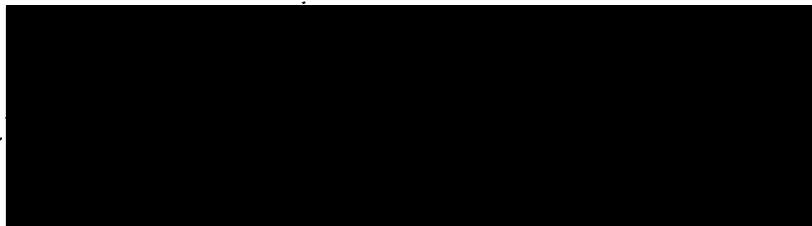
FEB 19 2008

GMC/Pontiac
P.O. Box 33172
Detroit, MI 48232-5172

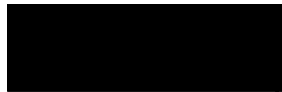
ATTN: Dawn Houston
File # 71-603174.829

482325172 B050





Naples, TZ



February 15, 2008

GMC
Attn: Dawn Houston
P.O. Box 33172
Detroit, MI 48232-5172

Re: File #71-603174829

Dear Dawn,

Per our conversation today February 15, 2008, I am enclosing a copy of our title, registration, original repair order and receipt of payment to receive the 50/50 reimbursement discussed. If you need any additional information I can be reached at [REDACTED] Thank you so much for your help.

Thanks again,

[REDACTED]

Naples, FL [REDACTED]
[REDACTED]

File# 71-603174829

GCCS202112

GCCS202112

DeVoe**BUICK****GMC**2601 Airport Road S. • Naples, Florida 34112
(239) 774-1313

STATE OF FLORIDA REGISTRATION : MV-34533

ORIGINAL

CUSTOMER NO. 419480	ADVISOR JOHN MULLENS	477	TAG NO. 922W	INVOICE DATE 02/14/08	INVOICE NO. GCCS202112
NAPLES, FL	LABOR RATE	LICENSE NO.	MILEAGE 80,776	COLOR SUMMIT WHITE	STOCK NO.
	YEAR / MAKE / MODEL 03/GMC/SIERRA 1500/EXTENDED			DELIVERY DATE 01/10/03	DELIVERY MILES 225
	VEHICLE I.D. NO. 2 G T E C 1 9 V 0 3 1			SELLING DEALER NO. DIXIE	PRODUCTION DATE 10/28/02
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/12/08
BUSINESS PHONE	COMMENTS				MILEAGE OUT MO: 80779

LABOR & PARTS
J# 1 18PNZ BRAKES/ABS TECH(S):552 1000.00
CUSTOMER SAY BRAKE LINES ARE LEAKING
FRONT
CHECKED CONCERN FOUND LINES RUNNING FROM BRAKE MODULE
TO BRAKE SEPERATER BLOCK AND LINES RUNNING FROM MODULE
TO FRONT WHEEL SPLICE CORRODED AND LEAKING
REPLACED LINES AND RECHECKED FOR LEAKS
NONE AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15095955	PIPE 4.685	68.81	68.81
JOB # 1	1	21998439	PIPE 4.685	34.37	34.37
JOB # 1	1	1/4X25	TUBING	39.60	39.60
JOB # 1	1	12377967	FLUID 8.800	13.11	13.11
JOB # 1	2	123400	FITTING	6.33	12.66
JOB # 1	4	121004	FITTING	3.00	12.00
JOB # 1	1	12377967	FLUID 8.800	13.11	13.11
JOB # 1 TOTAL PARTS					193.66
JOB # 1 TOTAL LABOR & PARTS					1193.66

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES/WASTE DISPOSAL		35.00
TOTAL - MISC				35.00

COMMENTS
TOW IN
DELETED OPERATION(S)
28PNZT TOWING

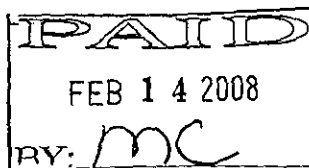
TOTALS		
CASH []	PAYMENT METHOD	TOTAL LABOR.... 1000.00
	CHECK NO []	TOTAL PARTS.... 193.66
MC/VISA []	DISCOVER []	TOTAL SUBLET.... 0.00
CHARGE []	OTHER []	TOTAL G.O.G.... 0.00
		TOTAL MISC CHG. 35.00
		TOTAL MISC DISC 0.00
		TOTAL TAX..... 73.72
		TOTAL INVOICE \$ 1302.38

YOUR DEVOE PONTIAC-BUICK-GMC SERVICE TEAM THANKS YOU FOR THE
OPPORTUNITY TO SERVICE YOUR VEHICLE, AND WE VERY MUCH
APPRECIATE YOUR BUSINESS AND TRUST

PARTS DESIGNATED WITH AN ASTERISK (*) DENOTES LIFETIME PARTS
GUARANTEE WHEN IT APPLIES TO CUSTOMER PAID REPAIRS.

THIS IS THE MINIMUM FEE WE CHARGE TO PERFORM THESE SERVICES

CUSTOMER SIGNATURE



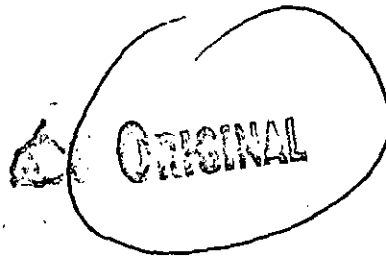
**PLEASE SEE BACK FOR
ADDITIONAL CUSTOMER
INFORMATION REGARDING
REPAIRS.**

**ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED UNLESS
OTHERWISE STATED.**

There may be an additional charge
to the customer. This charge repre-
sents costs and profits to the motor
vehicle repair facility for miscella-
neous shop supplies or waste
disposal. [(s.559.904(4))].

The State of Florida requires a \$1.00
fee to be collected for each new tire
sold in the state [s.403.718] and a
\$1.50 fee to be collected for each new
or remanufactured battery sold in the
state. [s.403.7185].

POGMC-311



DEVOE PONTIAC-BUICK-
2601 AIRPORT ROAD
NAPLES FL 34112

BATCH: 041
S-A-L-E-S D-R-A-F-T
77125711
991600019390

REF: 0037
CD TYPE: MASTERCARD
TR TYPE: PURCHASE
IQU: 202112
DATE: FEB 14, 08 16:52:32

TOTAL \$1302.38

ACCT: 6600 EXP: **/**
AP: 069878
NAME: DANNY FABIAN

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS
AND/OR SERVICES IN THE AMOUNT OF THE
TOTAL SHOWN HEREON AND AGREES TO PERFORM
THE OBLIGATIONS SET FORTH BY THE
CARDMEMBER'S AGREEMENT WITH THE ISSUER

File # 71-603 174 829

CUSTOMER COPY

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 08/21/07

DL# [REDACTED]
 TRF# [REDACTED] UCHL# [REDACTED] EXP: 09/22/08
 VIN: 26TEC19U03 [REDACTED] R/MK: 2003 GMC

REG. TRX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TRX	TITLE FEE
\$43.10	\$	\$2.50	\$0.65	\$	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
08/21/07		\$0.00	\$	\$46.25	

NAPLES, FL

file # 71-603174829

File # 71-603174829

A14283

IDENTIFICATION NUMBER 2GTEC19V031	YR 2003	MAKE GMC	MODEL	BODY PK	WT-L-BHP 4601	VESSEL REGIS. NO.	TITLE NUMBER
--------------------------------------	------------	-------------	-------	------------	------------------	-------------------	--------------

REGISTERED OWNER

DATE OF ISSUE

02/07/2006

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED

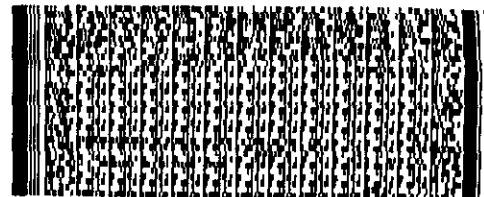
BY

TITLE

DATE

MAIL TO:

NAPLES FL



CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE
OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED
FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER 2GTEC19V031	YR 2003	MAKE GMC	MODEL	BODY PK	WT-L-BHP 4601	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE WHI	COLOR WHI	PRIMARY BRAND	SECONDARY BRAND	NO. OF BRANDS	USE PVT	PREV ISSUE DATE	
ODOMETER STATUS, OR VESSEL MANUFACTURER OR OH USE 225 MILES 01/10/2003 ACTUAL				HULL MATERIAL	PROP	DATE OF ISSUE 02/07/2006	

REGISTERED OWNER

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS
HEREBY RELEASED

BY

TITLE

DATE

1ST LIENHOLDER PREVIOUS ELECTRONIC TITLE

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

CARL A. FORD
DIRECTOR

Control Number

DEPARTMENT OF HIGHWAY SAFETY
AND MOTOR VEHICLESFRED O. DICKINSON, III
EXECUTIVE DIRECTOR

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)
ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to
complete or providing a false statement may result in fines and/or imprisonment.

This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser:

Address:

Date Sold:

I/We state that this ☐ 5 or ☐ 6 digit odometer now reads ☐☐☐☐☐☐ (no tenths)miles, date read _____ and to the best of my knowledge
that it reflects the actual mileage of the vehicle described herein, unless
one of the odometer statement blocks is checked.CAUTION:
DO NOT CHECK
BOX IF ACTUAL
MILEAGE1. I hereby certify that to the best of my knowledge the odometer reading reflects the
amount of mileage in excess of its mechanical limits.
2. I hereby certify that the odometer reading is not the actual mileage.
WARNING - ODOMETER DISCREPANCY.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of
Purchaser: _____
Signature of
Co-Purchaser: _____
Signature of
Seller: _____
Signature of
Co-Seller: _____
(When Applicable)
Selling Dealer's License Number: _____Printed Name of
Purchaser: _____
Printed Name of
Co-Purchaser: _____
Printed Name of
Seller: _____
Printed Name of
Co-Seller: _____

Tax No.

Tax Collected: \$

Auction Name

License Number:

HSMV 82250 (REV. 12/05)

STATE OF FLORIDA

SOUTH JERSEY NJ 080

Beach Haven New Jersey

11 APR 2008 PM 2 L



APR 16 2008



General Motors
300 Renaissance Ctr,
Detroit, Michigan 48243
Attention; Mr. Brent Dewar VP

48243+1402




April 10, 2008

General Motors Corp

300 Renaissance Ctr,

Detroit, MI 48243

Mr. Brent Dewar Vice President Sales & Service

RECEIVED
APR 1 2008

Brent Dewar

Subject; Safety Issue Report on 2003 GMC Truck Braking System

Dear Mr. Dewar;

As a stockholder, long time customer and parts supplier I wish to report a concern with the 2003 GMC Denali Sierra Truck.

Enclosed please find a copy of an invoice from your dealer Asplundh GMC. You can see from the enclosed document this vehicle only had 36,252 miles on it when the braking system failed. The failure was the result of a brake line rusting out causing a massive discharge of hydraulic oil. My concerns are about the other three lines in this truck and the root cause of the problem. Certainly this can not be a normal event unless the material or process used in manufacturing the lines was not to specification.

I do not wish to report this incident to the federal vehicle safety board as it may produce a recall and God knows GM does not need cost or bad publicity. I was lucky to be able to pull to the side of the road and not cause an accident I was also fortunate to have extended warranty that covered most of the cost. However I would like you to identify the root cause of this problem and have you replace the other three lines at your cost as the service advisor at Asplundh GMC requested from the GM warranty group.

Cc. Kevin McGloin Service Advisor


52044

91104

INVOICE

**ASPLUNDH**
 BUICK / PONTIAC / GMC Inc.
 445 Route 72
 Manahawkin, New Jersey 08050
 Phone: (609) 597-4100
 Fax: (609) 597-7437

 BEACH HAVEN, NJ
 HOME

 DUPLICATE 1
 PAGE 1

SERVICE ADVISOR: 6642 KEVIN P MCGLOIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREEN	03	GMC SIERRA	2GTFK69U731		36252/36256	T792	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN03 IS			17:00 04APR08		VAR	CASH	09APR08
R.O. OPENED		READY	OPTIONS: STK:52044				

17:23 03APR08 13:23 09APR08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TOW IN BRAKE PEDAL SPONGY WENT TO FLOOR

CAUSE: SEIZED

H0812 PIPE, BRAKE MASTER CYL TO ABS MODULATOR

VALVE FRONT REPLACE

3937 WEXT

1 21998439 F-PIPE

1 12378392 CLEANER

3 12377967 FLUID

FC: 1D

PART#: 21998439

COUNT: 5

CLAIM TYPE: 0

AUTH CODE:

OL

H0107 CALIPER ASSEMBLY FRONT BOTH REPLACE

3937 WEXT

1 19141580 CLPR REM

1 19141581 CLPR REM

FC: 1D

PART#: 19141580

COUNT: 2

CLAIM TYPE: 0

AUTH CODE:

OL

SUBL ENTERPRISE

WEXT

SUBL ENTERPRISE

IPP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

52044

91104

**ASPLUNDH**

BUICK / PONTIAC / GMC Inc.
445 Route 72
Manahawkin, New Jersey 08050
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Fax: (609) 597-7437

INVOICE

DUPLICATE 1
PAGE 2

BEACH HAVEN, NJ
HOME

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REPLACE 1 BRAKES LINE AND NEC REMEMBER!!! WHEN YOU RECEIVE YOUR "GM" SURVEY
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 SEIZED PASSING GRADE! PLEASE FILL IT OUT AND RETURN
 IT TO GENERAL MOTORS AND IF FOR ANY REASON
 YOU CAN NOT ANSWER "COMPLETELY SATISFIED"
 PLEASE CONTACT DANNY WILLIAMS IMMEDIATELY AT
 609-597-4100. WE THANK YOU FOR YOUR BUSINESS

COPY

CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER

200.00

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SUBLET AMOUNT	0.00
MISC. CHARGES	200.00
TOTAL CHARGES	200.00
LESS INSURANCE	0.00
SALES TAX	14.00
PLEASE PAY THIS AMOUNT	214.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

SOUTH JERSEY NJ 080

Beach Haven New Jersey

11 APR 2008 PM 2 L



APR 16 2008



General Motors
300 Renaissance Ctr,
Detroit, Michigan 48243
Attention; Mr. Brent Dewar VP

48243+1402




April 10, 2008

General Motors Corp

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Detroit, MI 48243

Mr. Brent Dewar Vice President Sales & Service

RECEIVED
APR 1 2008

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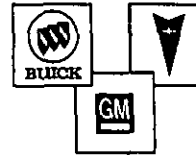
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Fax: (609) 597-7437

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DUPLICATE 1
PAGE 1

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17:23 03APR08 13:23 09APR08

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CAUSE: SEIZED

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3 12377967 FLUID

FC: 1D

PART#: 21998439

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CLAIM TYPE: 0

AUTH CODE:

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H0107 CALIPER ASSEMBLY FRONT BOTH REPLACE

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1 19141580 CLPR REM

1 19141581 CLPR REM

FC: 1D

PART#: 19141580

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SUBL ENTERPRISE

WEXT

SUBL ENTERPRISE

IPP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

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GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

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52044

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TOTAL CHARGES	200.00
LESS INSURANCE	0.00
SALES TAX	14.00
PLEASE PAY THIS AMOUNT	214.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



Jack Burford

Chevrolet

819 Eastern By-Pass
P.O. Box 450
Richmond, KY 40476
In Richmond 859-623-3350
In Lexington 859-255-3164
Toll Free 1-800-336-8583

R/O	42537	VIN	2 GCEK19TXY	DATE IN	06/24/08
YEAR	2000	MAKE	CT	TIME IN	10:36
MILES IN	127847	MODEL	K15 FULL S	CLOSED	06/26/08
MILES OUT	127847	FIRST USE	04/11/00	WRITER	7972
SEE ALSO		DISC.		TOE	

CALL WHEN READY

- (1) C/S BRAKE PEDAL IS SOFT.HAS A FLUID LEAK IN L EFT FRT.ADVISE
>>>>>.CHECKED TO FIND BRAKE LINES RUSTED AND BRITTLE AND LEAKING FLUID REPLACED 2 LINES FROM MASTER CYLINDER TO ABS PUMP AND FROM PUMP TO LH-RH BRAKES BLED SYSTEM RECHECKED VEHICLE HAS GOOD BRAKE PEDAL NOW AND NO LEAKS SEEN

Labor	T53	60	BLHEE	430.00
BRAKE LINE (MCAP*)		1	AAAO	55.62
FITTING (CQAP*)		3	BCCE	24.00
FITTING (MCAP*)		1	BLO	2.17
12377967 (FLUID)		1	COE	8.24
12377967 (FLUID)		1	COE	8.24
Total Labor				430.00
Total Parts				98.27
Total Repair (Customer)				528.27

(Tech:53) A

- (2) JBC INSEPCITON
>>>>>INSPECTION COMPLETED REPAIRED AS NEEDED
(Tech:53) A

Labor	T53			.00
Total Repair (Customer)				.00

- (3) CUST STATES PARKING BRAKE INOP
>>>>>..FOUND EMERGENCY BRAKE SHOES WORN OUT REPLACED SHOES

Labor	T53	4	RCE	30.00
89026787 (LINING K)		1	LSKH	59.12
89026787 (LINING K BRITT)		1	AKCO	59.12
Total Labor				30.00
Total Parts				118.24
Total Repair (Customer)				148.24

(Tech:53) A

- (4) CUST STATES RH REAR SEAT BELT INOP
>>>>>REPLACED RH REAR SEAT BELT ASM

Labor	T53	10	LBEE	70.00
88955986 (BELT KIT)		1	CSEE	70.00
Total Labor				70.00
Total Parts				70.00
Total Repair (Customer)				140.00

(Tech:53) A

- (5) CUST STATES POWER MIRROR CONTROLS ARE INOP
>>>>.VEHICLE NEEDS POWER MIRROR SWITCH
EST \$115.00 CUST DECLINED AT THIS TIME
(Tech:53) A

Labor	T53			.00
Total Repair (Customer)				.00

- (6) VEHICLE NEEDS FRT PADS REPLACED
>>>>..REPLACED FRT PADS AND LUBED CALIPHERS

Labor	T53	10	LBEE	65.00
18041762 (PAD KIT)		1	HSKE	98.00
18043346 (PAD KIT)		1	HSKE	98.00
Total Labor				65.00
Total Parts				196.00
Total Repair (Customer)				261.00

(Tech:53) A

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE



Jack Burford

Chevrolet

819 Eastern Ave.
P.O. Box 450
Richmond, KY 40476
In Richmond 859-623-3350
In Lexington 859-255-8164
Toll Free 1-800-336-8583

RD 42537	VIN 2GCEK19TXY	MAKE CT	MODEL K15 FULL S	COLOR RED
YEAR 2000	MILES IN 127847	MILES OUT 127847	FIRST USE 04/11/00	DATE IN 06/24/08
SEE ALSO				TIME IN 10:36
7) VEHICLE NEEDS FRT AND REAR ROTORS REPLACED >>>>>>REPLACED FRT AND REAR ROTORS				CLOSED 06/26/08
				WRITER 7972

(Tech:53) A

Labor				
55054	(ROTORS*CQ)	T53	10	LBEE 40.00
55066	(ROTOR*CQ)		2	REKE 170.00
Total Labor			2	RKRC 180.00
Total Parts				40.00
Total Repair (Customer)				350.00
				390.00

VEHICLE NEEDS LICENSE PLATE BULBS AND CORNER
NG LAMP BULB REPLACED
>>>>>>REPLACED 2 LICENSE PLATE LAMP BULBS AN
D 1 PARK LAMP BULB

(Tech:53) A

Labor				
9421330	(BULB)	T53	3	HAE 15.00
Total Labor			3	BLE 3.60
Total Parts				15.00
Total Repair (Customer)				3.60
				18.60

VEHICLE NEEDS TRANSFER CASE OUTPUT SHAFT SEAL
REPLACED
>>>>>>REPLACED TRANSFER CASE OUTPUT SHAFT S
EAL

(Tech:53) A

Labor				
12547638	(SEAL BRITT*)	T53	6	BLHE 45.00
Total Labor			1	CSBO 71.84
Total Parts				45.00
Total Repair (Customer)				71.84
				116.84

VISA

Service SEP '08 Lube-Oil-Filter

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CUSTOMER SIGNATURE

2 of 2 Job 42537

537 File Copy

WC

INT

CUSTOMER

.00	Labor	695.00
.00	Parts	907.95
.00	Sublet	.00
.00	Paint & Mate	.00
.00	Oil/Grease	.00
.00	Sub Total	1602.95
.00	Tax	54.48
.00	Total (Cash)	1657.43



Jack Burford Chevrolet

819 Eastern By-Pass
P.O. Box 450
Richmond, KY 40476
In Richmond 859-623-3350
In Lexington 859-255-3164
Toll Free 1-800-336-8583

R/O 42537	VIN 2 GCEK19TXY			DATE IN 06/24/08
YEAR 2000	MAKE CT	MODEL K15 FULL S	COLOR RED	TIME IN 10:36
MILES IN 127847	MILES OUT 127847	FIRST USE 04/11/00	DISC. RICHMOND KY	CLOSED 06/26/08
SEE ALSO				WRITER 7972
				TOE

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(Tech:53) A

Labor	T53			.00
Total Repair (Customer)				.00

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Service SEP '08 Lube-Oil-Filter

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2 of 2 Job 42537

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WC

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CUSTOMER

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.00	Oil/Grease	.00
.00	Sub Total	1602.95
.00	Tax	54.48
.00	Total (Cash)	1657.43

donald wall v. General Motors Corporation

General Motors Corporation
100 Renaissance Center
Detroit, MI 48265
(313) 556-5000

[REDACTED]
Richmond, KY [REDACTED]
[REDACTED]

Product/Service Purchased

2000 chevrolet Silverado c1500

Customer Version

purchased vehicle new in 2008...without warning brakes failed..had vehicle towed to jack buford chevrolet and was told all 4 brake lines had rusted and needed replaced as well as new rotors and new brake pads...was asked by joe if we had the truck up north as this was unusual..the bill is 1650 plus and when asked if they could contact gm they gave us a 1800 toll number to call...was told by general motors after talking with the dealership that they could not reimburse any of the repair bill.

Refund

expect general motors to refund the amount we spent on the brake lines...

AUTO LINE

Start With Trust



July 7, 2008

Auto Line Division
Council of BBBs, Inc.
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203

RE: General Motors complaint

Dear Colleague:

The enclosed complaints concern a firm located in your service area. We are forwarding them to you in accordance with procedures established by the Council of BBBs.

By copy of this letter, we are advising the customers that future inquiries regarding the status of their complaints should be referred to your office.

Thank you for your assistance.

Sincerely,

Carmel Weems
Ad Review Specialist



BBB AUTO LINE

July 11, 2008

LIZ CROSSEN
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0844462: Wall vs Chevrolet Motor Division

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*, if the case is deemed eligible, it 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,
Carolyn Hill at Extension 509

BBB AUTO LINE
Customer Claim Form

Case number: CHV0844462
Contact Date: 07/11/08
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Richmond	State: KY	Zip code: [REDACTED]
Day phone: [REDACTED]	Cell phone:	
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Silverado 1500	Year: 2000	Current mileage:
Name(s) that appears on the vehicle title: Donald Wall			
Selling dealer/city/state: , , KY			
Primary Servicing dealer/city/state: Jack Burford Chevrolet,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 01/01/08		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Reimbursement for repairs made

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: CHV0844462

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
without warning brakes failed				

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700**



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The arbitrator will decide whether the applicable lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by

BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new

Repairs/Reimbursement for Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase or Replacement

The arbitrator may award a repurchase or replacement only if the arbitrator finds that the claim meets the following conditions:

- ♦ The alleged defect does not meet General Motors specifications for the particular make and model vehicle, provided that specifications pertaining to the defect were given to the arbitrator;
- ♦ The alleged defect continues to exist at the time of the hearing; and

- ♦ The alleged defect was subject to repair at least three times by an authorized General Motors dealer.

If a repurchase or replacement is awarded, the arbitrator may award up to the following remedies:

- ♦ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ♦ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ♦ **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Important: Replacement is not an available remedy if the current customer purchased or leased a **used** vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

- ♦ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{capitalized cost} \\ & & \text{at the time of the arbitration hearing} \end{array}$$

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE KENTUCKY LEMON LAW

The following is a brief explanation of most relevant provisions of the Kentucky lemon law. The complete text of the lemon law can be found at Kentucky Rev. Stat. 367.840 *et seq.*

VEHICLES COVERED

The Kentucky lemon law applies to a motor vehicle that:

1. Is intended primarily for use and operation on the public highways;
2. Is required to be registered or licensed in Kentucky prior to such use or operation;
3. Has been finally and completely assembled and is in the possession of a manufacturer, factory branch, distributor, wholesaler, or an authorized motor vehicle dealer; and
4. Is in fact new and on which the original title has not previously been issued;

The lemon law does not cover motor homes, motorcycles, mopeds, vehicles with more than 2 axles, farm tractors and other farm machines, and vehicles substantially altered after the initial sale from a dealer to an individual.

A “new motor vehicle” means a motor vehicle that:

1. Has been finally and completely assembled;
2. Is in the possession of a manufacturer, factory branch, distributor, or authorized dealer; and
3. Is in fact new and on which the original title has never been issued.

CONSUMERS COVERED

The lemon law covers any resident person who buys or contracts to buy a new motor vehicle in Kentucky. The lemon law also covers any resident person who leases a new motor vehicle in Kentucky after July 15, 1998. The lemon law does not cover subsequent purchasers or lessees.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers vehicle “nonconformities,” which it defines as the failure to conform with an express warranty in a manner that substantially impairs the use, value or safety of the motor vehicle.

The lemon law provides the manufacturer with an affirmative defense if it can be shown that the nonconformity, defect or condition is the result of abuse, neglect, or unauthorized modification or alteration of the vehicle by the consumer.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

Notice to Manufacturer

The Kentucky lemon law requires that a consumer notify the manufacturer in writing if the manufacturer or its agents are unable to repair a vehicle nonconformity to the express warranty after a reasonable number of attempts during the first 12,000 miles of operation or during the first 12 months following the date of delivery to the consumer, whichever is the earlier date.

Repurchase or Replacement if Nonconformity Not Corrected After Reasonable Number of Attempts

If, after a reasonable number of attempts within the 12 months/12,000 mile time period specified above, the manufacturer or its agents are unable to repair or correct any nonconformity or defect that substantially impairs the use, value or safety of the motor vehicle, then the manufacturer is required to replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Kentucky lemon law creates a presumption that a reasonable number of attempts have been made if, within the first 12,000 miles of operation or during the period of 12 months following the date of original delivery of the motor vehicle to the consumer buyer, whichever is earlier, either:

1. The same nonconformity, defect or condition has been subject to repair four or more times by the manufacturer, but the nonconformity, defect or condition continues to exist; or
2. The vehicle is out of service/use by reason of repair of the same non-conformity, defect, or condition for a cumulative total of at least 30 calendar days.

DISPUTE RESOLUTION

Disputes arising under the lemon law provisions requiring repurchase or replacement must be resolved through the required informal dispute resolution system, prior to seeking any judicial relief.

Each manufacturer transacting business in Kentucky must offer to consumers a comprehensive informal dispute resolution system that accepts warranty disputes occurring during the earlier of the first two years or 25,000 miles of the consumer's or lessor's ownership of the motor vehicle. Note that this requirement is independent of the lemon law provisions, and requires arbitration of certain warranty disputes that might not be covered by the lemon law.

Guidance from the Attorney General indicates that the dispute resolution provisions apply to any new motor vehicle that that would *normally* be used for personal, family or household purposes, regardless of how the individual buyer uses the particular vehicle that is the subject of the dispute. Any vehicle falling within the lemon law's definition of motor vehicle is covered by the dispute resolution provisions.

TIME PERIOD FOR FILING CLAIMS

An action under the lemon law must be commenced within two years after the date of the vehicle's original delivery to a consumer.

REMEDIES UNDER THE KENTUCKY LEMON LAW

REPURCHASE

The Kentucky lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned or leased vehicle under the lemon law:

1. the full purchase price paid for the motor vehicle,
2. finance charge,
3. all sales tax,
4. license fee,
5. registration fee,
6. any similar governmental charges, and
7. all collateral charges,
8. less a reasonable allowance for the consumer's use of the vehicle.

Reasonable allowance for the consumer's use means the amount directly attributable to a consumer's use of the vehicle other than those time periods when the vehicle is out of service due to the nonconformity.

REPLACEMENT

When replacing a vehicle under the Kentucky lemon law, the manufacturer must provide a comparable motor vehicle. The reasonable allowance for use does not apply to a replacement.

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No. 900985114**50-937
213DATE
08/06/08

*****1,281 DOLLARS

*****51 CENTS

AMOUNT
*****1,281.51PAY
TO THE
ORDER
OF

MEDFORD NJ

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000100

1

VENDOR NAME

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900985114

PAYMENT
DATE 08/06/08REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

16CEK19V73E 08/05/08 VM 1-AR6KBG
71-647233860 1-AR6KBG

00.0000

1,281.51

.00

1,281.51

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

TOTAL

1,281.51

.00

1,281.51

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
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W3

TOTAL

1,281.51

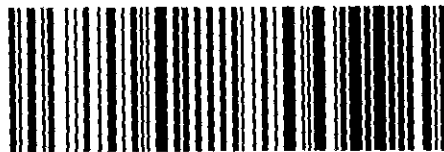
.00

1,281.51



Medford, NJ

CERTIFIED MAIL™



7007 2680 0002 0585 9690



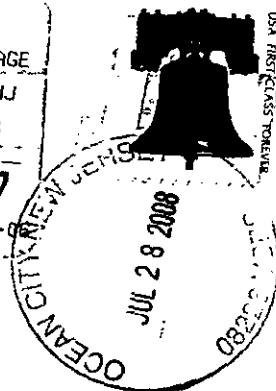
0000



48232

U.S. POSTAGE
PAID
OCEAN CITY, NJ
08226
JUL 28, 08
AMOUNT

\$5.07
00068159-0



CHEVROLET

P.O. BOX 33170

JUL 31 2008

DETROIT, MICHIGAN 48232-5170

ATTN: GABRIEL ANTHONY

4820360317 6008



**RETURN RECEIPT
REQUESTED**

[REDACTED]
Medford, N.J. [REDACTED]

July 24, 2008

Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-5170
Attn: Graham Anthony

Sir

Re: Case # 71-647233860

We spoke on the phone on July 23, 2008 in regard to my 2003 Silverado which experienced brake failure on July 20, 2008.

My daughter and grandchildren were in the truck attempting to pull out of a restaurant when the brake pedal suddenly, without warning, went to the floor. My inspection showed corrosion on the brake lines and an apparent pinhole leak where fluid escaped when the pedal was pressed. Needless to say, I was shocked by the thought of what might have happened.

I had the vehicle the vehicle towed to a safe place by AAA as this was Sunday night and no repair facilities could be contacted.

On Monday, July 21, I called Chevrolet customer assistance and was told I had to get the truck to a Chevrolet dealer for a determination on the problem before I could be helped.

That day, I had the truck towed, again, to the nearest dealer, Pellegrino Chevrolet, Westville, N.J. (856) 742-0600 for a determination.

When no one contacted me on July 22, the promised 24 hours, I again called your customer assistance. This time I was given a case number. The woman said that due to the nature of the case, it was being escalated to a district specialist who would make a determination on possible reimbursement. He would get back to me in 24 hours.

When July 23 went to the afternoon and no one called, I again called and talked to you as the dealer was pressing me for a decision on the repair (\$1321).

After talking to you, I gave the dealer the OK to start the job as I needed the truck to go on vacation this weekend.

As you may know, I purchased this truck new with a five year bumper to bumper warranty. The warranty expired in March of 2008.

I have also previously purchased and still own a 2001 Express van with a five year warranty.

You can see that I am a loyal customer and that I have had both of these vehicles serviced regularly at Chevy dealers, the primary one being Lucas Chevrolet of Lumberton, N.J.

[REDACTED]

I am careful to maintain my vehicles properly and have never before had a problem this serious with any of them.

I have enclosed the documentation you requested and I am requesting full reimbursement for the cost of the repairs.

Thank you

[REDACTED]

CUSTOMER #: 54118

266017



INVOICE

MEDFORD, NJ

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

 1000 GATEWAY BLVD. (RTE. 45)
 WESTVILLE, NEW JERSEY 08093
 PHONE (856) 742-0600

SERVICE ADVISOR: 41 MIKE WHITTAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	03	CHEVROLET C/K1500 PI	1GCEK19V73E		26140/26141	T464	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD			18:00 21JUL08		0.00	CASH	26JUL08
R.O. OPENED		READY	OPTIONS: ENG:4.8 Liter MFI Iron				

13:43 21JUL08 12:10 26JUL08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S	CK	BRKES	-PEDAL GOES GO TO FLOOR -CK AND ADVISE - TOWED IN			
	M	FOUND	BRKES	LINES RUSTED AND LEAKING -REPLACED			
			ALL LINES	FROM MASTER CYLINDER TO EBCM-EBCM			
			TO REAR	BRKES WITH CUSTOM FITTED LINES			
		21	CT			869.99	869.99
	7	202020	PIPE		14.95	14.95	104.65
	1	BRK	BRKE	FLUSH	37.36	34.95	34.95
	BGB	PERFORM	BG	BRKE	SYSTEM FLUSH: INCLUDES		
			FLUSHING	OLD FLUID FROM SYSTEM/REFILL SYSTEM			
			WITH FRESH	BRKE FLUID/BLEED BRKE	SYSTEM AS		
			NEEDED.				
		21	CT			49.00	49.00
	1	12377967	FLUID		9.25	8.95	8.95
	6	202020	FITTING		6.95	6.95	41.70

SUBL tow

CT	85.00	85.00
CUSTOMER PAY ENVIR & OTH SUPP FOR REPAIR ORDER		3.43

THANK YOU for allowing PELLEGRINO CHEVROLET to service your vehicle! We want you to be 100% COMPLETELY SATISFIED. If for any reason you are not COMPLETELY SATISFIED. Please contact our service manager John Barletto

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	918.99
PARTS AMOUNT	190.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	85.00
MISC. CHARGES	3.43
TOTAL CHARGES	1197.67
LESS INSURANCE	0.00
SALES TAX	83.84
PLEASE PAY THIS AMOUNT	1281.51

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

Pellegrino



1000 GATEWAY BLVD. (RTE. 45)
WESTVILLE, NEW JERSEY 08093
PHONE (856) 742-0600

170017

AMOUNT	PAID BY	COMMENT
1,281.51	CARD	

TOTAL RECEIVED: \$1,281.51

[REDACTED]
MEDFORD

NJ [REDACTED]

DATE-TIME: 26JUL2008 12:24

CASHIER: KN

LOCATION:

CASH DRAWER:

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	56	1	20200A	1,281.51		
		1	22500	-1,281.51	266017	

CASH RECEIPT

110 498 2673

1101811

CERTIFICATE OF TITLE

PREFIX IDENTIFICATION NUMBER SUFFIX YEAR MAKE MODEL BODY TYPE
1GCEK 19V73 E 2003 CHE K15 PKUP

TYPE OF TITLE DUPLICATE NO. OVIN/VCLGTH. COLOR/MULTIPL DEALER I.D. AXLES/PROP FUEL
STANDARD 05000 BL 00111N 2

FEE ISSUE DATE VIN-REPLACEMENT MILEAGE STATUS
40.00 03-14-2003 10 A

[REDACTED]
MEDFORD NJ [REDACTED]

F-FLOOD S-SALVAGE
P-POLICE T-TAXI
L-LEMON LAW
A-ACTUAL MILEAGE
N-NOT THE ACTUAL MILEAGE
M-MILEAGE EXCEEDS THE MECHANICAL LIMITS

NUMBER OF OWNERS: 1

NUMBER OF LIENHOLDERS: 1

I, THE DIRECTOR OF MOTOR VEHICLES DEPARTMENT OF TRANSPORTATION OF THE STATE OF NEW JERSEY, DO HEREBY CERTIFY THAT EVIDENCE OF PURCHASE OF OWNERSHIP, IN COMPLIANCE WITH THE LAWS OF THE STATE OF NEW JERSEY, OF THE DESCRIBED ARTICLE, HAS BEEN RECORDED AND FILED WITH ME, AND I DO HEREBY ISSUE THIS CERTIFICATE OF OWNERSHIP SUBJECT TO SECURITY AGREEMENT OR LIEN, IF ANY AS STATED.

CONTROL NUMBER



DATE

State of New Jersey
DIVISION OF MOTOR VEHICLES

SIGNATURE



LIEN RELEASED BY:

SIGNATURE

TITLE DATE

LIEN RELEASED BY:

SIGNATURE

TITLE

DATE

SECOND LIENHOLDER

DATE 03-14-2003

FIRST LIENHOLDER

M & T CREDIT CORP
1 FOUNTAIN PLAZA
BUFFALO NY 14203

ISM/SS-1 (R2/02)

VOID IF ALTERED



Southwick, MA

AUG 01 2008



Mr. Rick Wagoner
Chairman/CEO
General Motors Corporation
P O Box 33170
Detroit MI 48232-5170

482325170 BOBO



[REDACTED]
Southwick, MA [REDACTED]

July 24, 2008

Mr. Rick Wagoner
Chairman/CEO
General Motors Corporation
P O Box 33170
Detroit MI 48232-5170

Dear Mr. Wagoner,

My husband and I own a 2001 Chevrolet 2500 pickup truck. We purchased the vehicle used from Dillon Chevrolet in Greenfield Massachusetts in 2004. The vehicle currently has 91,603 for mileage. The serial number for the truck is 1GCGK29U31Z [REDACTED].

On Thursday, July 17th, 2008 the truck blew a brake line while we were towing a trailer on our way to pick up logs about 50 miles from home. Fortunately for us, when this happened, the trailer was empty and we were less than one mile from home. It would have been quite a harrowing experience to have a trailer of wood in tow and lose the brakes coming down a hill! We had the truck towed to Suburban Chevrolet in Southwick Mass. Later that day they phoned us and asked us to come to the dealership to see the truck. All the lines under the truck are rotted away. In order to fix the truck the break lines had to be replaced, along with the calipers and fuel line and shocks. We were originally informed the cost for this repair is going to be in the neighborhood of \$2000.00

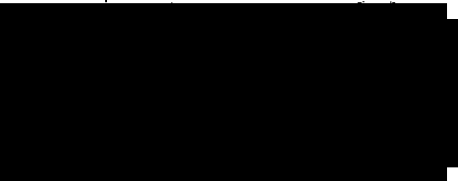
I find it very disturbing that a product seven years old could need so much repair. The truck is not a primary vehicle. Up until this huge repair all maintenance on this truck since we have owned it has been done by Suburban Chevrolet in Southwick, Ma. This is not a good testament to a General Motors product. We traded in a 1988 Chevy truck two years ago for a 2004 Chevy truck that was in better shape than this 2001. Where did General Motors go wrong? This problem is definitely not from overwork or abuse on our part, as we put much less mileage on the vehicle than the national average.

I wanted to bring this to your attention because a lot of people like us do not have a great amount of disposable income to spend on repairing a vehicle with this kind of damage that we did not cause, nor the means to purchase a new or used vehicle to replace this

one. Now we are backed into a corner, forced to fix the truck using money set aside for home heating or other utility bills. We also own a 1990 Chevrolet corvette and a 2004 4wd pickup purchased used, not new. How long will these vehicles last before they fall apart? This is what we are now fearful of. Moving forward we definitely will hesitate before purchasing another General Motors vehicle.

I have enclosed a copy of the final invoice for the repairs. We quoted the repairs out and found a small independent shop that made the repairs at a lower cost than the Suburban Chevrolet. I feel strongly that this not being any fault of the owner that General Motors should reimburse use the expense of this repair. We have saved the parts that were replaced should anyone from GM like to see them.

I look forward to hearing from you soon.



Cc: NTSB
490 L'Enfant Plaza, SW
Washington, DC 20594

Cc: NHTSA Headquarters
1200 New Jersey Ave. SE
West Building
Washington, DC 20590

Cc: Consumer Products Safety Commission
Office of Inspector General
4330 East-West Highway
Room 419
Bethesda, MD 20814

JD AUTO CARE Lic
 555 COLLEGE HIGHWAY / P O BOX 1496
 Southwick, MA. 01077
 Phone - 413-569-9900
PROPANE AVAILABLE FOR RVs AND GAS GRILLS

INVOICE

196

INVOICE

Print Date : 07/23/2008

COPY

Southwick, MA [REDACTED]
 Cellular [REDACTED]
 Cust ID : 149

Ref # :

2001 Chevrolet - Silverado 2500

6.0L, V8, VIN (U)

Lic # : [REDACTED]

Odometer In : 91604

Unit # :

Vin # : 1GCGK29U31Z [REDACTED]

Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
RT FT CALIPER (REMAN) 6481	1.00	102.45	102.45	R&R FRONT BRAKE CALIPERS & HOSES	134.00
L FT CALIPER (REMAN) 6482	1.00	102.45	102.45	REMOVE REAR BRAKE CALIPERS & ROTORS TO FREE UP E-BRAKES, REINSTALL. FREE -UP REAR BLEEDER SCREWS OUT OF REAR CALIPERS & REPLACE WITH NEW BLEEDER SCREWS	100.50
RT FT BRAKE HOSE 176-1205	1.00	43.17	43.17		
L FT BRAKE HOSE 176-1206	1.00	43.48	43.48		
BRAKE LINES BL460FDR	11.00	9.56	105.16	CUT OUT & REMANUFACTURE 95% OF ALL BRAKE LINES ON TRUCK. & BLEED BRAKE SYSTEM.	536.00
BRAKE LINE UNIONS & 1.5 QTS BRAKE FLUID HARDWARE & FLUID	1.00	40.00	40.00	R&R FRONT SHOCKS	67.00
FRONT SHOCKS 344383	2.00	76.19	152.38	Hazardous Materials	2.37
Shop Supplies		10.00	10.00		

[Technicians : JOHN, ; RYAN,]

Org. Estimate \$1,241.92	Revisions \$234.17	Current Estimate \$ 1,476.09	Additional Cost	Revised Estimate	Labor:	839.87	
NASIATKA, JOHN Cellular: 413-563-4385 07/23/2008 - 8:10 <none>				\$234.17	\$1,476.09	Parts:	599.09
Parts: \$152.38 Labor: \$67.00 Sublet: \$0.00 Taxes & Fees: \$14.79						Sublet:	0.00

					Sub:	1,438.96	
					Tax:	29.96	
					Total:	1,468.92	
[Payments - Visa - \$1468.92]					Bal Due:	\$0.00	

[Payments - Visa - \$1468.92]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic [REDACTED] car or truck to secure the amount of repairs thereto. Warranty work has to be performed in [REDACTED] of repair.

SIGNATURE [REDACTED]

Date: 7-23-08 Time: [REDACTED]



AUG 01 2008



Mr. Rick Wagoner
Chairman/CEO
General Motors Corporation
P O Box 33170
Detroit MI 48232-5170

482325170 BOBO



[REDACTED]
Southwick, MA [REDACTED]

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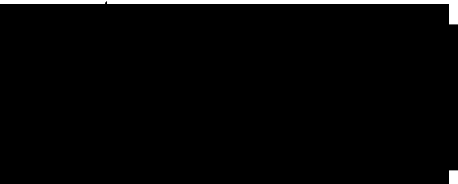
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INVOICE

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INVOICE

Print Date : 07/23/2008

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Southwick, MA

Cellular

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149

Ref # :

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6.0L, V8, VIN (U)

Lic # :

Odometer In : 91604

Unit # :

Vin # : 1GCGK29U31Z

Hat # :

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[Payments - Visa - \$1468.92]

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SIGNATURE

Date: 7-23-08

Time:

Written By: JOHN,

Page 1 of 1

01.17.07 Copyright Mitchell 1 Invoice1

Summersville WV

CHARLESTON WV 253

15 SEP 2008 PM 1 L



SEP 17 2008

Chevrolet Motor Division
Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047



GMAC

September 12, 2008

To Whom It May Concern:

My name is [REDACTED] and I own a 2002 Chevy Silverado 4x4.

The brake line broke when I applied the brakes, so I took the truck to a garage to have it fixed. There they told me all my brake lines are rotten and rusted from the ABS to the back of the truck, which has only 66,000 miles on it.

I feel this is totally unacceptable to have to replace all the brake lines on a truck with that few miles on it!! I have never had this problem on any other vehicle I have owned - even a Nissan with 167,000 miles on it never required replacement of one line.

If Chevrolet can help me with this problem, I would appreciate it.

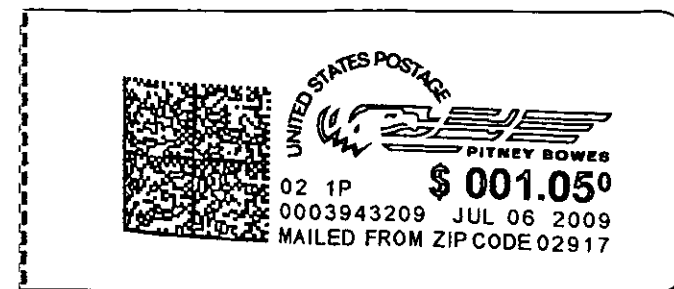
Sincerely

[REDACTED]

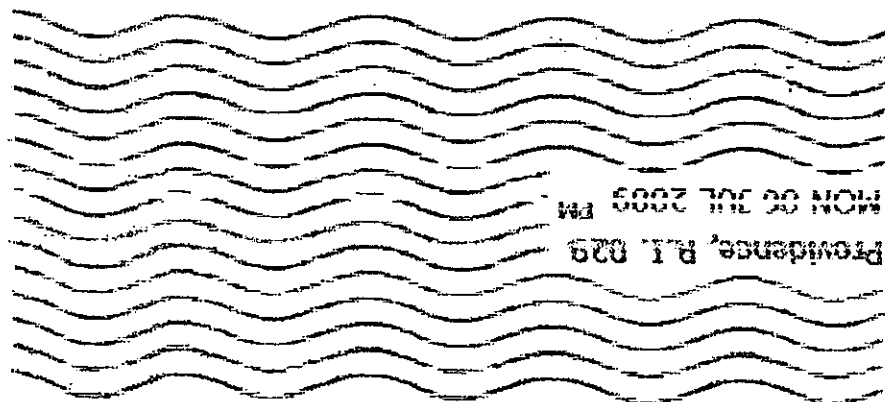
Summersville, WV [REDACTED]
[REDACTED]

SMITHFIELD

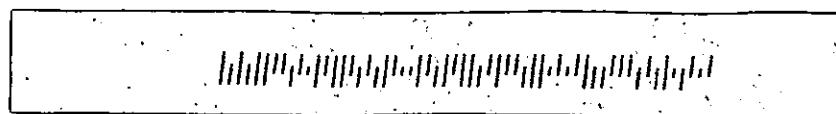
R.I.



REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT
M.I. 48732-5170



07-10-09A09:05 RCVD



Customer Reimbursement Claim Form

This section to be completed by Claimant

Date Claim Submitted: 7/03/09

17-Digit Vehicle Identification Number (VIN): 1GYPEK63N73R

Mileage at Time of Repair: 26337 Date of Repair: 6/03/09

Claimant Name (please print):

Street Address or PO Box Num

City: SMITHFIELD

State: R.I.

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$ 1006.23

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature:

Please mail this claim form and the required documents to:

**Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170**

Reimbursement questions should be directed to the following number:
1-800-204-0261



Super 8 Mount Jackson
250 Conicville Blvd.
PO Box 799
Mt. Jackson, VA 22842
PH: (540) 477-2911
FAX: (540) 477-2392

Date 06/04/2009 06:56:06
Folio number 0000024476
Arrival date 06/01/2009
Departure date 06/04/2009
Room type 2 dbls non-smoking
Room number 104

FORT PIERCE FL

2
ORIGINAL

Super 8 Mount Jackson, Mount Jackson

Date	Description	Supplement	Qty.	Price	Amount
06/01/2009	SENIOR DISCOUNT		1	62.99	62.99
	STATE TAX				2.52
	LOCAL				0.63
	COUNTY				3.15
06/02/2009	SENIOR DISCOUNT		1	62.99	62.99
	STATE TAX				2.52
	LOCAL				0.63
	COUNTY				3.15
06/03/2009	SENIOR DISCOUNT		1	62.99	62.99
	STATE TAX				2.52
	LOCAL				0.63
	COUNTY				3.15
06/04/2009	Master Card	XXXXXXXXXXXX7017 / XX-XX			-207.87
	Transaction: 20090604 06:56				
	Authorisation: 37738B				
	Merchant:				
Total net					188.97
STATE TAX					7.56
LOCAL					1.89
COUNTY					9.45
Total gross					207.87
Paid					-207.87
Balance					0.00

We thank you for your visit and we hope to see you again soon.

If you were a member of the Wyndham Rewards program, you could have earned 1890 points for this stay. To become a member visit us at WyndhamRewards.com or call 1-866-WYN-RWDS.

I agree that my liability for this bill is not waived and I agree to be held personally liable in the event that the indicated person, company or association fails to pay for any or part of the full amount of these charges and I shall be responsible for any loss or damage to the premises or its contents.

Signature: [REDACTED]

This Facility Is Independently Owned And Operated Under A License Agreement With Super 8.

Please contact the Manager about any issues with your stay. Super 8 or affiliates may contact you about goods and services unless you call 877-227-3557 or write to: Opt Out/Privacy, Wyndham Worldwide Hotel Group, Inc., 1 Sylvan Way, Parsippany, NJ 07054 to opt out. View our Super 8 website about privacy.

Harman's Automotive, LLC

12789 Old Valley Pike

Edinburg, VA 22824

(540) 984-8800

COPY

Name: [REDACTED]

Date: 6-3-09

Address: [REDACTED]

Phone: [REDACTED]

room 104

Year: 2003

Make: Escalade

Serial #: 1GYEK63N73R155200

Odometer:

Color:

License #: (FL) B94-9DQ

26337

White

3

Qty	Part Description	Price	Total Price
2	pax184	\$18.98	\$37.96
2	pax440	\$12.98	\$25.96
4	785-304	\$5.69	\$22.76
4	785-312	\$5.69	\$22.76
1	brafld101	\$5.75	\$5.75
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00

4	Labor	\$55.00	\$220.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00
			\$0.00

Total Parts

Total Labor / Towing / Tire Tax

Tax

TOTAL DUE

\$115.19

\$220.00

\$5.76

\$340.95

Customer

Signature: [REDACTED]

By signing, customer assumes all responsibility for total bill due.

Mechanics Recommendations/ Comments

remover gas tank, spare tire replaced both brake lines from over gas tank to rear end above spare tire, brake lines rusted through

12 6/3/09

Date

Amount Paid

Balance

Herb Chambers

Cadillac

101 Cadillac Drive
Providence, RI 02907
401-467-6600

www.herbchambers.com



ORIGINAL

CUSTOMER NO.	4688938		ADVISOR	JANCE SAE-EUNG		679	TAG NO	540	INVOICE DATE	06/16/09	INVOICE NO.	CDCS105146	
[REDACTED] FT PIERCE, FL [REDACTED]			LABOR RATE	LICENSE NO.	MILEAGE	26,956		COLOR	WHITE/TAN		STOCK NO.		
			YEAR / MAKE / MODEL						03/CADILLAC TRUCK/ESCALADE/4 DOOR UT		DELIVERY DATE	DELIVERY MILES	
			VEHICLE I.D. NO.						1 G Y E K 6 3 N 7 3 R [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE	
			F.T.E. NO.			P.O. NO.			R.O. DATE		06/15/09		
R	[REDACTED]		BUSINESS PHONE		COMMENTS								

LABOR & PARTS

J# 1 45CDZ STEERING/SUSPENSION TECH(S):674 360.00
 C/S THAT VEHICLE BLEW 2 BRAKE LINES ON HIGHWAY.CS REQ
 CHASSI TO BE INSPECTED.
 VERIFIED CONCERN.TECHNICIAN INSPECTED BRAKE LINES & FOUND
 BRASS FITTING WHICH ARE ILLEGAL.RECCOMENDED STEEL FITTINGS.
 TECHNICIAN R&R FUEL TANK.DRIVESHAFT AND SPARE TIRE.TECH CUT
 OUT ROTTED BRAKE LINES & COMPRESSION FITTINGS.THEN REPLACED
 12FEET OF BRAKE LINES.THEN FLARED OLD LINES.TECHNICIAN BLED
 BRAKES AND THEN ROADTESTED.ALL OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	2		BL460	LINE	7.95	7.95	15.90
JOB # 1	2		BL430	LINE	5.25	5.25	10.50
JOB # 1	5		EVF300C	FITTING	3.25	3.25	16.25
JOB # 1	4		EVF105C	FITTING	2.25	2.25	9.00
JOB # 1	1		12377967	FLUID 8.800	10.45	10.45	10.45
						JOB # 1 TOTAL PARTS	62.10

JOB # 1 TOTAL LABOR & PARTS 422.10

J# 2+70CDZ03 ENTERPRISE RENTAL TECH(S):99 INTERNAL
 PROVIDE CUSTOMER WITH COURTESY TRANSPORTAION

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
						JOB # 2 TOTAL PARTS	0.00
						JOB # 2 TOTAL LABOR & PARTS	0.00

SUBLET PO# VEND INV# INV.DATE DESCRIPTION INTERNAL
 JOB # 2 51146 RENTAL
 TOTAL - SUBLET 0.00

MISC CODE DESCRIPTION CONTROL NO
 JOB # A AER ENVIRONMENTAL RECOVERY
 TOTAL - MISC 28.75

COMMENTS
 WAIT

Herb Chambers

Cadillac

101 Cadillac Drive
Providence, RI 02907
401-467-6600
www.herbchambers.com



ORIGINAL

CUSTOMER NO. 4688938	ADVISOR JANCE SAE-EUNG	679	TAG NO. 540	INVOICE DATE 06/16/09	INVOICE NO. CDCS105146
FT PIERCE, FL	LABOR RATE	LICENSE NO.	MILEAGE 26,956	COLOR WHITE/TAN	STOCK NO.
	YEAR / MAKE / MODEL 03/CADILLAC TRUCK/ESCALADE/4 DOOR UT			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G Y E K 6 3 N 7 3 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 06/15/09
BUSINESS PHONE	COMMENTS				

TOTALS

*****	TOTAL LABOR....	360.00
*	TOTAL PARTS....	62.10
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	28.75
*	TOTAL MISC DISC	0.00
* [] AMEX [] CHARGE [] OTHER	TOTAL TAX.....	6.36
*****	TOTAL INVOICE \$	457.21

THANK YOU FOR CHOOSING HERB CHAMBERS CADILLAC FOR ALL YOUR SERVICE NEEDS. IN THE NEAR FUTURE YOU WILL BE RECEIVING A CUSTOMER SATISFACTION SURVEY FROM CADILLAC. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT DAVE FROMENT AT 401-467-6600 YOUR COMPLETE SATISFACTION IS OUR #1 PRIORITY

CUSTOMER SIGNATURE



GM Protection Plan
P. O. Box 6543
Chicago, IL 60680
800-631-5590

June 12, 2009



Fort Pierce, FL

Reference Information

VIN Number:	1GYEK63N73R
Agreement Number	816704372
RO Date:	06/03/2009
Plan Type:	Major Guard
Claim Number:	25287187

Dear Mr. Conte,

In order to continue processing your request, we need the following.

- The reason(s) for the repair(s).

Please submit the above item(s), along with this form, to the address shown above so that we may proceed with your request. Should you have any further questions, please do not hesitate to contact us. Thank you for your prompt attention concerning this matter.

Sincerely,

Steve Lukowych

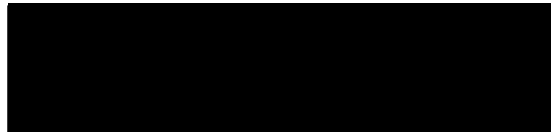
Steve Lukowych
National Mechanical Service Center

DEAR SIR,

I REALIZE THAT BRAKE REPAIR IS NOT IN MY WARRANTY, BUT BROKEN BRAKE LINES FROM THE MASTER CYLINDER TO THE LINES DEFINITELY ARE COVERED.

MY WIFE, AND I CAME SO CLOSE TO GETTING KILLED, THAT MADE ME SO ANGRY THAT BRAKE LINES WOULD DESTROY THEMSELVES AT 26,000 MILES ON A CADILLAC ESCALADE.

I PAID \$1700. FOR THAT WARRANTY I WANT TO SEE G.M. STAND UP, AND PAY FOR MY TROUBLES. THEY LEGALLY ARE RESPONSIBLE.



TO WHOM IT MAY CONCERN

RECENTLY I SENT YOU A LETTER CONCERNING MY CADILLAC ESCALADE WHICH CADILLAC CAN NOT REPAIR. THEY HAVE TRIED HARD ENOUGH FOR 5 YRS, BUT TO NO AVAIL. IT VIBRATES AT 50 M.P.H., AND BEYOND. MY DRIVE SHAFT HAS SO MANY WEIGHTS, AND STRAPS THAT IT LOOKS LIKE A XMAS TREE. I'VE SENT YOU ALL THE REPAIR SLIPS, AND THERE WERE MANY. THIS YEAR THE VIBRATION FINALLY SHOWED IT'S UGLY HEAD. WHILE RIDING ON THE FREEWAY THE TRAFFIC CAME TO A STOP, AND I APPLIED MY BRAKES (NO BRAKES) I ALMOST HIT 3 CARS AND A TRUCK, AND ONLY FOR THE GRACE OF GOD WE WEREN'T KILLED. A GOOD PORTION OF OUR BRAKE LINES SNAPPED OFF, AND AT 26000 MILES IT'S IMPOSSIBLE. OF COURSE MY \$1,700 G.M. WARRANTY DID NOT COVER THIS. IT COST ME \$1,000 FOR THE REPAIR, BUT I STILL HAVE A VIBRATING ESCALADE. BEING I HAVEN'T RECEIVED ANY REPLY, ~~SO~~ I'M ^{THINKING} ~~TO~~ TO SUE G.M. FOR MY NEAR DEATH EXPERIENCE, AND I HAVE ALL THE SLIPS TO PROVE IT. WAITING FOR YOUR REPLY.

WILL BE HERE IN AUGUST

FT PIERCE

FL. ~~██████████~~

BBB AUTO LINE
Customer Claim Form

Case number: CHV0944736
Contact Date: 09/13/09
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Whitehouse	State: NJ	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone:
Fax: E-mail address: jamesphelps@verizon.net		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Silverado	Year: 2003	Current mileage: 50700
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , NJ			
Primary Servicing dealer/city/state: royal chevrolet,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/30/02		Mileage at purchase/lease:	
First repair attempt date: 08/22/09		First repair attempt mileage: 50690	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

There is enough information on this matter and there should be a national recall by GM or the nhtsa before serious injury or death due to GM's "out of warranty policy" once someone is killed as a result of this it will become a third party or class action lawsuit.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: CHV0944736

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
all 4 brakelines rusted, corroded/		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

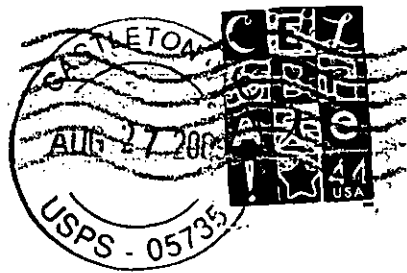
**BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700**

CASTLETON, VT

WHITE RIVER JUNCTION

VT 050 2 L
27 AUG 2009 PM

05-01-09P08:20 RCVD



GMC CUSTOMER ASSISTANCE CTR.

P.O. BOX 33172

DETROIT, MI.

48232-5172

482325172



August 25, 2009

GMC
Customer Assistance Center
P.O. Box 33172
Detroit, MI. 48232-5172

RE: 2GTEK19T921 [REDACTED], 2002 GMC Sierra 1500.

Dear Sirs,

I purchased the above serial # truck from Smith Buick GMC in Rutland VT. in November of 2001.

I have had this vehicle serviced by the same dealer since new. As you can see from the attached work order the vehicle has less then 63,000 miles. I have taken good care of the vehicle, which includes washing the underside of the vehicle several times in the winter season. The vehicle is stored in a garage when not in use.

As you can see from the enclosed repair order all the brake lines in this vehicle have rotted due to rust and corrosion.

I understand environment issues and your presumed first response which is road salt, is not a factor here, nor is maintenance. As stated above the unit is washed underneath during the winter.

The underside of the vehicle shows a great deal of rust. The brake lines that were replaced appeared fine, nearly new in areas, but in others they were completely rotted through.

Prior to the expiration of your warrantee the clear coat fell off the aluminum wheels, no not stone chips, or the placement of wheel weights, it just fell off. The service manager of Smith Buick suggested I leave the vehicle and a district manager from GM would inspect. You did, and your response was; "GM is not inclined to do anything about the wheels."

So, these and many other vehicle problems, alignment issues, ABS brake issues, brake job at 40,000 miles, frozen rear calipers, and the latest, rotted brake lines and you should not wonder why GM is on the brink of bankruptcy. I for one, along with a lot of my friends are "not inclined" to purchase anything manufactured by General Motors. Why don't you take a tip from Toyota and buy back this rotted wreck.

[REDACTED]
Castleton, VT. [REDACTED]

SMITH BUICK PONTIAC GMC

263 South Main Street, Rutland, VT 05701
Telephone: 802-775-5551 / Fax: 802-773-1710

B

Customer Service Is Our #1 Priority

R/O		VIN		DATE IN	
68837		2 G T E K 1 9 T 9 2 1		08/18/09	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2002	GMC TRUCKS	SIERRA	PEWTER	12:57	
MILES IN	MILES OUT	FIRST USE	DISC.	CLOSED	
62781	62790	11/10/01		08/20/09	
SEE ALSO	RES. BUS			WRITER	8712
			JACK		

(1) CUSTOMER HAD VEHICLE TOWED IN (GREEN MTN USED AUTO PARTS)
(Tech:19) A

Labor	T19	.00
Total Repair (Customer)		.00

(2) RED BRAKE WARNING LAMP ON AND BRAKE PEDAL DROPS TO FLOOR????
FOUND SEVERELY RUSTED BRAKE LINES
REPLACED ALL METAL BRAKE LINES ON VEHICLE
REPLACED FRONT CALIPERS AND BLED BRAKES

Labor	T19 100	699.50
6479	(CALIPER)	1 109.25
6480	(CALIPER)	1 109.25
PA-3400	(BRAKE LINE)	2 107.04
11588803	(NUT)	9 86.76
15882779	(HOSE)	1 42.47
15882780	(HOSE)	1 43.09
12377967	(FLUID)	2 17.42
15724652	(NUT)	3 6.75
BL320PP	(BRAKE LINE)	1 8.63
Total Labor		699.50
Total Parts		530.66
Total Repair (Customer)		1230.16

(Tech:19) A

50 PLUS CLUB DISCOUNT
50 PLUS CLUB DISCOUNT

699.50 Labor Charges Discounted 10%	69.95
530.66 Parts Charges Discounted 10%	53.07

COPY

		W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law. GM PARTS WARRANTED FOR 1 YEAR OR 12,000 MILES, WHICHEVER COMES FIRST.		TERMS No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days or without this notice.		Labor 699.50 Parts 530.66 Sublet .00 Tires .00 Oil/Grease .00 Less Disc. -123.02 Sub Total 1107.14 Tax 28.66 Total (Cash) 1135.80
Page 1 of 1 Job 68837 68837 Customer Copy		Labor Rate 69.95		.00 ✓

BBB AUTO LINE
Customer Claim Form

Case number: CHV0946119
Contact Date: 10/05/09
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Cincinnati	State: OH	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax: [REDACTED]	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Silverado 2500	Year: 2002	Current mileage: 50000
Name(s) that appears on the vehicle title: Aryan Schloemer			
Selling dealer/city/state: private sale, Dayton, OH			
Primary Servicing dealer/city/state: Columbia Chevrolet,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/01/04		Mileage at purchase/lease:	
First repair attempt date: 08/18/09		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Payment of \$732.49 to cover the cost of all new brake lines.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____	
Lienholder/Leasing Company _____	Phone Number _____
Account Number _____	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: CHV0946119

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
brakes failed/front brake line rusted through		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700**

DuPont™ Tyvek®
Protect What's Inside.™

Schedule package pickup right from your home or office at usps.com/pickup
Print postage online - Go to usps.com/postageonline

RECIPIENT

The sender has requested notification upon delivery.
Immediately upon receipt, please telephone:

NAME: _____

Tel. No.: () _____

PLEASE PRESS FIRMLY

PLEASE PRESS FIRMLY



Mailing Envelope

For Domestic and International Use



1007

U.S. POSTAGE
PAID
CINCINNATI, OH
45229
SEP 24, 09
AMOUNT
\$15.20
00056116-08

EXTREMELY URGENT

Please Rush To Addressee

When used internationally
affix customs declarations
(PS Form 2976, or 976A).

050
PRESS HARD. YOU ARE MAKING 3 COPIES.

ORIGIN (POSTAL SERVICE USE ONLY)			
Date Accepted	Day of Delivery <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del. Day	Postage \$ 15.20	
Month 9 Day 24 Year 09	Scheduled Date of Delivery	Return Receipt Fee	
Time Accepted 7:15 <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM	Scheduled Time of Delivery <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	COD Fee	Insurance Fee
Flat Rate <input type="checkbox"/> or Weight	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Total Postage & Fees \$ 15.20	
Int'l Alpha Country Code	Acceptance Emp. Initials		

FROM: **Cant, OH**

FOR PICKUP OR TRACKING
Visit www.usps.com
Call 1-800-222-1811



UNITED STATES POSTAL SERVICE®

Addressee Copy
Label 11-B, March 2004

Post Office To Addressee

DELIVERY (POSTAL SERVICE USE ONLY)		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. 9 Day 25		
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. 9 Day 25		
Delivery Date	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. 9 Day 25		

CUSTOMER USE ONLY

☐ WAIVER OF SIGNATURE (Domestic Mail Only)
Additional merchandise insurance is void if customer requests waiver of signature.
I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

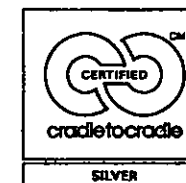
NO DELIVERY
☐ Weekend ☐ Holiday ☐ Mailer Signature

TO: (PLEASE PRINT) PHONE () _____

**Chevrolet
PO Box 2370
Detroit, MI 48232-5170**

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

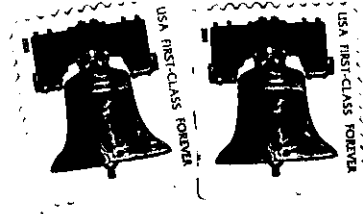


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Visit us at usps.com

Cinti, OH

Chevrolet
PO Box 33170
Detroit, MI 48232-5170



Register complaints against:

- 1) GM Chevrolet – Design/manufacture of faulty brake lines**
- 2) Columbia Chevrolet – Poor Workmanship/Blatant fraudulence resulting in the release of a vehicle that was unsafe.**

I own a 2002 Chevrolet Silverado 2500HD with the towing package (mileage 49,803). On August 15 2009, while driving to Columbus, Ohio with a horse trailer, the traffic slowed to 15 mph and then stopped. When I applied the brakes, the pedal went to the floor with no response. To avoid colliding with the cars in front of me, I down shifted the truck and then used the horse trailer's electric brakes to stop the entire rig. I immediately called 911 and requested police assistance to exit I-71.

The police called AAA for a tow truck. The driver inspected the brake lines and stated that one of the brake lines had failed. The truck was taken to Columbia Chevrolet at 9750 Montgomery Rd, Cincinnati Ohio 45242.

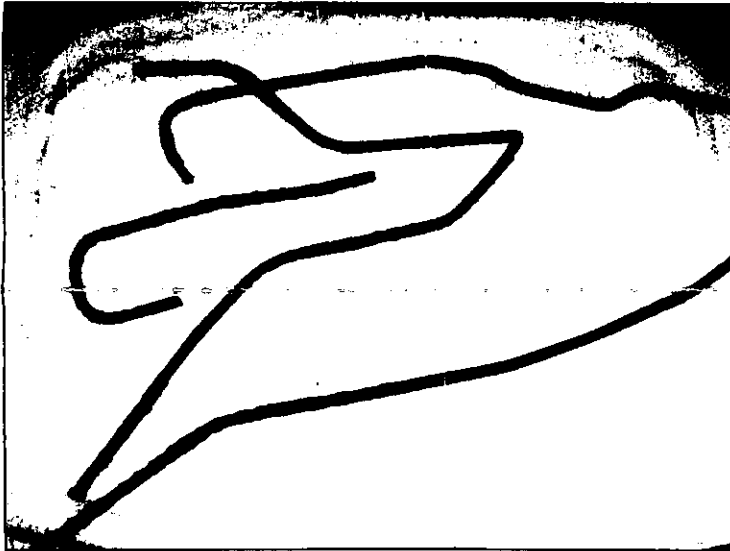
GM Chevrolet

Design/manufacture of faulty brake lines with no recall to correct problem.

The Columbia Chevrolet Invoice, dated 08/18/09, defined the problem as follows:

**BRAKE LINE BROKEN
INSPECTED VEHICLE AND FOUND FRONT BRAKE LINE RUSTED THRU.
RECOMMEND REPLACED ALL BRAKE LINES DUE TO CONDITION.
REPLACED FRONT AND REAR BRAKE LINES.**

A portion of the removed break lines are presented below:



GM Chevrolet put my life, my horses' lives, and all the people around me, at risk due to faulty brake line design/manufacturing. Owners of Chevrolet trucks report similar problems, resulting in personal injuries and property damage. Consumer Affairs, All World Auto, and National Highway Traffic Safety Administration, all report complaints concerning premature rusting of brake lines. A

2002 truck with less than 50,000 miles, regularly used, and well maintained should not have completely corroded brake lines. This is inexcusable alloy and/or design that Chevrolet should have recalled or at the very least informed their customers of the potential risk.

Columbia Chevrolet

Poor workmanship/ Blatant Fraudulence resulting in the release of a known unsafe vehicle

When picking up the truck on August 1 2009, I found the brake pedal extremely soft; the pedal traveling almost to the floor before braking. Since the pedal action was so different from what I had prior to the brake line failure, I returned the truck to Columbia Chevrolet requesting they investigate the problem. On picking it up the following day, the Service Manager stated that the truck's pedal action was completely normal and the lines had been bled several times now, spending numerous hours over what they had billed me for the job. When I insisted that I was still uncomfortable with the end result, considering the load that I haul with the truck, he assured me again it was "normal" and I must not remember how the pedal felt before, and I should take my truck to another repair shop if I felt there were remaining issues. They informed me there was nothing more they could do and ensured me the truck was fixed and I would have no problem hauling a nine thousand pound trailer.

On August 24 2009, I took my truck to Monro Muffler/Brakes & Service (5900 Mulhauser Rd. West Chester, OH 45069) for their assessment of the brake pedal problem. The invoice #17608, dated 08/24/09, defined the problem as follows:

LF BRAKE BLEEDER SCREW ROUNDED OFF, UNABLE TO BREAK FREE
RF BLEEDER SCREW BROKEN. SUGGESTED REPLACEMENT FOR OPTIMUM
BLEEDING PROCEDURE
LR, RR BRAKE BLEEDER SCREWS IN CALIPERS WERE STRIPPED AND
ROUNDED, WOULD HAVE NOT REMOVED WITHOUT EXCESSIVE FORCE.

Pictures of the removed Calipers with the damaged bleed screws by Columbia Chevrolet



Columbia Chevrolet damaged all four bleeder screws in their ATTEMPT to bleed the brake lines. Their dishonesty regarding the "normal" brake action was confirmed by the mechanics at Monro; when replacing the destroyed screws and therefore the calipers, substantial air escaped from the lines and the pedal action was restored. Columbia Chevrolet's failure to correctly bleed the brake lines and their attempt to conceal their poor workmanship resulted in very poor braking and put my life at risk.

Please contact me by October 1, 2009 via email [REDACTED]
to resolve these horrific oversights.

Sincerely,
[REDACTED]



COLUMBIA CHEVROLET

9750 MONTGOMERY RD. (513) 891-7200
CINCINNATI, OHIO 45242



The seller, COLUMBIA CHEVROLET CORP., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and COLUMBIA CHEVROLET CORP. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

CUSTOMER NO. 23907	ADVISOR LEE HUTSON	TAG NO. 142	INVOICE DATE 08/18/09	INVOICE NO. CVCS90157
	LABOR RATE 49,803	LICENSE NO. 49,803	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/SILVERADO 2500/		DELIVERY DATE	DELIVERY MILES
CINCINNATI, OH	VEHICLE ID NO. 1 GCHK24U82E		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/17/09	
RESIDENCE PHONE	CUSTOMER SIGNATURE X			

LABOR & PARTS

BRAKE LINE BROKEN
INSPECTED VEHICLE AND FOUND FRONT BRAKE LINE RUSTED THRU.
RECOMMEND REPLACED ALL BRAKE LINES DUE TO CONDITION.
REPLACED FRONT AND REAR BRAKE LINES.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
DOB # 1	9		953314	BRAKE LIN	8.00	72.00
DOB # 1	7		953314	FITTING	4.25	29.75
DOB # 1	3		12377967	FLUID 8.800	8.28	24.84
JOB # 1 TOTAL PARTS						126.59

JOB # 1 TOTAL LABOR & PARTS 687.59

TOTALS

WELCOME TO THE ALL NEW COLUMBIA CHEVROLET!!!!!!
WE SINCERELY HOPE YOUR SERVICE VISIT WAS A PLEASANT ONE
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIED FOR CUSTOMER PAID REPAIRS
WE APPRECIATE YOUR PATRONAGE. THANKS FROM ALL OF US AT
COLUMBIA CHEVROLET.

TOTAL LABOR....	561.00
TOTAL PARTS....	126.59
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	44.70

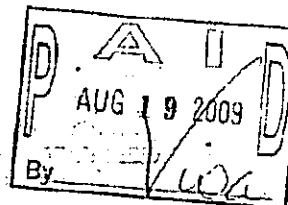
TOTAL INVOICE \$ 732.29

YOU MAY RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION.
IF YOU CAN'T ANSWER COMPLETELY SATISFIED, PLEASE CALL.

HOURS: MONDAY-FRIDAY 7:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO NOON.

PAID BY: CASH () CHECK () VISA () M.C. () DISC. ()
AMER. EXPRESS ()

CUSTOMER SIGNATURE



COPY

8/24/09 10:02 PAGE 1
ESTIMATE #: 24995
YEAR: 02 MAKE: CHEVROLET MODEL: SILVERADO
LICENSE #: 1 COLOR: 1
STATE: OH MILEAGE IN: 1 CUT: 2
VIN: 1
WHILE WE WERE WORKING WE NOTICED:

QTY	PART	UNITS	REP	RECEIVED	DATE	QTY	PRICE	LABOR	TOTAL
BRAKES									
1	EA		* S	BRAKE ANALYSIS		60	0.00	0.00	0.00
							Total Overall Brakes		0.00
2	OUTLADDO		* S	FRP4730 REMAN CALIP F	40	144.99	144.99	49.50	388.98
LF BRAKE BLEEDER SCREW ROUNDED OFF, UNABLE TO BREAK FREE, RF BLEEDER SCREW BROKEN. SUGGESTED REPLACEMENT FOR OPTIMUM BLEEDING PROCEDURE									
							Total Front Brakes		388.98
1	PD785		S	THERMOQUIET BRAKEPA B	20	132.99	132.99	0.00	132.99
REAR BRAKE PADS WERE CRACKING BADLY AND DE-LAMINATED, SUGGESTED REPLACEMENT FOR OPTIMUM BRAKING AND LONGER LIFE OF BRAKING SYSTEM.									
1	*PD785		S	Discount On PD785	B	20	0.20	-83.00	-83.00
1	FRP4728		S	REMAN CALIPER	LB	40	219.78	169.99	99.00
LR, RR BRAKE BLEEDER SCREWS IN CALIPERS WERE STRIPPED AND ROUNDED, WOULD HAVE NOT REMOVED WITHOUT EXCESSIVE FORCE.									
							Total Rear Brakes		318.98
							Total BRAKES		707.96
SERVICE									
1	WEND		* S	COMMENTS	60	0.00	0.00	0.00	0.00
CUSTOMER DROPPED VEHICLE OFF OVER NIGHT, CONCERNED WITH SOFT BRAKE PEDAL AND REQUESTED OVERALL INSPECTION.									
1	WEND		* S	COMMENTS	60	0.00	0.00	0.00	0.00
FOUND RF CV AXLE HALF SHAFT OUTER BOOT SMALL HOLE AND SEEPING GREASE. SUGGESTED RE-BOOT OF OUTER CV JOINT OR REPLACEMENT OF AXLE.									
1	WEND		* S	COMMENTS	60	0.00	0.00	0.00	0.00
VEHICLE HAS 50K MILES, DLE FOR TRANSMISSION SERVICE AND FLUID IS DIRTY.									
1	WEND		* S	COMMENTS	60	0.00	0.00	0.00	0.00
SUGGESTED FLUSHING OF FRONT DIFFERENTIAL, TRANSFER CASE, AND REAR DIFF AS PREVENTATIVE MAINTENANCE PER FLUID CONDITION AND AGE, 7 YEARS L.D.									

COPY

Customer Signature

**SEE REVERSE SIDE FOR DIAGNOSIS
AND WARRANTY CODES, AND
AUTHORIZATION INFORMATION**

SHCP 0849

THIS IS AN ESTIMATE, NOT AN INVOICE DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK

OFFICE OF ATTORNEY GENERAL
BUREAU OF CONSUMER PROTECTION
HARRISBURG REGIONAL OFFICE
301 CHESTNUT STREET, SUITE 105
HARRISBURG, PA 17101

Hasler

10/29/2009

US POSTAGE

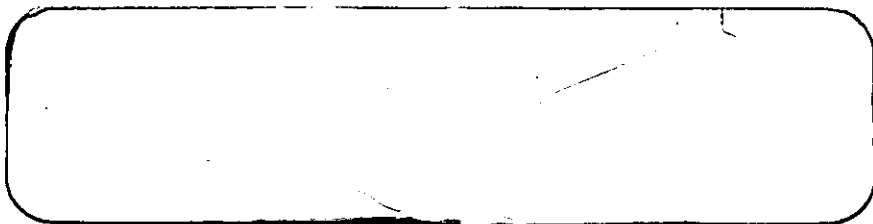
FIRST-CLASS MAIL

\$00.44⁰



ZIP 17101
011D11612249

11-02-09A09:36 RCVD



4823235170



TOM CORBETT
ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Harrisburg Regional Office
301 Chestnut Street, Suite 105
Harrisburg, PA 17101
(717) 787-7109
October 29, 2009

General Motors
Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Ref: [REDACTED] A-006261-2009

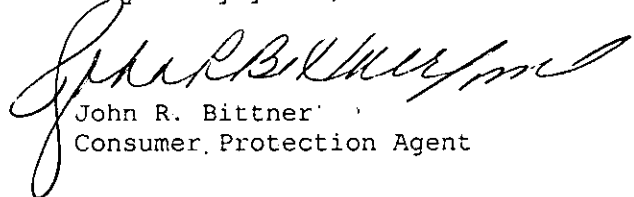
Dear Sirs:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within fifteen (15) days from the above date.

Very truly yours,


John R. Bittner
Consumer Protection Agent

ml
Enclosure
21

Nutter, Karen L.

JB 384/820 200/n

From: consumers@attorneygeneral.gov
Sent: Saturday, October 10, 2009 2:49 PM
To: BCP Admin
Subject: BCP Online Complaint Form submission for: ctice@comcast.net

=====

Bureau of Consumer Protection - Online Complaint Form submission

=====

Your age group:..... 30-44

Name:.....
Address:.....
City:..... Myerstown
County:..... Lebanon
State:..... PA
Zip:.....
Home telephone number:.....
Daytime telephone number:.....
Email:.....

RECEIVED

OCT 14 2009

OFFICE OF
ATTORNEY GENERAL

Business Complaint is Against:... General Motors
Indiv. whom you complained:..... Mel De Guia
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Company telephone number:.....
Product or Service purchased:.... 1999 Chevrolet Silverado
Date of purchase:..... 10/99
Purchase price:..... 32000.00

Other Agencies you contacted:.... NHTSA
What action was taken:..... NO
Have you retained an Attorney?... No

Attorney's name, address and telephone number:
Name:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Telephone number:.....

Have you filed a Court Action?... No
WHEN:.....
WHERE:.....
WHAT decision was made:.....

Describe events in the order in which they happened, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

I own a 1999 Chevrolet Silverado 2500 4X4 truck. In October of 2008 the rear high pressure brake line burst due to corrosion...resulting in loss of braking power to the vehicle..The vehicle then traveled forward striking a curb causing VERY minor damage (a tire mark on the painted curb). Then on July 5th of 2009 the vehicle burst yet another brake line. This time in my driveway causing little to no damage except to my asphalt. This all after having to replace all four rotors and brake pads on the vehicle in 2007 due to excessive corrosion. GM MUST know this is a problem. My truck only has 58,700 Miles on it!! This problem exists in MANY other Silverado pickup trucks as well, might I guide you to consumeraffairs.com where you will find hundreds of complaints from Pennsylvania residents as well as other "snow belt" states. Also the NHTSA must have hundreds of complaints as well. My own research shows this is a nationwide problem affecting 1999 through 2006 Silverado Pickup trucks. This is not a cheap problem to fix, estimates for replacing all six brake lines range from \$1500 to as high as \$2500 depending on materials used (Stainless or Standard Steel). This problem poses HUGE public safety concerns as these trucks are like a one ton missiles heading down our streets and highways not knowing if they can or will stop is just insane! Why has not our government stepped in and done something about this problem??

What would you like the business to do to settle your complaint?

I would like to GM recall and repair at no cost to the consumer ALL six corroded brake lines.



November 3, 2009

State of Pennsylvania
Office of the Attorney General
Consumer Protection Division
Attention: John R. Bittner, Consumer Protection Agent

Customer: [REDACTED]
Reference number: A-006261-2009
Service request: 71-772887582
Customer Relationship Specialist: Kay

Dear John R. Bittner, Consumer Protection Agent:

Thank you for your recent letter regarding Mr. Tice and the concerns he experienced with his 1999 Chevrolet Silverado and his request for assistance.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from Chevrolet products. There are, however, many variables that affect the life of a vehicle's parts and appearance. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The Bumper to Bumper coverage on Mr. Tice's 1999 Chevrolet Silverado is for 36 months or 36,000 miles, whichever occurs first. Our records show that these warranty parameters have been exceeded by nine years and 22,700 miles.

Mr. [REDACTED] has thus far declined to pay to have the vehicle diagnosed. Unfortunately, cost assistance is not considered without a diagnosis. At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand we must follow the warranty requirements of his vehicle.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

General Motors

cc: FILE

LC0017
V10202009

VIA FAX: 1-866-962-2868 (3 pages)

December 22, 2009

[REDACTED]
Margate, FL [REDACTED]

Tel: [REDACTED]

Mr. Edwatd E. Whitacre, Jr.
CEO
General Motors Corporation
Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

RE: *2002 Chevrolet Silverado*
VIN #2GCEC19TX21 [REDACTED]
Chevrolet Customer Assistance:
Service Request #71-780467735
Department of Transportation:
Safety Complaint #10296236

Dear Mr. Whitacre:

I wish to bring to your attention the brake line failure on my 2002 Silverado, in anticipation that you might assist in resolving the very frustrating problem I had and continue to experience. I have attached a copy of my November 27, 2009 letter to Mr. Stacey Sofoul, General Manager of Lou Bachrodt Chevrolet, Coconut Creek, FL, which will detail the events that occurred. After numerous conversations with your Customer Assistance Team, reference service request shown above, and with the dealership without resolution. I also filed a Safety Complaint with the Department of Transportation.

In response to my letter, Mr. [REDACTED] contacted me on December 8th and requested we meet on December 9th to review my concerns. At the meeting, which included his Service Manger and Service Advisor, the brake line installation was examined and discussed. They acknowledged my concerns and disappointment. Mr. [REDACTED] advised he would be contacting the GM Representative for Florida, and contact me in a few days. Having not received a call, I telephoned on December 17th. I received a return call from Michelle Dysch, Customer Relations Manager, (*not Mr. [REDACTED]*) advising that after discussion with the area Rep, there was nothing more they could do! This was basically the same response I have received from your Consumer Support Team. Therefore I remain without a solution!

The summary of the issues and my dissatisfaction are as follows:

1. I believe the brake line tubing quality was poor resulting in corrosion, and failure.
2. The installation of the replacement brake lines were not continuous, nor uniformly positioned as originally installed by the factory.
3. No factory recall, although dozens of very similar failure reports on the internet, and DOT site.

I am requesting the help and support of you, General Motors and your staff. You may question what is needed? I desire original, continuous, high quality brake lines installed in my 2002 Silverado which is what I thought I was paying for at the dealership. I do not believe the installation of interconnecting tubing and fittings which were performed are safe. In addition, a factory recall should be issued to avoid the potential brake line failure in hopes of curtailing grave accidents and/or serious injuries or death. I truly hope a corrective action will be implemented by GM. Thank you for your time, and consideration.

Sincerely yours,
[REDACTED]

encl: 11/27/09 letter (2 pages)

COPY

November 27, 2009

[REDACTED]
Margate, FL [REDACTED]

Tel: [REDACTED]

Mr. Stacey Sofoul
General Manager
Lou Bachrodt Chevrolet
5500 N. State Road 7
Coconut Creek, FL 33073

RE: Repair Order 614586
Customer No. 23070

Dear Mr. Sofoul:

We have been a customer of Lou Bachrodt Chevrolet since 1993. Unfortunately, we experienced a recent problem which I felt needs to be brought to your attention. On Sunday, November 22, 2009 we were returning from a Corvette Show in Titusville, driving our 2002 Chevy Silverado (52,216 mi.), with our 22 foot enclosed trailer in tow. While exiting I-95 at Route 70 in Ft. Pierce, to continue on the Turnpike, upon applying my brakes, the pedal went to the floor! This was a very frightening experience, and only with the use of the manual override of my trailer brakes, were we able to stop to avoid an accident. We carefully drove to a truck stop on Route 70, using the override to stop, contacted a Corvette friend, who was following not far behind, who arrived to assist us. By the time of his arrival, the reservoir was nearly empty, and a large amount of brake fluid was on the ground, as fluid continued to drip below the truck. He determined a brake line had a hole in it. However he was able to provide a temporary repair by purchasing a tube cutter, a compression fitting, and brake fluid. He then bled the system to get us the additional 92 miles home. After over three hours, and as a result of his help, we were on the Turnpike going south.

After unhooking and parking our trailer, we drove the truck to your dealership Sunday evening to drop it off for service Monday morning. I left the paperwork written for Casey Salman, our Service Advisor. My wife followed to drive me home. I spoke with Casey Monday morning and explained in detail what happened, and further advised of a high pitched noise from the fuel pump. He contacted my current extended warranty provider Intercontinental, as my GMAC contract had expired in late October. To my great disappointment he was advised replacing the brake lines was not covered, due to rust and corrosion, and the cost to replace "all" the brake lines would be mine, approximately \$800! I had no choice but to authorize Casey to proceed. Fortunately, the fuel pump replacement was covered by Intercontinental.

Casey contacted me late Tuesday afternoon advising the repairs were completed, and arranged for your driver to pick me up. Prior to signing off, I requested to inspect the repairs, which I learned was performed by your Technician "Donnie". I was shocked at what I saw! I had expected to see all new continuous brake lines, without interconnecting

fittings, all positioned in the same locations and manner as the original lines. They were not even close. Fittings were used rather than continuous lines to interconnect the tubing, and the tubing was not positioned over the frame as they were originally, and was now 3-6 inches to the side which left them vulnerable to future damage. There was no smooth, even transition of the tubing. This was all totally unacceptable, also a safety concern for me as not providing any protection to the lines in the event something from the road could bounce up, hit a line, and again cause brake failure. Furthermore, not all of the brake lines were replaced, as I had expected. Below the Master Cylinder I was told they could not make the tight bends. All of the bending/forming of the other lines was very poorly performed, haphazardly, with little care, without the use of a simple twelve dollar "Handheld Tubing Bender". In addition, wires to the ride controller (*for left front wheel*) were now below one brake line, and the split flex tube covering for protection was missing. Overall I was very dissatisfied with the quality and workmanship performed. Not what I had expected based on the cost, and previous experiences with your service department. I question how the work would have been done if it was the Technician's truck? Both Casey Salman and your Service Manager, Bruce Warzoha viewed the problems, and acknowledged and agreed with my concerns. They advised me to leave the truck, and everything would be corrected to my satisfaction on Wednesday.

On Wednesday, November 25th, Casey called at approximately 3:30 PM to advise the rework was completed and the driver was on the way to pick me up. Upon arriving at your dealership, I again inspected the work performed. It was an improvement, and somewhat acceptable, but not as good as the original brake lines. Bruce indicated there was no way to use continuous tubing, so the fittings were necessary. Bruce further advised that the brake line tubing was not available from GM and everything had to be formed and fitted. It is my opinion that GM does not offer the lines because the brake lines should have never failed, and lasted for the life of the vehicle. I plan to contact GM directly on this issue. I question if you can also contact General Motors to evaluate their quality, and if I would be entitled to some reimbursement for the expense? Bruce assured me that the installation was safe. The wires were also repositioned and new split flex covering installed for protection. My final cost was \$738.50, and I accepted the truck.

The conclusion, I should have been made aware of the work that would be performed using interconnecting fittings, but most importantly the Technician should have "done the job right the first time". Both Bruce and Casey were very courteous and made every effort to correct the problems to the best of their ability. I regret this incident did not ultimately meet my total satisfaction and trust future circumstances do not occur, thereby allowing me a continued positive relationship with Lou Bachrodt Chevrolet.

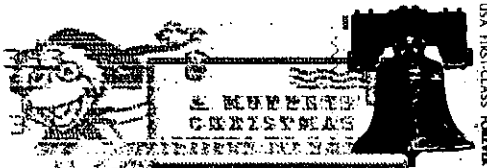
Very truly yours,



Margate, FL

FORT LAUDERDALE FL 333

22 DEC 2009 PM 3



Mr. Edward E. Whitacre, Jr.
CEO

General Motors Corporation
Chevrolet Division

P.O. Box 33170

Detroit, MI 48232-5170

48232+5170



VIA FAX: 1-866-962-2868 (3 pages)

December 22, 2009

[REDACTED]
Margate, FL [REDACTED]
Tel: (954) 977-8826

Mr. Edwatd E. Whitacre, Jr.
CEO
General Motors Corporation
Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

RE: 2002 Chevrolet Silverado
VIN #2GCEC19TX21 [REDACTED]
Chevrolet Customer Assistance:
Service Request #71-780467735
Department of Transportation:
Safety Complaint #10296236

Dear Mr. Whitacre:

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Sincerely yours

[REDACTED]

encl: 11/27/09 letter (2 pages)

COPY

November 27, 2009

[REDACTED]
Margate, FL 33063

Tel: [REDACTED]

Mr. Stacey Sofoul
General Manager
Lou Bachrodt Chevrolet
5500 N. State Road 7
Coconut Creek, FL 33073

RE: Repair Order 614586
Customer No. 23070

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Casey contacted me late Tuesday afternoon advising the repairs were completed, and arranged for your driver to pick me up. Prior to signing off, I requested to inspect the repairs, which I learned was performed by your Technician "Donnie". I was shocked at what I saw! I had expected to see all new continuous brake lines, without interconnecting

fittings, all positioned in the same locations and manner as the original lines. They were not even close. Fittings were used rather than continuous lines to interconnect the tubing, and the tubing was not positioned over the frame as they were originally, and was now 3-6 inches to the side which left them vulnerable to future damage. There was no smooth, even transition of the tubing. This was all totally unacceptable, also a safety concern for me as not providing any protection to the lines in the event something from the road could bounce up, hit a line, and again cause brake failure. Furthermore, not all of the brake lines were replaced, as I had expected. Below the Master Cylinder I was told they could not make the tight bends. All of the bending/forming of the other lines was very poorly performed, haphazardly, with little care, without the use of a simple twelve dollar *"Handheld Tubing Bender"*. In addition, wires to the ride controller (*for left front wheel*) were now below one brake line, and the split flex tube covering for protection was missing. Overall I was very dissatisfied with the quality and workmanship performed. Not what I had expected based on the cost, and previous experiences with your service department. I question how the work would have been done if it was the Technician's truck? Both Casey Salman and your Service Manager, Bruce Warzoha viewed the problems, and acknowledged and agreed with my concerns. They advised me to leave the truck, and everything would be corrected to my satisfaction on Wednesday.

On Wednesday, November 25th, Casey called at approximately 3:30 PM to advise the rework was completed and the driver was on the way to pick me up. Upon arriving at your dealership, I again inspected the work performed. It was an improvement, and somewhat acceptable, but not as good as the original brake lines. Bruce indicated there was no way to use continuous tubing, so the fittings were necessary. Bruce further advised that the brake line tubing was not available from GM and everything had to be formed and fitted. It is my opinion that GM does not offer the lines because the brake lines should have never failed, and lasted for the life of the vehicle. I plan to contact GM directly on this issue. I question if you can also contact General Motors to evaluate their quality, and if I would be entitled to some reimbursement for the expense? Bruce assured me that the installation was safe. The wires were also repositioned and new split flex covering installed for protection. My final cost was \$738.50, and I accepted the truck.

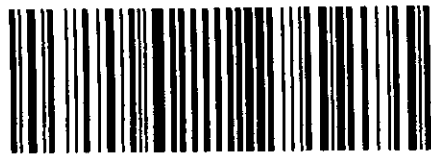
The conclusion, I should have been made aware of the work that would be performed using interconnecting fittings, but most importantly the Technician should have "done the job right the first time". Both Bruce and Casey were very courteous and made every effort to correct the problems to the best of their ability. I regret this incident did not ultimately meet my total satisfaction and trust future circumstances do not occur, thereby allowing me a continued positive relationship with Lou Bachrodt Chevrolet.

Very truly yours,

A solid black rectangular box used to redact the signature of the sender.

CERTIFIED MAIL™

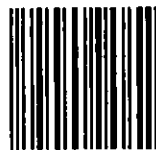
MIDDLETOWN OHIO



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1000



48232

U.S. POSTAGE
PAID
GERMANTOWN, OH
45327
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AMOUNT

\$5.54
00093079-11

CHEVROLET MOTORS

P.O. Box 33170

DETROIT, MI

48232-5170

US-08-10A11:56 RCVD

4823235170



Chevrolet Motors
P.O. Box 33170
Detroit, Mi. 48232-5170

March 3, 2010

Subject: Request to undertake an investigation into a safety defect

Sirs,

Please accept this request to undertake an investigation into a safety defect involving corrosion and failure of hydraulic brake lines in Chevrolet pickup trucks. I am requesting this in an effort to elevate Service Request # 71-805667322 that was taken by your North Central District Specialist Department (Melissa @ 1-866-790-5600 x11027). As an engineer, I feel very strongly that **unless this material defect is resolved, unwary people driving this vehicle will be injured and possibly killed by the catastrophic failure of braking ability this defect causes.** I'm still not certain why this defect was handled this way, as Melissa informed me that I would not be reimbursed for this material failure. I was never looking for a reimbursement, and was only trying to inform Chevrolet of a serious problem. She informed me that writing a letter was the best way to do that. So much for customer feedback.

In particular, our 2003 Chevrolet Silverado 2500HD 4WD pickup truck VIN 1GCHK24UX3E [REDACTED], purchased new at Joseph Chevrolet in Cincinnati, Ohio on 9/4/2003 experienced hydraulic brake failure at 51,848 miles due to corroded brake lines bursting. The lines burst in an area that was weakened by corrosion, and failed under normal usage and brake line pressure. There was no indication to the driver that failure was eminent and only fate precluded any injury, as the vehicle was traveling slowly (approximately 25 MPH), with a load of hay in the bed. The driver was able to slow the vehicle by virtue of the dual master cylinder feature this vehicle has, with the associated large increase in stopping distance, and with the brake pedal pushed to the floor of the truck cab. The hay was off-loaded, and the vehicle was taken to Pierson Chevrolet in Middletown Ohio on 12/30/2009, where the corrective action for the brake failure was to "replaced rusted brake lines from the master cylinder to just behind driver wheel along with a few runs to the rear. Also had left front wheel speed sensor corroded (sic) (replaced)". When talking to the service writer about brake line failure on a vehicle with such low mileage, and only 6 years old, with no other visible signs of corrosion, he stated that "We see a lot of them. They mostly fail at the bracket that holds the lines to the frame. Sometimes the bracket is corroded so badly that we can't use it". A subsequent internet search for Silverado brake problems confirmed his observation. It appears that this failure is unique to the "salt belt" states. Brake lines should not fail at 51,848 miles regardless of where the vehicle is put into service. A reasonable expectation of brake line material is that it should perform the intended function regardless of typical environmental constraints, whatever they are. In addition, the corroded wheel speed sensor was subject to a recall (NHTSA Campaign ID 05V379000). It appears the recall did not include all of the affected vehicles (1999-2002 only).

When the engineering analysis of this investigation is undertaken, please be advised that the failed brake lines have been retained, and are available for inspection and analysis by Chevrolet.

[REDACTED]
Middletown, Ohio [REDACTED]

Ph: [REDACTED]

E-m [REDACTED]



Service Satisfaction Survey

Please make any corrections to your name, address or telephone number here:

Palm Coast FL

Home telephone:

Change to: ()

Please provide us with your preferred Email address:

Dear Mr Bert G Danielsen:

Our records indicate that you had your 1999 Silverado serviced at Tom Gibbs Chevrolet on January 21, 2003. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Tom Gibbs Chevrolet.

Sincerely,

Charles F. Ugalino
Charles F. Ugalino
Director of Operations

APR 21 2003

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 1999 Silverado, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 21, 2003, COMPLETE THIS SURVEY. ****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|---|-----------------------------|--|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|---|---|--|--|-------------------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | No Time Promised <input type="checkbox"/> | | | |

117681

Please complete other side

1GCEC14W3XZ175351 26204

21303242669 00000114729 108475

052

CSI 100860

About Your Service Consultant/Advisor - Continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Were ALL of your service concerns corrected on this service visit? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available | | | | |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair | | | | |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ | | | | |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know _____ | | | | |

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Were you given a copy of the completed repair order/invoice? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | Don't Know/ Not Sure | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--|---|---|---------------------------------------|---|
| 16. Based on this service visit, overall, how satisfied are you with Tom Gibbs Chevrolet? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Would you recommend this dealership for service? | <input checked="" type="checkbox"/> Definitely Would | <input type="checkbox"/> Probably Would | <input type="checkbox"/> Might/ Might Not | <input type="checkbox"/> Probably Not | <input type="checkbox"/> Definitely Not |
| 18. Overall, how satisfied are you with your 1999 Silverado? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 19. Do you have any comments/recommendations about your: | | | | | |
| Dealership: <u>"BRAKE FAILURE"</u> | | | | | |
| Vehicle: <u>Enclosed is a copy of the invoice for the repair. I don't think I should have to absorb the cost of repair on a 1999 truck with only 17,528 miles on it</u> | | | | | |
| 20. Are you ... <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female | | | | | |
| 21. Your age ... <input type="checkbox"/> Under 25 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input checked="" type="checkbox"/> 65 or older | | | | | |
| 22. May we include your name when providing this information to your dealership? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | | | |

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10063, TOLEDO, OH 43699-0063

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Chevrolet Motor Division directly by calling the Chevrolet Customer Assistance Center: 1-800-222-1020



TOM GIBBS CHEVROLET

117681

**Goodwrench
Service
Plus**

State Road 100 P.O. Box 354429
PALM COAST, FLORIDA 32135-4429
Flagler County (386) 437-3314 Daytona Toll Free (386) 258-3314

MV# 02337

CUSTOMER NO. 20249	ADVISOR EDWARD RIVERA	TAG NO. 33536	INVOICE DATE 01/24/03	INVOICE NO. CTCS108475
PALM COAST, FL	LABOR RATE	LICENSE NO.	MILEAGE 17,528	COLOR PEWTER/
	YEAR / MAKE / MODEL 99/CHEVROLET TRUCK/SILVERADO			STOCK NO.
	VEHICLE I.D. NO. 1 G C E C 1 4 W 3 X Z			DELIVERY DATE
	F. T. E. NO.			DELIVERY MILES
BUSINESS PHONE		COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 01/21/03	

LABOR & PARTS
J# 1 35CVZ BRAKE WORK TECH(S): 197 680.00
BRAKE LINES LEAKING
REPLACE STEEL BRAKE LINES/UNDER COAT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	3		12377967	FLUID 8.800	7.64	22.92
JOB # 1	1		MISC.	LINE & FITTI	114.00	114.00
JOB # 1	1		UNDER	COATING	7.95	7.95
JOB # 1 TOTAL PARTS						144.87
JOB # 1 TOTAL LABOR & PARTS						824.87

J# 2+99CVZ CAMPAIGNS TECH(S): 387 WARRANTY
RECALL 00024
RECALL
INSTALL NOTICE LABEL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3+01CVZ GENERAL MAINT WORK TECH(S): 29090 0.00
RECALL 00045
PARTS ON ORDER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

J# 4 BRAKE WORK TECH(S): 387 WARRANTY
RECALL 00093
RECALL
INSTALL BRAKE PIPE BRACKETT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1		15070819	BRACKET 4.686		
JOB # 4	1		11516569	BOLT 8.908		
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	39316	63083		01/21/03	TOWING	35.00
TOTAL - SUBLET						35.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	EDF	*WASTE DISPOSAL FEE		1.00
JOB # 1	SHP	MISCELLANEOUS SHOP SUPPLIES		15.00
TOTAL - MISC				16.00

COMMENTS
TOW TO SHOP

**SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL CHARGES**
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [s.559.904(4)]
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]

**ALL PARTS NEW UNLESS
OTHERWISE INDICATED.**

SEE REVERSE SIDE FOR WARRANTY

COPY



TOM GIBBS CHEVROLET

State Road 100 P.O. Box 354429
PALM COAST, FLORIDA 32135-4429
Flagler County (386) 437-3314 Daytona Toll Free (386) 258-3314



MV# 02337

CUSTOMER NO. 20249	ADVISOR EDWARD RIVERA	IAG NO. 33536	INVOICE DATE 01/24/03	INVOICE NO. CTCS108475
[REDACTED] PALM COAST, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 17,528	COLOR PEWTER/
	YEAR / MAKE / MODEL 99/CHEVROLET TRUCK/SILVERADO			DELIVERY DATE
	VEHICLE I.D. NO. 1 G C E C 1 4 W 3 X Z			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
BUSINESS PHONE		R.O. DATE 01/21/03		
COMMENTS				

COMMENTS
DELETED OPERATION(S)
30CVZ TRANSMISSION WORK

TOTALS

TOTAL LABOR....	680.00
TOTAL PARTS....	144.87
TOTAL SUBLET....	35.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	16.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	61.32

THE STAFF AT TOM GIBBS CHEVROLET WOULD LIKE TO
THANK YOU FOR GIVING US THE OPPORTUNITY
TO SERVICE YOUR VEHICLE

PAYMENT METHOD
CASH CHECK NO CHARGE NO
VISA AMEX
GMPP

TOTAL INVOICE \$ **937.19**

**SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL CHARGES**
This charge represents costs and profits to
the motor vehicle repair facility for items
such as miscellaneous shop supplies
and/or waste disposal. [s.559.904(4)]

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be collected for each new tire sold in the
state [s.403.718], and a \$1.50 fee to be
collected for each new or remanufactured
battery sold in the state.[s.403.7185]

**ALL PARTS NEW UNLESS
OTHERWISE INDICATED.**

SEE REVERSE SIDE FOR WARRANTY

COPY

VIA FAX: 1-866-962-2868 (3 pages)

December 22, 2009

[REDACTED]
Margate, FL [REDACTED]

Tel: [REDACTED]

Mr. Edwatd E. Whitacre, Jr.
CEO
General Motors Corporation
Chevrolet Division
P.O. Box 33170
Detroit, MI 48232-5170

RE: *2002 Chevrolet Silverado*
VIN #2GCEC19TX21[REDACTED]
Chevrolet Customer Assistance:
Service Request #71-780467735
Department of Transportation:
Safety Complaint #10296236

Dear Mr. Whitacre:

I wish to bring to your attention the brake line failure on my 2002 Silverado, in anticipation that you might assist in resolving the very frustrating problem I had and continue to experience. I have attached a copy of my November 27, 2009 letter to Mr. Stacey Sofoul, General Manager of Lou Bachrodt Chevrolet, Coconut Creek, FL, which will detail the events that occurred. After numerous conversations with your Customer Assistance Team, reference service request shown above, and with the dealership without resolution. I also filed a Safety Complaint with the Department of Transportation.

In response to my letter, Mr. [REDACTED] contacted me on December 8th and requested we meet on December 9th to review my concerns. At the meeting, which included his Service Manger and Service Advisor, the brake line installation was examined and discussed. They acknowledged my concerns and disappointment. Mr. [REDACTED] advised he would be contacting the GM Representative for Florida, and contact me in a few days. Having not received a call, I telephoned on December 17th. I received a return call from Michelle Dysch, Customer Relations Manager, (*not Mr. [REDACTED]*) advising that after discussion with the area Rep, there was nothing more they could do! This was basically the same response I have received from your Consumer Support Team. Therefore I remain without a solution!

The summary of the issues and my dissatisfaction are as follows:

1. I believe the brake line tubing quality was poor resulting in corrosion, and failure.
2. The installation of the replacement brake lines were not continuous, nor uniformly positioned as originally installed by the factory.
3. No factory recall, although dozens of very similar failure reports on the internet, and DOT site.

I am requesting the help and support of you, General Motors and your staff. You may question what is needed? I desire original, continuous, high quality brake lines installed in my 2002 Silverado which is what I thought I was paying for at the dealership. I do not believe the installation of interconnecting tubing and fittings which were performed are safe. In addition, a factory recall should be issued to avoid the potential brake line failure in hopes of curtailing grave accidents and/or serious injuries or death. I truly hope a corrective action will be implemented by GM. Thank you for your time, and consideration.

Sincerely yours,
[REDACTED]

encl: 11/27/09 letter (2 pages)

COPY

November 27, 2009

[REDACTED]
Margate, FL [REDACTED]

Tel: [REDACTED]

Mr. Stacey Sofoul
General Manager
Lou Bachrodt Chevrolet
5500 N. State Road 7
Coconut Creek, FL 33073

RE: Repair Order 614586
Customer No. 23070

Dear Mr. Sofoul:

We have been a customer of Lou Bachrodt Chevrolet since 1993. Unfortunately, we experienced a recent problem which I felt needs to be brought to your attention. On Sunday, November 22, 2009 we were returning from a Corvette Show in Titusville, driving our 2002 Chevy Silverado (52,216 mi.), with our 22 foot enclosed trailer in tow. While exiting I-95 at Route 70 in Ft. Pierce, to continue on the Turnpike, upon applying my brakes, the pedal went to the floor! This was a very frightening experience, and only with the use of the manual override of my trailer brakes, were we able to stop to avoid an accident. We carefully drove to a truck stop on Route 70, using the override to stop, contacted a Corvette friend, who was following not far behind, who arrived to assist us. By the time of his arrival, the reservoir was nearly empty, and a large amount of brake fluid was on the ground, as fluid continued to drip below the truck. He determined a brake line had a hole in it. However he was able to provide a temporary repair by purchasing a tube cutter, a compression fitting, and brake fluid. He then bled the system to get us the additional 92 miles home. After over three hours, and as a result of his help, we were on the Turnpike going south.

After unhooking and parking our trailer, we drove the truck to your dealership Sunday evening to drop it off for service Monday morning. I left the paperwork written for Casey Salman, our Service Advisor. My wife followed to drive me home. I spoke with Casey Monday morning and explained in detail what happened, and further advised of a high pitched noise from the fuel pump. He contacted my current extended warranty provider Intercontinental, as my GMAC contract had expired in late October. To my great disappointment he was advised replacing the brake lines was not covered, due to rust and corrosion, and the cost to replace "all" the brake lines would be mine, approximately \$800! I had no choice but to authorize Casey to proceed. Fortunately, the fuel pump replacement was covered by Intercontinental.

Casey contacted me late Tuesday afternoon advising the repairs were completed, and arranged for your driver to pick me up. Prior to signing off, I requested to inspect the repairs, which I learned was performed by your Technician "Donnie". I was shocked at what I saw! I had expected to see all new continuous brake lines, without interconnecting

fittings, all positioned in the same locations and manner as the original lines. They were not even close. Fittings were used rather than continuous lines to interconnect the tubing, and the tubing was not positioned over the frame as they were originally, and was now 3-6 inches to the side which left them vulnerable to future damage. There was no smooth, even transition of the tubing. This was all totally unacceptable, also a safety concern for me as not providing any protection to the lines in the event something from the road could bounce up, hit a line, and again cause brake failure. Furthermore, not all of the brake lines were replaced, as I had expected. Below the Master Cylinder I was told they could not make the tight bends. All of the bending/forming of the other lines was very poorly performed, haphazardly, with little care, without the use of a simple twelve dollar "Handheld Tubing Bender". In addition, wires to the ride controller (*for left front wheel*) were now below one brake line, and the split flex tube covering for protection was missing. Overall I was very dissatisfied with the quality and workmanship performed. Not what I had expected based on the cost, and previous experiences with your service department. I question how the work would have been done if it was the Technician's truck? Both Casey Salman and your Service Manager, Bruce Warzoha viewed the problems, and acknowledged and agreed with my concerns. They advised me to leave the truck, and everything would be corrected to my satisfaction on Wednesday.

On Wednesday, November 25th, Casey called at approximately 3:30 PM to advise the rework was completed and the driver was on the way to pick me up. Upon arriving at your dealership, I again inspected the work performed. It was an improvement, and somewhat acceptable, but not as good as the original brake lines. Bruce indicated there was no way to use continuous tubing, so the fittings were necessary. Bruce further advised that the brake line tubing was not available from GM and everything had to be formed and fitted. It is my opinion that GM does not offer the lines because the brake lines should have never failed, and lasted for the life of the vehicle. I plan to contact GM directly on this issue. I question if you can also contact General Motors to evaluate their quality, and if I would be entitled to some reimbursement for the expense? Bruce assured me that the installation was safe. The wires were also repositioned and new split flex covering installed for protection. My final cost was \$738.50, and I accepted the truck.

The conclusion, I should have been made aware of the work that would be performed using interconnecting fittings, but most importantly the Technician should have "done the job right the first time". Both Bruce and Casey were very courteous and made every effort to correct the problems to the best of their ability. I regret this incident did not ultimately meet my total satisfaction and trust future circumstances do not occur, thereby allowing me a continued positive relationship with Lou Bachrodt Chevrolet.

Very truly yours,





GMC

HUMMER®

November 2, 2005

State of Kentucky
Office of the Attorney General
Consumer Protection Division
Attention: Paul M. Wingate
Investigator
1024 Capital Center Drive
Suite 200
Frankfurt, KY 40601-8204

Customer: Mr. [REDACTED]
Reference number: 513
Service request: 1-361253581

Dear Investigator Wingate:

Thank you for your recent correspondence regarding Mr. [REDACTED] 2000 Chevrolet Silverado. We are sorry for any inconvenience he may have experienced.

At your request, we reviewed Mr. [REDACTED] case with our Central Office Staff. We find that he has contacted our Executive Offices. As a gesture to Mr. [REDACTED] General Motors has offered and he has accepted a reimbursement for his brake repair. This offer was made to Mr. [REDACTED] to reaffirm General Motors' commitment to customer loyalty and satisfaction. We believe every consideration was given to access all available information.

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We again apologize for any inconvenience Mr. [REDACTED] may have experienced.

If you have any further questions, please contact me at 1-800-231-1841 extension 58669 between 9:00 a.m. and 5:00 p.m. Eastern Time weekdays and I will be happy to assist you.

Sincerely,

<signature:farmerho>

Hollie Farmer
Customer Relationship Manager

LC0003-T/

General Motors Corporation
1426 Pacific Drive
Auburn Hills, MI 48326-1571

Hebron, KY

SEP 29 2005



**Gary Cowger
Divisional Vice President
General Motors Corporation
Renaissance Center
Detroit, MI 48265**

48265-0000



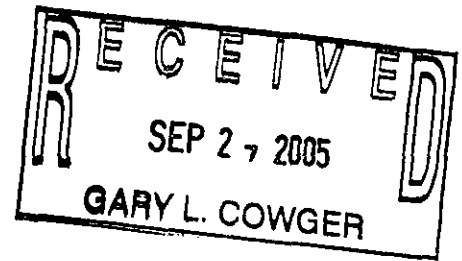
MEMORANDUM

1-361253581

Hebron, Kentucky

Phone:

Cell:



DATE: September 20, 2005

TO: Lawrence D, Burns, Divisional Vice President, General Motors
Gary Cowger, Divisional Vice President, General Motors
Robert A. Lutz, Divisional Vice Chairman, General Motors
Rick Wagoner, Chief Executive Officer, General Motors

FR:

RE: GM Product Quality

Gentlemen:

My purpose in corresponding with you is to alert you to a situation that cannot be tolerated. As a customer of General Motors since 1955, with a used Chevrolet, and since, having bought eight new Chevrolet vehicles, I have earned the right to complain. In addition, at a family reunion this past weekend, I counted 14 new General Motors vehicles, and 11 recent GM models (all purchased new). Of the 14 family members who didn't make it, nine other GM vehicles are owned. This information may not be important to you, but it serves to illustrate where our clan has acquired its transportation.

I currently own a 2000 Silverado PU with 78000 miles. I paid about \$31000 for the truck which had a sticker price of around \$33000. The vehicle was bought new from Ande Chevrolet in Indiana in August 2000. As I drove it home I noticed that the brakes didn't feel positive. I inquired of the service manager only to be told that modern brakes do not perform well in sudden stops. That didn't bother me because I don't do sudden stops, since I plan ahead when driving. At approximately 24000 miles, the brake rotors were found to be totally rusted, and were replaced at the Chevrolet dealer. In 2003, more work was done by the Chevrolet dealer due to rusted brake parts.

My Silverado is currently at Tom Gill Chevy where brake lines have been replaced. I was driving in heavy traffic, and when attempting to stop at a

MEMORANDUM

busy intersection, the truck would not stop when I applied the brakes. The hydraulic brake fluid had gushed out of leaks in the brake lines which were totally rusted. The repair costs are \$1500.

I have filed a complaint with the General Motors Customer Service Division, only to be told that they would not pay, or help to pay repair costs because, "it is a rust problem." I don't know that I have ever encountered such profound intelligence! The lady who handled my complaint remarked that she has never received a complaint about rusted brake lines. Did I buy a lemon, or does GM buy inferior parts from some remote manufacturer in a remote part of the manufacturing world?

No vehicle that I have ever owned, and that includes some junkers that I owned in my youth, have ever had rusted-out brake lines. I have lived in my current home for 30 years, and have driven my vehicles in summer and winter, have not driven off-road, and have never had brake problems due to rust. I have had brake repairs due to wear, but seldom before many miles. As a matter of fact, my two previous Chevrolet trucks, which I sold with approximately 75000 miles of use, had never had brakes repaired. I have always bragged about how easy I am on brakes.

In order to caution you against assuming that I am just another complaining "Joe six-pack," it is important to know that I am a retired professor of product design, manufacturing engineering and metallurgy, and have extensive experience in the metals manufacturing industry. I am aware of the need to properly treat ferrous metals to prevent rusting. The brake lines on my Silverado were not properly processed when manufactured. Moreover, for a minimum of expense to General Motors, they should have used, and should be using a stainless alloy in critical parts such as hydraulic brake lines. I was fortunate not to have an accident, but then, there are millions of drivers who are less cautious than I, who would have been in major trouble, if in my circumstances when my brakes failed.

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North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No. 900795971**50-937
213DATE
11/03/05

*****1,469 DOLLARS

****16 CENTS

AMOUNT
*****1,469.16PAY
TO THE
ORDER
OF

HEBRON KY

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900795971

PAYMENT
DATE 11/03/05VENDOR
DUNS NO BB 000000050

VENDOR NAME

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1GCEK19T0YE

11/02/05

VM 1-65DAOM

00.0000

1,469.16

.00

1,469.16

1-361253581.1-65DAOM

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL

1,469.16

.00

1,469.16

June 30, 2010

Mr. [REDACTED]
[REDACTED]
[REDACTED]
Hebron, KY [REDACTED]

Service Request: 1-361253581
Executive Office: Jessica Zilles

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$1,469.16. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact me at 313-667-7153 on Monday through Friday during the hours of 9:15am and 6:00pm, EST. 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.

Sincerely,

General Motors Corporation

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

Hebron, KY

OCT 03 2005



Robert A. Lutz
Divisional Vice President
General Motors Corporation
Renaissance Center
Detroit, MI 48265

48265-0000



MEMORANDUM

Hebron, Kentucky

Phone

Cell:

RECEIVED

SEP 27 2005

R. A. LUTZ

DATE: September 20, 2005

TO: Lawrence D, Burns, Divisional Vice President, General Motors
Gary Cowger, Divisional Vice President, General Motors
Robert A. Lutz, Divisional Vice Chairman, General Motors
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Hebron, KY

OCT 03 2005



Rick Wagoner
Chief Executive Officer
General Motors Corporation
Renaissance Center
Detroit, MI 48265



48265-0000



MEMORANDUM

RECEIVED

SEP 27 2005

G.R. WAGONER, JR.

[REDACTED]
Hebron, Kentucky

Pho [REDACTED]

Cell [REDACTED]

DATE: September 20, 2005

TO: Lawrence D, Burns, Divisional Vice President, General Motors
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Robert A. Lutz, Divisional Vice Chairman, General Motors
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FAX

To: Cynthia Burgos
Company:
Fax: 866-215-6750
Phone:

1-361253581: sending copy
for review.

From: Cynthia Burgos
Fax: 1-866-215-6750
Phone: 1-800-231-1841 ext 57612
E-mail: 1

NOTES:



COMMONWEALTH OF KENTUCKY
OFFICE OF THE ATTORNEY GENERAL

GREGORY D. STUMBO
ATTORNEY GENERAL

1024 CAPITAL CENTER DRIVE
SUITE 200
FRANKFORT, KY 40601-8204

October 12, 2005

General Motors
100 Renaissance
Detroit, MI 48625-3000

File No : 513
Consumer: [REDACTED]

Dear Sir/Madam:

Enclosed is a copy of a complaint filed with the Attorney General's Division of Consumer Protection.

The Division of Consumer Protection was established by statute, KRS 367.110 to 367.300, to protect and assist the consumer public and the ethical sellers of goods and services. The Division's consumer mediation service was established to resolve problems, complaints and misunderstandings between consumers and businesses without litigation.

This office requests that you contact the complainant in order to voluntarily arrive at a mutually agreeable settlement. If you are able to reach a settlement, please notify us in writing.

The majority of Kentucky businesses respond to the first complaint letter sent to them. Through your cooperation, we hope to eliminate the additional costs to Kentucky taxpayers caused by businesses that fail to respond. Please notify this office in writing within two weeks concerning your position in this matter. This will enable us to consider your position in determining if legal action under the Consumer Protection Act is justified.

It is important that you refer to **file number 513** in your response. If you have any questions, please contact the undersigned.

Sincerely,

GREGORY D. STUMBO
ATTORNEY GENERAL

A handwritten signature in dark ink, appearing to read "Paul M. Wingate".

Paul M. Wingate, Investigator
Consumer Protection Division
1024 Capital Center Drive
Frankfort, KY 40601-8204
(502) 696-5389

PMW/mb
Enclosure
10



AUTOMOTIVE COMPLAINT FORMGREGORY D. STUMBO
ATTORNEY GENERAL

REC'D ATTORNEY GENERAL

2005 OCT -3 A 10:58

RETURN TO:
Office of Attorney General
Consumer Protection Division
1024 Capital Center Drive
Frankfort, KY 40601
Hotline: 1-888-432-8257
www.ag.ky.gov/cp

TYPE OR PRINT NEATLY. SUBMIT TWO COPIES OF THE COMPLAINT AND TWO COPIES OF ANY DOCUMENTS SUBMITTED.

YOUR NAME

ADDRESS

CITY

STATE

ZIP CODE

COUNTY

HOME PHONE

COMPANY OR PERSON(S) YOUR COMPLAINT IS AGAINST GENERAL MOTORS CORPORATION
ADDRESS GM RENAISSANCE CENTER
CITY DETROIT STATE MICHIGAN ZIP CODE 48625-3000 FAX 313 665 0746
NAME AND TITLE OF PERSON WITH WHOM YOU DEALT JASON MURPHY CUSTOMER RELATIONSHIP MGR

Please fill in this section completely.

MAKE/MODEL OF VEHICLE CHEVROLET SILVERADO YEAR 2000 DATE PURCHASED JULY 11, 2001VEHICLE IDENTIFICATION NUMBER 1GCEK19T0YE VINVEHICLE WAS PURCHASED AS: ☒ NEW ☐ USED ☐ DEMO ☐ VEHICLE WAS LEASED

MILEAGE WHEN PURCHASED:

MILEAGE ON AUTO TODAY 79700TOTAL COST OF VEHICLE — \$ 33,415.00AMOUNT PAID DOWN — \$ 5000.00NAME OF WARRANTY G.M. BUMPER TO BUMPER 3 YRS / 36000 MILESTYPE OF WARRANTY: ☒ NEW CAR ☐ USED CAR ☐ EXTENDED ☐ AS ISDID YOU COMPLAIN TO THE DEALER OR MANUFACTURER? ☒ YES ☐ NO*IF YES, TO WHOM ASSISTANCE DECLINEDDATE 9/9/05 9/13/05 9/30/05HAVE YOU APPLIED FOR ARBITRATION YET? ☐ YES ☒ NO

*IF YES, WHAT DECISION WAS MADE?

WITH WHAT OTHER AGENCIES HAVE YOU FILED THIS COMPLAINT? NHTSA, GM MGMT, GM CUSTOMER RELATIONWHAT ACTION WAS TAKEN? NO RESPONSEHAVE YOU HIRED OR RETAINED A PRIVATE ATTORNEY? ☐ YES ☒ NOHAVE YOU STARTED COURT ACTION? ☐ YES ☒ NO IF YES, TYPE?

On September 7, 2005 as I was driving east on Donaldson Road, Boone County, approaching the intersection of Donaldson and Houston Road, I attempted to slow from 20 MPH to stop for a traffic light. When attempting to brake the vehicle, the brake pedal offered no resistance and the vehicle would not slow or stop. Fortunately, I was in the right lane, and two vehicles in front of me, turned right on Houston and therefore cleared the path for me to turn right also. I slowly made my way back to Hebron, Kentucky to an auto repair business where they diagnosed that all brake fluid had leaked out due to rusted brake lines. On September 8, I had the vehicle towed to Tom Gill Chevrolet, Florence, Kentucky where they estimated the repairs to be about \$500.00 and they instructed me to contact General Motors for assistance with the repair costs. They later revised the estimate to be \$1500.00.

I have contacted General Motors via phone calls, via on-line email response and via U.S. Mail. Thus far, they have refused any help or assumed any responsibility for faulty manufacturing. Their only response is to have concluded that it is a "rust problem." I have attached a report that I filed with the National Highway Transportation Safety Agency.

In order to be brief, I think it is important to point out that of approximately 20 vehicles that I have owned in the past 58 years, that I have never experienced rusted-through hydraulic brake lines. More than half of these owned vehicles were purchased new. I have lived in Northern Kentucky for 30 years, and have not changed my driving habits or manner in which I maintain my vehicles, so for General Motors to claim that the brake line rusting is a "rust problem," is probably correct. But, it is their rust problem. Brake lines are made of low carbon steel so they can be radially shaped. However, that low carbon steel needs to be treated to retard rust and corrosion. I generally keep vehicles for ten years and would not expect a five-year-old truck that I bought new to have the brakes fail due to loss of fluid through rusted hydraulic lines.

I was fortunate not to have had an accident due to poor quality equipment from General Motors. Had I been traveling on an interstate or other higher speed highway, a serious or fatal accident would likely have occurred. How many other General Motors vehicles are accidents "waiting to happen" because of faulty brake lines?

General Motors should pay for my repairs and recall all such vehicles as mine operating in the Commonwealth.

MEMORANDUM

[REDACTED]
Hebron, Kentucky

Phone: [REDACTED]

Cell: [REDACTED]

DATE: September 20, 2005

TO: Lawrence D. Burns, Divisional Vice President, General Motors
Gary Cowger, Divisional Vice President, General Motors
Robert A. Lutz, Divisional Vice Chairman, General Motors
Rick Wagoner, Chief Executive Officer, General Motors

FR: [REDACTED]

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&w&bPage



Office of Defects Investigation

VOQ Confirmation

Your Complaint Information is successfully submitted.

Your Confirmation number (ODI Number) is: 10136069

Your Complaint Information

Consumer Information

Name : Dr. [REDACTED]

Org. Name :

Address : [REDACTED]

City, State, Zip : Hebron, KY [REDACTED]
USA

Daytime Phone : [REDACTED]

Ext :

Evening Phone :

Fax :

Email : [REDACTED]

[top](#)

Complaint Information

Description : Brake lines (pipes) are rusted so severely that all fluid suddenly leaked out as I was driving in heavy traffic. The rusting condition must have originated when the vehicle was manufactured, as I reported brake problems to the dealer from whom I purchased the vehicle. After several complaints the dealer made major repairs in 2002 on the brakes due to rusted out components, but did not replace the hydraulic lines. The service manager exclaimed that he had never seen so much rust on brake systems. As a retired professor, having taught metallurgy and industrial materials, there are metal treatment procedures that must be followed when manufacturing piping for vehicle hydraulic systems. Obviously, General Motors used inferior parts and materials in brake systems. If they do not recall all vehicles with brake component rusting problems, many accidents will occur. The vehicle I am reporting is currently under repair and the cost estimates by the service department at Tom Gill Chevrolet in Florence, Kentucky are quoted at \$1500.00, or more. Brake lines should not rust out in five years. I have never had rusted out brakes lines on any of 14 vehicles I have owned. General Motors is responsible for the pending repair costs, and if past history is an indication, they will deny responsibility and blame the consumer one more time.

Incident Date : 9/7/2005

Fire : No

Num. Failures : 2

Property Damage : No

Num. Deaths :

Crash : No

Num. Injured :

Police Report : No

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&w&bPage

Referral Source : INTERNET[top](#)**Vehicle Information**

VIN :	1GCEK19T0YE [REDACTED]	Purchase Date :	7/12/2000
Manufacturer :	GENERAL MOTORS CORP.		
Year, Make and Model :	2000/CHEVROLET/SILVERADO	Original Owner :	Yes
# of Cylinders :	8	Trans. Type :	AUTOMATIC
Engine Size :	5.3L	VehicleDetails Usage :	LIGHT TRUCK
Cruise Control :	No	Antilock Brakes :	Yes
Current Mileage :	78000	Speed :	25
Failure Mileage :	78000	Powertrain :	4 WHEEL DRIVE
Body Style :	PICKUP TRUCK	Fuel System :	FUEL INJECTION
Fuel Type :	GAS	Vehicle Type :	TRUCK

Vehicle Component Information

Component 1:	SERVICE BRAKES, HYDRAULIC:POWER ASSIST:HYDRAULIC:HOSES, LINES/PIPING, AND FITTINGS	OEM:	Yes
---------------------	--	-------------	-----

Vehicle Dealer Information

Dealer :	1	Dealer Type :	SERVICE DEALER
Name :	Tom Gill		
Address :	Commerce Drive		
	Florence		
	KY		
Dealer Phone:	859 371 7566	Dealer Fax:	
Email:			

[top](#)

&u&

Ralph OBrien

From: <cac@chevrolet.com>
To: [REDACTED]
Sent: Tuesday, September 20, 2005 2:36 PM
Subject: RE: I am a current owner

Dear Mr. [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. I appreciate the time you have taken to write to me in regards to your 2000 Chevrolet Silverado.

I am very sorry to hear that your braking system has rusted of the length of your ownership, and I would like the opportunity to assist you. Since you have provided your telephone number and based on the nature of your concern, I will be following up this e-mail with a telephone call in an attempt to provide a timely resolution. If I fail to reach you, please contact me at 1-866-932-4368, extension 38193. I am available Saturday and Sunday from 11:00 a.m. to 9:45 p.m., Eastern Time and Monday through Tuesday from 1:30 p.m. to 12:15 a.m., Eastern Time.

Please note that I am not in the office Wednesday, Thursday, or Friday. If these hours are inconvenient for you, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020. Please as for immediate assistance. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

I have documented your concern with the Customer Assistance Center. Your request number is 1-363773834. Please refer to this number when contacting the Customer Assistance Center.

Thank you again for contacting Chevrolet. I look forward to talking with you soon!

Sincerely,

Jason Murphy
Customer Relationship Manager

9/29/2005

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit <https://www.mygmlink.com/main/US/en/gm/home?source=occalctr>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

#Subject=I am a current owner

-----Original Message-----

From: [REDACTED]

Sent: 9/20/05 12:18:27 PM

To: cac@chevrolet.com

Subject: I am a current owner

Name

Address

: Hebron, KY [REDACTED]

Daytime Phone Number [REDACTED]

ex.

Evening Phone Number [REDACTED]

ex.

Model : Silverado>

Year : 2000

Comments : Have owned nine new Chevrolets and have never had brake problemes until my 2000 Silverado. Brake

9/29/2005

systems have been rusty since it was in warrenty. Major work and replacement of rotorsat only 24K miles. I don/t live in area where salt is heavily used in winter. Now brake lines have rusted through and repair costs are \$1500. Ready to trade in wife's car, but am not confident that Chevy or other GM product will be reliable. GM obviously used inferior brake lines. They should never rust through. Must have been made in Bangladesh or Mexico. The fluid loss occurred in traffic, and that is most dangerous. GM should pay for the new brake lines. Only then will I have my confidence restored in GM decency.

Email Address : 



7830 COMMERCE DRIVE / FLORENCE, KY 41042
 PHONE: (859) 371-7566
 FAX: (859) 371-5110 www.tomgill.com



CS242842

74076



0101CTCS242842

CELL: 630-2336

CUSTOMER NO. 74076	ADVISOR MICHAEL RONNEBAUM 78460	TAB NO. 965	INVOICE DATE 09/21/05	INVOICE NO. CTCS242842
HEBRON, KY	LABOR RATE	LICENSE NO.	MI LEAGE 79,651	COLOR PEWTER/
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO 1500/2	VEHICLE I.D. NO. 1GCEK19T0YE	DELIVERY DATE	DELIVERY MILES
	R.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	09/08/05	REPRINT# 3

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A SS ENVIRONMENTAL CHARGE TOTAL - MISC 25.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$500.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$1500.00 (+TAX) ON 09/08/05 AT 04:42pm
 BY RALPH COMMENTS BRAKE LINE REPLACEMENT

TOW - IN
 ATTEMPTED TO CALL AT BOTH #'S
 LEFT MESS. AT HOME AND NO VOICE AVAIL. AT CELL
 090805 MR 1415
 TALKED TO RALPH HE OR'D \$1500.00 FOR ALL NEW BRAKE LINES
 CHEVY AWM DECLINED ASSISTANCE ON LINES 9/9, 1100AM
 JDS
 DAVE B IS WORKING ON NOW
 CALLED CUST 6PM DKN TO INFORM WH WILL BE DONE SOMETIME ON TUES 9/13
 CALLED RALPH DONE @ 1548 091305 MR. INFORMED WAS IN CONTACT WITH GM
 AND NOW AWAITING CALL TO US FROM GM ON RECOMMENDATIONS. 091305 MR
 1550
 CE SPOKE TO AREA REP. HE DECLINED REPAIR ASSISTANCE

TOTALS-----

 * CASH [] CHECK [X] CHARGE [] *
 * VISA [] MASTER CARD [] AMEX [] *
 * DISCOVER [] CPP [] *

 TOTAL LABOR.... 1210.25
 TOTAL PARTS.... 242.05
 TOTAL MISC.... 0.00
 TOTAL MISC CHG.... 25.00
 TOTAL MISC DISC.... 0.00
 TOTAL TAX..... 14.53

THANK YOU FOR YOUR BUSINESS

TOTAL INVOICE \$ 1491.83

OUR SERVICE TEAM'S GOAL IS FOR YOU, OUR CUSTOMER
 TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE
 NOT COMPLETELY SATISFIED PLEASE CONTACT ME AT 859/342-2805
 OR BY EMAIL AT JSHROUTINE-PULSETRAK.COM

JTM, SIGNOUT

Auto Glass

CUSTOMER SIGNATURE

344-0707
Kentucky

X

CUSTOMER SIGNATURE

CUSTOMER COPY

The Seller, TOM GILL CHEVROLET, hereby
 expressly disclaims all warranties, either
 expressed or implied, including any implied
 warranty of merchantability or fitness for a par-
 ticular purpose, and TOM GILL CHEVROLET
 neither assumes nor authorizes any other
 person to assume for it any liability in connec-
 tion with the sale of the item/items.
 THANK YOU FOR THIS OPPORTUNITY TO
 SERVE YOU. IT IS OUR AIM TO PERFORM
 ALL THE REPAIRS REQUESTED ON THIS
 ORDER TO YOUR COMPLETE
 SATISFACTION. IF OUR SERVICE WAS
 SATISFACTORY TELL YOUR FRIENDS, IF
 NOT, PLEASE TELL US IMMEDIATELY.

TOM GILL CHEVROLET
 7830 COMMERCE DRIVE
 FLORENCE, KY 41042
 859 371-7566

Sale

ID: 2732000472201
 09/28/05
 Batch #: 0366
 INVOICE NUMBER 242842

12:59:44

RHEX

6006

Exp: 10/06

Appr Code: 525035

Invoice#: 000000

Total:

\$ 1491.83

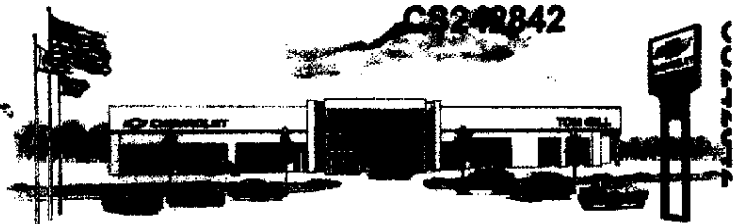
Customer Copy
 THANK YOU!
 COME AGAIN!

Thank You

[END OF INVOICE] 02:20pm



7830 COMMERCE DRIVE / FLORENCE, KY 41042
 PHONE: (859) 371-7566
 FAX: (859) 371-5110 www.tomgill.com



0101ICTCS242842

CELL: 630-2336

CUSTOMER NO. 74076	ADVISOR MICHAEL RONNEBAUM	78460	TAB NO. 965	INVOICE DATE 09/21/05	INVOICE NO. CTCS242842
HEBRON, KY	LABOR RATE	LICENSE NO.	MILEAGE 79,651	COLOR PEWTER/	STOCK NO.
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO 1500/2				DELIVERY DATE
	VEHICLE I.D. NO. 1GCEK19T0YE				DELIVERY MILES
	F.T.E. NO.	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS		09/08/05	REPRINT# 3

LABOR & PARTS

CUSTOMER STATES HE HAS NO BRAKES.
 PEDAL GOES TO FLOOR WITH LITTLE EFFORT
 CUSTOMER REQUEST OLD LINES.
 FOUND THE BRAKE LINES THAT RUN ALONG THE FRAME, GOING FROM
 THE ABS VALVE ASS. TO THE FRONT ARE BADLY RUSTED AND NOW
 HAVE HOLES RUSTED IN THEM. 2 LINES FROM THE B-CYLINDER TO
 THE ABS VALVE AND THE TWO LINES FROM THE FRONT WHEELS
 TO THE ABS VALVE WILL NEED TO BE REPLACED.
 FOUND EXCESSIVE AMOUNT OF RUST UNDER VEHICLE
 MORE THAN ON AVERAGE VEHICLE
 NEED TO SEPERATE BODY FROM FRAME TO RUN NEW BRAKE LINES
 APPROX. 6" REPLACED LINES FROM ABS MODULE TO BRAKE MODULE
 CUSTOM BEND AND DOUBLE FLARE NEW LINES.
 REMOVED RUSTY SECTIONS OF 4 LINES TO BRACE WELD ON FRAME
 RAIL. AND 1 LINE BRAKE LINE SPLITTER JUST BEFORE REAR AXLE

The Seller, TOM GILL CHEVROLET, hereby
 expressly disclaims all warranties, either
 expressed or implied, including any implied
 warranty of merchantability or fitness for a par-
 ticular purpose, and TOM GILL CHEVROLET
 neither assumes nor authorizes any other
 person to assume for it any liability in connec-
 tion with the sale of the item/items.
 THANK YOU FOR THIS OPPORTUNITY TO
 SERVE YOU. IT IS OUR AIM TO PERFORM
 ALL THE REPAIRS REQUESTED ON-THIS
 ORDERING YOUR COMPLETE
 SATISFACTION. IF OUR SERVICE WAS
 SATISFACTORY TELL YOUR FRIENDS, IF
 NOT, PLEASE TELL US IMMEDIATELY.

THANK YOU

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	3	460	LINE	8.25	24.75
JOB # 1	4	123400	FITTING	2.25	9.00
JOB # 1	1	451	LINE	6.75	6.75
JOB # 1	1	412	LINE	3.60	3.60
JOB # 1	3	12377967	FLUID 8.800	9.94	29.82
JOB # 1	2	8460	LINE	11.40	22.80
JOB # 1	3	123400	FITTING	3.96	11.88
JOB # 1	3	12377967	FLUID 8.800	9.23	27.69
JOB # 1	1	B1381299	HOSE	94.76	94.76
JOB # 1 TOTAL PARTS					231.05
JOB # 1 TOTAL LABOR & PARTS					1430.30

CUSTOMER REQUESTS LUBE, OIL & FILTER CHANGE
 NORMAL MAINTENANCE
 REPLACE OIL & FILTER, LUBE AS NEEDED
 PERFORM VEHICLE INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	PIOPNOIL	OIL CHANGE	11.00	11.00
JOB # 2	6	NPNS400	OIL	****	****
JOB # 2	1	NPINPRO	FILTER	****	****
JOB # 2 TOTAL PARTS					11.00
JOB # 2 TOTAL LABOR & PARTS					22.00

CUSTOMER REQUESTS VEHICLE WASHED 344-0707
 TOM GILL IS NOT RESPONSIBLE FOR DAMAGE CAUSED BY WASH
 WASH VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00

X

CUSTOMER SIGNATURE

CUSTOMER COPY

SERVICE HOURS

M - F 7:00 AM - 6:00 PM
 SAT. 8:00 AM - 3:00 PM

COLLISION CENTER HOURS

M - F 7:30 AM - 5:30 PM
 SAT. 8:00 AM - NOON

PARTS HOURS

M - F 7:00 AM - 6:00 PM
 SAT. 8:00 AM - 3:00 PM

PARTS DIRECT

859-371-2000



859-586-8999

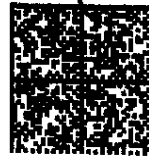
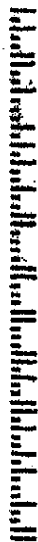
COMMONWEALTH OF KENTUCKY
OFFICE OF THE ATTORNEY GENERAL
1024 CAPITAL CENTER DRIVE, SUITE 200
FRANKFORT, KENTUCKY 40601-8204

CP JR
0100 040 D040 MXBO E251
203

085-000

General Motors
100 Renaissance
Detroit, MI 48625-3000

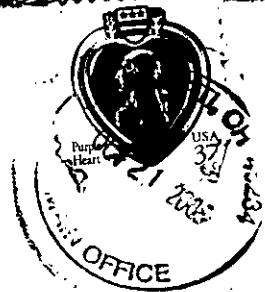
4824271114-99 C052



UNITED STATES POSTAGE
FITNEY BOWNE
02 1A
0004385915
\$00.830
OCT 12 2005
MAILED FROM ZIP CODE 40601

Hebron, KY

OCT 24 2005



General Motors Executive Office
P. O. 33170
Detroit, Michigan 48232-5170

Attn: Jessica Zilles

48232+3170-70 8031



MEMORANDUM

[REDACTED]
Hebron, Kentucky [REDACTED]

Phone: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

DATE: October 21, 2005

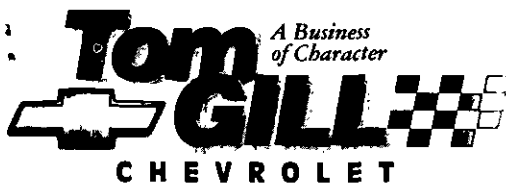
TO: Jessica Zilles

FR: [REDACTED]

RE: Chevrolet Silverado: Customer Assistance File 1-361253 581

Please find enclosed the repair invoice (paid-in-full - 09/28/05) to Tom Gill Chevrolet for brake lines replacement. Also enclosed is proof of ownership, as requested. Note that the cost of normal maintenance oil change (\$22.00) is not reimbursable.

Thank You
[REDACTED]



7830 COMMERCE DRIVE / FLORENCE, KY 41042
PHONE: (859) 371-7566
FAX: (859) 371-5110 www.tomgill.com

CS242842

CS242842

ORIGINAL

CELL: 630-2336

CUSTOMER NO. 74076	ADVISOR MICHAEL RONNEBAUM	TAG NO. 78460	965	INVOICE DATE 09/21/05	INVOICE NO. CTCS242842
HEBRON, KY	LABOR RATE	LICENSE NO.	MILEAGE 79,651	COLOR PEWTER/	STOCK NO.
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO 1500/2			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G C E K 1 9 T O Y E			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 09/08/05
BUSINESS PHONE		COMMENTS			

LABOR & PARTS
J# 1 06CVZ **BRAKES** TECH(S):80665 RD00 1199.25

CUSTOMER STATES HE HAS NO BRAKES.
PEDAL GOES TO FLOOR WITH LITTLE EFFORT
CUSTOMER REQUEST OLD LINES.
FOUND THE BRAKE LINES THAT RUN ALONG THE FRAME, GOING FROM THE ABS VALVE ASS. TO THE FRONT ARE BADLY RUSTED AND NOW HAVE HOLES RUSTED IN THEM. 2 LINES FROM THE M-CYLINDER TO THE ABS VALVE AND THE TWO LINES FROM THE FRONT WHEELS TO THE ABS VALVE WILL NEED TO BE REPLACED.
FOUND EXCESSIVE AMOUNT OF RUST UNDER VEHICLE MORE THAN ON AVERAGE VEHICLE
NEED TO SEPARATE BODY FROM FRAME TO RUN NEW BRAKE LINES APPROX. 6" REPLACED LINES FROM ABS MODULE TO BRAKE MODULE
CUSTOM BEND AND DOUBLE FLARE NEW LINES.
REMOVED RUSTY SECTIONS OF 4 LINES TO BRAKE MODULE ON FRAME RAIL. AND 1 LINE BRAKE LINE SPLITTER JUST BEFORE REAR AXLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	3	460	LINE	8.25	24.75
JOB # 1	4	123400	FITTING	2.25	9.00
JOB # 1	1	451	LINE	6.75	6.75
JOB # 1	1	412	LINE	3.60	3.60
JOB # 1	3	12377967	FLUID 8.800	9.94	29.82
JOB # 1	2	8460	LINE	11.40	22.80
JOB # 1	3	123400	FITTING	3.96	11.88
JOB # 1	3	12377967	FLUID 8.800	9.23	27.69
JOB # 1	1	BJ381299	HOSE	94.76	94.76
JOB # 1 TOTAL PARTS					231.05
JOB # 1 TOTAL LABOR & PARTS					1430.30

The Seller, TOM GILL CHEVROLET, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and TOM GILL CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item/items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

THANK YOU

SERVICE HOURS

M - F 7:00 AM - 6:00 PM
SAT. 8:00 AM - 3:00 PM

COLLISION CENTER HOURS

M - F 7:30 AM - 5:30 PM
SAT. 8:00 AM - NOON

PARTS HOURS

M - F 7:00 AM - 6:00 PM
SAT. 8:00 AM - 3:00 PM

PARTS DIRECT

859-371-2000

J# 2 01CVZZOIL OIL SERVICE TECH(S):80665 RD00 11.00

CUSTOMER REQUESTS LUBE, OIL & FILTER CHANGE
NORMAL MAINTENANCE
REPLACE OIL & FILTER, LUBE AS NEEDED
PERFORM VEHICLE INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	PKNPNOIL	OIL CHANGE	11.00	11.00
JOB # 2	6	NPN5W30	OIL	****	****
JOB # 2	1	NPNPRO	FILTER	****	****
JOB # 2 TOTAL PARTS					11.00
JOB # 2 TOTAL LABOR & PARTS					22.00

J# 3 01CVZZWASH WASH VEHICLE TECH(S):RD00 0.00

CUSTOMER REQUESTS VEHICLE WASHED
TOM GILL IS NOT RESPONSIBLE FOR DAMAGE CAUSED BY WASH
WASH VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS					0.00

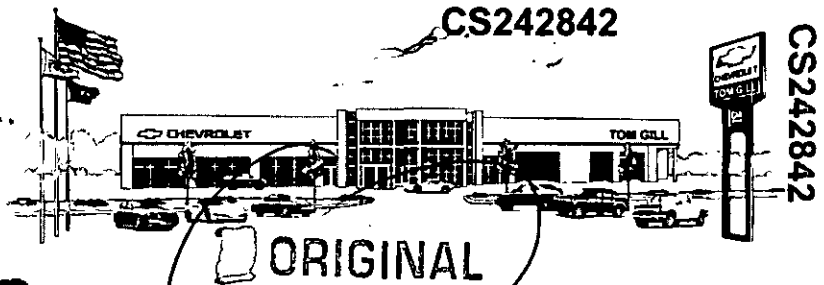
Smith's
TOWING AND RECOVERY
Light and Heavy Duty
859-586-8999

X

CUSTOMER SIGNATURE



7830 COMMERCE DRIVE / FLORENCE, KY 41042
PHONE: (859) 371-7566
FAX: (859) 371-5110 www.tomgill.com



CS242842

CS242842

01011CTCS242842

CELL: 630-2336

CUSTOMER NO. 74076	ADVISOR MICHAEL RONNEBAUM 78460	TAG NO. 965	INVOICE DATE 09/21/05	INVOICE NO. CTCS242842
HEBRON, KY	LABOR RATE	LICENSE NO.	MILEAGE 79,651	COLOR PEWTER/
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SILVERADO 1500/2			STOCK NO.
	VEHICLE I.D. NO. 1 G C E K 1 9 T O Y E			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
BUSINESS PHONE	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
COMMENTS		REPRINT# 3		

JOB # 3 TOTAL LABOR & PARTS 0.00
MISC - CODE - DESCRIPTION - CONTROL NO -
JOB # A SS ENVIRONMENTAL CHARGE TOTAL - MISC 25.00

ESTIMATE -
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$500.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1500.00 (+TAX) ON 09/08/05 AT 04:42pm
BY RALPH COMMENTS BRAKE LINE REPLACEMENT

COMMENTS -
TOW - IN
ATTEMPTED TO CALL AT BOTH #'S
LEFT MESS. AT HOME AND NO VOICE AVAIL. AT CELL
090805 MR 1415
TALKED TO RALPH HE OK'D \$1200-\$1500 FOR ALL NEW BRAKE LINES
CHEVY AVM DECLINED ASSISTANCE ON LINES 9/9, 1100AM
JDS
DAVE B IS WORKING ON NOW
CALLED CUST 6PM DKN TO INFORM VH WILL BE DONE SOMETIME ON TUES 9/13
CALLED RALPH DONE @ 1548 091305 MR. INFORMED WAS IN CONTACT WITH GM
AND NOW AWAITING CALL TO US FROM GM ON RECOMMENDATIONS. 091305 MR
1550
CE SPOKE TO AREA REP. HE DECLINED REPAIR ASSISTANCE

TOTALS -

* CASH [] CHECK [] CHARGE [] *
* VISA [] MASTER CARD [] AMEX [] *
* DISCOVER [] CPP [] *

TOTAL LABOR.... 1210.25
TOTAL PARTS.... 242.05
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 25.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 14.53

THANK YOU FOR YOUR BUSINESS

TOTAL INVOICE \$ 1491.83

OUR SERVICE TEAM'S GOAL IS FOR YOU, OUR CUSTOMER
TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE
NOT COMPLETELY SATISFIED PLEASE CONTACT ME AT 859/342-2805
OR BY EMAIL AT JSHROUT@E-PULSETRAK.COM
JIM SHROUT

CUSTOMER SIGNATURE

X

CUSTOMER SIGNATURE

CUSTOMER COPY

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THANK YOU

SERVICE HOURS

M - F 7:00 AM - 6:00 PM

SAT. 8:00 AM - 3:00 PM

COLLISION CENTER HOURS

M - F 7:30 AM - 5:30 PM

SAT. 8:00 AM - NOON

PARTS HOURS

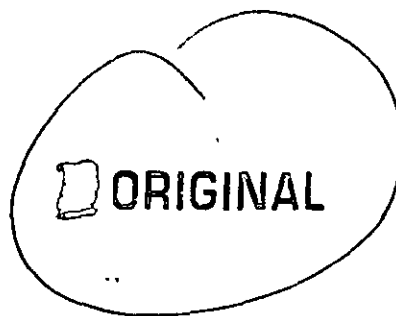
M - F 7:00 AM - 6:00 PM

SAT. 8:00 AM - 3:00 PM

PARTS DIRECT

859-371-2000





LL CHEVROLET
7830 COMMERCE DRIVE
FLORENCE, KY 41042
859 371-7566

Sale

ID: 27320000472201

09/28/05

12:59:44

Batch #: 0366

INVOICE NUMBER 242842

ANEX

6006

Exp: 10/08

Appr Code: 525095

Invoice#: 000008

Total:

\$ 1491.83

Customer Copy
THANK YOU!
COME AGAIN!

COMMONWEALTH OF KENTUCKY
TRANSPORTATION CABINET
CERTIFICATE OF TITLE

YEAR 00 MAKE CHEV MODEL NAME SILVERA VIN/VIN 1GCEK19T0YE TITLE TYPE ORIGINAL MODEL NO.
BODY TYPE COLOR NO. CYL ODOMETER MOTOR NO. WEIGHT 4705 PREV. TITLE NO./STATE
PK TAN 08 1301 BEAM CAPACITY HULL MATERIAL PROPULSION
KY NO. BOAT TYPE LENGTH
OWNER(S) NAME DATE OF ISSUE 09/08/00 FUEL USAGE TAX PAID 1690.67
HEBRON KY

REMARKS

BRAND(S)

FIRST LIENHOLDER

SECOND LIENHOLDER

FIFTH THIRD BANK
8100 BURLINGTON PIKE
FLORENCE
KY 41042

Notation No.	FIRST LIEN	County	Notation No.	SECOND LIEN	County
		BOON			
Filing Date	08-17-00		Filing Date		
Released By:			Released By:		
County Clerk's Use Only	Date		County Clerk's Use Only	Date	

I certify that the Department of Vehicle Regulation has exercised due diligence in examining an application for a certificate of title for the above-described vehicle and to the best of our knowledge and belief the applicant whose name appears above is the lawful owner of the apparently legitimate vehicle described herein.

Commissioner, Department of Vehicle Regulation

Ed Rogers (STATE SEAL)

CONTROL NO.

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

FIRST DEALER ASSIGNMENT

The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee):

D
E
A
L
E
R
O
N
L
Y

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

**** CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK****

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage. WARNING-ODOMETER DISCREPANCY

Odometer Reading (no tenths)

Transferor(s) Signature(s) (Seller) To be notarized Transferee(s) Signature(s) (Owner)
Transferor(s) Printed Name(s) (Seller) Transferee(s) Printed Name(s) (Owner)
Date of Transfer Seller Dealer No. Purchasing Dealer No.

Attesting Official Title

Subscribed and sworn before me this _____ day of _____ 20____ My commission expires _____ NOTARY PUBLIC

The undersigned owner hereby certifies that the vehicle described in this title has been transferred to the following (print name and address of transferee):

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

**** CAUTION READ CAREFULLY BEFORE YOU CHECK A BLOCK****

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage. WARNING-ODOMETER DISCREPANCY

Odometer Reading (no tenths)

Transferor(s) Signature(s) (Seller) To be notarized Transferee(s) Signature(s) (Owner)
Transferor(s) Printed Name(s) (Seller) Transferee(s) Printed Name(s) (Owner)
Date of Transfer Seller Dealer No. Purchasing Dealer No.

Attesting Official Title

Subscribed and sworn before me this _____ day of _____ 20____ My commission expires _____ NOTARY PUBLIC

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS, OR MUTILATIONS. MUST BE COMPLETED IN BLUE OR BLACK INK. FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE VEHICLE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE, OR PROVIDING FALSE STATEMENT, MAY RESULT IN FINES AND/OR IMPRISONMENT.

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

0350674 -C

COMMONWEALTH OF KENTUCKY
CERTIFICATE OF REGISTRATION

— Fee and Tax Receipt —

IF BLOCK IS MARKED
SEE REVERSE SIDE

PLATE NUMBER

CONTROL NO.

DECAL NO.

REGISTRATION TYPE

V0.1041

RENEWAL DECAL ONLY

EXPIRES

PREV. PLATE NO.

PREV. DECAL NO.

SPECIAL REGIST/LIMITED LOCATION

REGIST. WT.

05-31-06

03 4523JH

M014456

REGULAR REGIS.

6.000

VEHICLE TYPE

VEHICLE IDENTIFICATION

TRUCK

1GCEK19T0YE

VEH. YR.

B-STYLE

MAKE

TITLE NO.

00

PK

CHEV

OWNER(S) NAME(S), ADDRESS, SOC. SEC. NO.(S)

NOT VALID
FOR
TRANSFER
OF
OWNERSHIP

LESSEE/EMPLOYEE

HEBRON

KY

DATE OF ISSUE

CLERK I.D.

05-10-06

CLT

COUNTY CLERK:

COUNTY OF ISSUANCE:

MARILYN ROUSE
JUNE

KY TC 96-186 REV. 8/05 /05/20 13.53.03

USAGE TAX	REG FEE	TITLE FEE	AD VALOREM TAX
VALUE	STATE FEE	STATE FEE	ASSESSED VALUE
6% TAX	FEE	FEE	CURR. YR. TAX
TAX CREDIT	CLERK FEE	CLERK FEE	PREV. YRS. TAX
0.00	12.00	3.00	13.700
			174.13

AID

189.13

OWNER'S COPY

Feedback Directive Form ²⁰⁰⁹

Executive CRS	Aureliano Saucedo
Executive Requestor(s) Name	Eugene Groysman
Detroit Requestor:	Sheri Tickles
Special Instructions from Detroit:	Please contact Mr. Groysman to let him know that his escalation was received.

Closed Status:	Satisfied *Dissatisfied requires prior Detroit approval
Dissatisfied Approved By:	Sheri Tickles Willing to Buy GM Again?: Yes

Customer's Name	<div style="background-color: black; width: 150px; height: 20px;"></div>
------------------------	--

Service Request #	71-773736087	<p style="text-align: center;">Case Highlights</p> <p>Vehicle Concern: Customer state states brake line was worn and leaked all brake fluid causing brakes to fail -no accident or injury</p> <p>Dealer/ DVM/ FSE/ CAM opinion(s): Svc Mgr stated veh had been to dealer since 9/22/2003</p> <p>Final decision: No assistance due to age/mileage of vehicle Exec did offer to look into OLC but cust not interested</p>
Pre-existing File?	Yes 71-728271868	
Date Assigned	11/4/2009	
Email subject line	Items in Exec Email Queue - Please assign the ones marked with stars	
Date of Contact	11/5/2009	
Date Closed by agent	11/11/2009	
Year	2001	
Make	Chevrolet	

Model	Tahoe	Business Case/Rationale for the decision: Age andf high mileage -no accident Customer's feedback regarding the decision: Customer dissatisfied
Mileage	130,000	
Type of Goodwill:	n/a	
Goodwill Generated by?	Select Dealer or CARS	
Dealer Name Contacted:	Jack Cauley Chevrolet, Inc.	
DVM Name Involved:	n/a	

[REDACTED]
Darien, Connecticut
[REDACTED]

Fax Memo

Date: October 19, 2009

To: Erica Guerrero
General Motors

Fax: 866-834-3547

From: [REDACTED]

Pages: 5

Re: File #71-761622-192

Erica:

As requested, attached please find the following:

1. Brake line repair work summary and credit card receipt;
2. Proof of ownership (i.e. copy of title).

Thank you for making arrangements for the reimbursement in the amount of \$600.

Best Regards,
[REDACTED]

Make Friends With



The Little Place With The Big Deals!

1416 Post Road, Darien, CT 06820 • FAX (203) 655-9968

SALES
 (203) 655-2551

SERVICE
 (203) 655-8264

PARTS
 (203) 655-4991

CELL: 203-912-9081

CUSTOMER NO. 1784		ADVISOR ANDREW		TAG NO. 7141	INVOICE DATE 07/24/09	INVOICE NO. CTCS128645
[REDACTED]		LABOR RATE 115.00	LICENSE NO.	MILEAGE 77,851	COLOR PEWTER/	STOCK NO.
DARIEN, CT [REDACTED]		YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SUBURBAN 1500/4 D			DELIVERY DATE 06/17/00	DELIVERY MILES
		VEHICLE I.D. NO. 3 G N F K 1 6 T 3 Y G			SELLING DEALER NO. 0000	PRODUCTION DATE
		F.T.E. NO.	P.O. NO.	R.O. DATE 07/20/09	REPRINT# 1	
BUSINESS PHONE		COMMENTS				

MO: 77851

JOB# 1 CHARGES

LABOR
 J# 1 40CVZ BRAKES HOURS: TECH(S):9432 1800.00
 CHECK FOR ROTTED BRAKE LINES
 INSPECT BRAKE SYSTEM, ALL STEEL LINES ROTTED. REMOVE FUEL TANK
 REPLACE EVERY STEEL BRAKE LINE. BLEED BRAKES COMPLETE.
 ROAD TEST, OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	10		123400	FITTING	3.90	39.00
	10		123300	FITTING	3.95	39.50
	3		NK360	LINE	6.80	20.40
	10		NK460	LINE	7.98	79.80
	4		12377967	FLUID 8.800	8.71	34.84
	2		11588803	NUT 4.686	9.64	19.28
TOTAL - PARTS						232.82

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 DC DISCOUPONS
 TOTAL - MISC -5.00

JOB# 1 TOTALS

 LABOR 1800.00
 PARTS 232.82
 MISC -5.00

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 2027.82

LABOR
 J# 2+00CVZZ01 3000 MILE SERVICE HOURS: TECH(S):9432 20.00
 PERFORM 3000 MILE SERVICE
 CHANGE ENGINE OIL AND FILTER, INSPECT AND TOP
 OFF ALL FLUIDS, INSPECT AND SET TIRE PRESSURES
 PERFORM COMPLETE CHASSIS LUBRICATION(WERE REQUIRED)
 LUBE DOOR HINGES, AND RESET OIL LIFE MONITOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1		PK46		****	****
	1		88984215	FILTER 1.836	7.95	7.95
	6		5W30	OIL	2.25	13.50
TOTAL - PARTS						21.45

JOB# 2 TOTALS

 LABOR 20.00
 PARTS 21.45

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 41.45

 ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

SERVICE

 Monday - Friday
 7:00 am - 5:30 pm

Early Bird drop-off available

PARTS

 Monday - Friday
 8:00 am - 5:00 pm

SHOWROOM

 Monday - Thursday
 8:30 am - 7:00 pm

 Friday 8:30 am - 6:00 pm
 Saturday 9:00 am - 5:00 pm

LIMITED WARRANTY: We guarantee our service work on vehicles for 12 months or 12,000 miles, whichever comes first.

The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance by way of strict liability, negligence or otherwise.

Make Friends With



The Little Place With The Big Deals!

1416 Post Road, Darien, CT 06820 • FAX (203) 655-9968

SALES
(203) 655-2551SERVICE
(203) 655-8264PARTS
(203) 655-4991

CELL: 203-912-9081

CUSTOMER NO. 1784	ADVISOR ANDREW	TAG NO. 7141	INVOICE DATE 07/24/09	INVOICE NO. CTCS128645
[REDACTED] DARIEN, CT	LABOR RATE 115.00	LICENSE NO.	COLOR PEWTER/	STOCK NO.
	MILEAGE 77,851		DELIVERY DATE 06/17/00	DELIVERY MILES
	YEAR / MAKE / MODEL 00/CHEVROLET TRUCK/SUBURBAN 1500/4 D		SELLING DEALER NO. 0000	PRODUCTION DATE
	VEHICLE I.D. NO. 3 G N F K 1 6 T 3 Y G		R.O. DATE 07/20/09	REPRINT# 1
F.T.E. NO.		P.O. NO.		
BUSINESS PHONE		COMMENTS		

MO: 77851

TOTALS

PLEASE NOTE! YOU MAY RECEIVE A FOLLOW-UP SURVEY FROM GENERAL MOTORS. THIS SURVEY IS OUR REPORT CARD. IF FOR ANY REASON YOU CANNOT MARK "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER, JAVIER MOGOLLON AT 203-655-8264. THANK YOU FOR YOUR BUSINESS.

TOTAL LABOR....	1820.00
TOTAL PARTS....	254.27
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-5.00
TOTAL TAX.....	124.16

TOTAL INVOICE \$ 2193.43

CUSTOMER SIGNATURE

SERVICE

Monday - Friday
7:00 am - 5:30 pm
Early Bird drop-off available

PARTS

Monday - Friday
8:00 am - 5:00 pm

SHOWROOM

Monday - Thursday
8:30 am - 7:00 pm
Friday 8:30 am - 6:00 pm
Saturday 9:00 am - 5:00 pm



LIMITED WARRANTY: We guarantee our service work on vehicles for 12 months or 12,000 miles, whichever comes first.

The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance by way of strict liability, negligence or otherwise.

SALES DRAFT

H & L CHEVROLET, INC.
1416 POST RD
DARIEN, CT 06820
TERMINAL 1739560

2066205352
07/24/2009 16:46:57

AMEX
XXXXXXXXXX3015
INVOICE 50028 H02
AUTH. CODE 502100

SALE TOTAL \$2193.43

CUSTOMER COPY

ALL SALES FINAL

CERTIFICATE OF TITLE



STATE OF CONNECTICUT DEPARTMENT OF MOTOR VEHICLES



VEHICLE IDENTIFICATION NUMBER (VIN) 3GNFK1LT3YG [REDACTED] YEAR 2000 MAKE CHEV MODEL K15 BODY STYLE ST WAG CYL 08 NEW/USED NEW
TITLE NUMBER 025584606 DATE OF ISSUE 08/17/2000 PRIOR TITLE NUMBER PRIOR TITLE STATE PURCHASE DATE 06/17/2000 ODOMETER READING 000014

OWNER(S)

DARLEN

CT

DATE OF BIRTH: 12/30/1963

FIRST LIENHOLDER:

DATE OF LIEN:

SECOND LIENHOLDER:

DATE OF LIEN:

RELEASE OF LIENS

FIRST LIEN INTEREST IN DESCRIBED
VEHICLE IS HEREBY RELEASED

NAME

AUTHORIZED SIGNATURE

X

DATE RELEASED

SECOND LIEN INTEREST IN DESCRIBED
VEHICLE IS HEREBY RELEASED

NAME

AUTHORIZED SIGNATURE

X

DATE RELEASED



DARLEN

CT

VEHICLE IDENTIFICATION NUMBER (VIN)



TITLE NUMBER



The Commissioner of Motor Vehicles hereby certifies that an application for a certificate of title for the motor vehicle described herein has been duly filed, pursuant to the provisions of the laws of the State of Connecticut, and based on the statements of the applicant and the records on file with this agency. The applicant named is the owner of said vehicle. The Department of Motor Vehicles further certifies that the vehicle is subject to any security interests shown herein.

IN WITNESS WHEREOF,
I have affixed my hand.

Jose A. Salinas
COMMISSIONER OF MOTOR VEHICLES

VOID IF ALTERED

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK No. 902004797

50-93
213

DATE
10/23/09

*****600 DOLLARS

***00 CENTS

AMOUNT
*****600.00

PAY
TO THE
ORDER
OF

DARIEN CT

North American Operations
General Motors Corporation
Disbursement Account

Ben D. Albee
SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

ENDOR
UNS NO. BB 000000000

1

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 902004797

PAYMENT
DATE 10/23/09

ENDOR NAME

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
3GNFK16T3YG	10/22/09 71-761622192	VM-1-CPV620 1-CPV620	00.0000	600.00	.00	600.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				600.00	.00	600.00

June 30, 2010

[REDACTED]
[REDACTED]
Darien, CT [REDACTED]

Service Request: 71-761622192

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet Suburban, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$600.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

General Motors Executive Office

BBB AUTO LINE
Customer Claim Form

Case number: CHV0945284
Contact Date: 09/22/09
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Wheeling	State: WV	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address:	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Silverado	Year: 2003	Current mileage: 39048
Name(s) that appears on the vehicle title: Charles Ray			
Selling dealer/city/state: Bob Robinson Chev-Olds-Cad, Wheeling, WV			
Primary Servicing dealer/city/state: BOB ROBINSON CHEV-OLDS-CADI IN,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 12/31/02		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like the manufacturer to reimburse them a portion of the cost concerning the repairs completed on the vehicles brake line. The customer also stated that the brake lines should not rust completely out or through on a vehicle with such low mileage.
Chevrolet service request number: 71-754409907

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: CHV0945284

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Brake lines rusted out/ completely through-veh had no brakes		1		no
Brake pads replaced, brake line system replaced		1		no
Brakes wore out prematurely		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700**



Wheeling WV

WHEELING WV 260

19 OCT 2009 PM 1 L

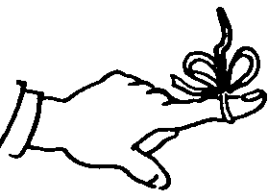


CHEVROLET
ATTN: GREG CAFFERATA
PO BOX 33170
DETROIT MI 48232-5170

SERVICE REQUEST
71-766650079

482325170





REMEMBER

10/19/09

TO: GREG CAFFERATA

RE: SERVICE REQUEST # 71- 766650079

ENCLOSED IS THE INFORMATION YOU REQUESTED.

WE WOULD LIKE TO "THANK YOU"
FOR ALL THE TIME & EFFORT YOU
DID TO HELP ~~RESOLVE~~ THIS PROBLEM!

SINCERELY,

WHEELING, WV

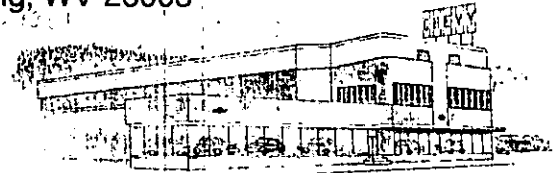
BOB ROBINSON CHEVROLET • CADILLAC, INC.

155 Robinson Drive at the Highland • Triadelphia, WV 26059

(304) 233-8003 • (304) 233-8004

ORIGINAL

Mailing Address: P.O. Box 6420, Wheeling, WV 26003



CUSTOMER NO. 27435	ADVISOR SHAWN MC	440	TAG NO. 980	INVOICE DATE 05/22/09	INVOICE NO. CTCS248724
	LABOR RATE		MILEAGE 37,280	COLOR BLACK/PEWTE	STOCK NO.
WHEELING, WV	YEAR / MAKE / MODEL 03/CHEVROLET TRUCK/SILVERADO/4WD EXT	DELIVERY DATE 12/31/02		DELIVERY MILES 15	
	VEHICLE I.D. NO. 2 G C E K 1 9 T 8 3 1	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/16/09		
BUSINESS PHONE	COMMENTS 2 VORTEC 5300				

LABOR & PARTS

J# 1 0867 BRAKE 1 0867 BRAKE INSPECTION UNITS 3 0867 TECH(S) 398 0867 632.54
CUSTOMER STATES THE BRAKE LINE ON TOP OF THE FRAME BROKE
CUSTOMER WOULD PREFER A NEW LINE FROM FRONT TO BACK.
REPLACE ALL STEEL LINES FROM REAR WHEELS TO ABS MODULATOR
FROM VALVE TO MASTER CYLINDER COMBO VALVE
REPLACE FRONT BLEEDERS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		21998439	PIPE 4.685	35.13	35.13
JOB # 1	1		15095955	PIPE 4.685	69.71	69.71
JOB # 1	1		12377967	FLUID 8.800	8.71	8.71
JOB # 1	1		4720	CLEANER	5.05	5.05
JOB # 1	4		15724652	NUT 8.963	3.93	15.72
JOB # 1	4		FITTING	COMPRESSI 21.000	9.98	39.92
JOB # 1	8		BRAKE	BRK LINE 00.000	7.49	59.92
JOB # 1	1		13908	BLEEDER	9.24	9.24
JOB # 1 TOTAL PARTS					243.40	
JOB # 1 TOTAL LABOR & PARTS					875.94	

COMMENTS
CALL

TOTALS

* NEXT RECOMMENDED SERVICE:

* 05/16/2009 / 37280 MI 10CTZ-036KMINI 36,000 MILE MINI

TOTAL LABOR....	632.54
TOTAL PARTS....	243.40
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	52.56

TOTAL INVOICE \$ 928.50

CUSTOMER SIGNATURE

- 15.00 Discount
913.50

Thank You!

SERVICE REQUEST # 71-766650079

**GENERAL MOTORS (DEALER) SERVICE REPLACEMENT
PARTS AND ACCESSORIES WARRANTY**

General Motors Corporation Warrants only to Dealer who will pay Dealer for repair or replacement of any defective or malfunctioning Part or Accessory as follows:

ORIGINAL

WARRANTY COVERAGE

Passenger Cars, Light and Medium Duty Trucks
(Except TopKick and Kodiak)

Dealer Installed — 12 months or 12,000 miles, whichever occurs first from date of installation.

Sold Over-the-Counter — 12 months from the date of sale by Dealer.

TopKick and Kodiak Medium Duty Trucks

All TopKick and Kodiak medium duty truck Parts and Accessories — 12 months from the date of sale or installation by Dealer.

WARRANTY DOES NOT COVER

- Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors;
- Parts and Accessories used in racing or other competition;
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss;
- Damage due to the lack of maintenance or use of wrong fuel oil or lubricants.
- On Over-the-Counter sales, labor reimbursement for removal of the malfunctioning Part or Accessory from the vehicle and reinstallation.

DEALER REPAIRS

The selling Dealer or any Dealer handling the vehicle line may perform the repairs or replacements covered under this warranty. These repairs or replacements are to be performed within a reasonable time following delivery of the malfunctioning Part or Accessory to the Dealer's place of business. The Dealer must obtain the purchaser's copy of the original sales slip on counter sales, or a copy of the repair order on Dealer installations, to validate date of purchase and vehicle mileage, as applicable.

OTHER TERMS

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND EXPRESS OR IMPLIED, INCLUDING (WITHOUT LIMITATION) ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO SUCH PARTS AND ACCESSORIES. THE PAYMENT FOR REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY. GENERAL MOTORS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, (FOR OTHER THAN INJURY TO THE PERSON RESULTING FROM BREACH OF THIS WRITTEN WARRANTY). GENERAL MOTORS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER OBLIGATION IN CONNECTION WITH SUCH PARTS OR ACCESSORIES.



Goodwrench

Limited Lifetime Service Guarantee

General Motors warrants to the original retail purchaser of a GM Goodwrench paid repair that the original installing GM Goodwrench Limited Lifetime Service Guarantee Dealer will repair or replace any ELIGIBLE PART(S) shown on the IDENTIFIED REPAIR ORDER that fails or wears out in normal use and service. In such cases, repair or replacement of the covered part(s) by the Dealer will be made with a new or remanufactured genuine GM part(s), free of charge to the original purchaser—General Motors will pay for replacement of the part, and the dealer will pay for the cost of labor. This warranty remains in effect for as long as the original purchaser owns the GM passenger car or light truck (Series 10-30) on which the part(s) was originally installed.

The following GM brands are eligible for the Limited Lifetime Service Guarantee: Chevrolet, Oldsmobile, Cadillac, Pontiac, Buick, GMC, and Hummer (H2 only).

If a genuine GM part is no longer available, General Motors reserves the right to refund the money originally paid by the purchaser for the covered part(s) and related labor.

The Original Purchaser's Obligations:

Return the vehicle to the original servicing GM Goodwrench Limited Lifetime Service Guarantee Dealer as identified on the repair order. There are three special circumstances that may render you unable to return to your original servicing dealer:

- A subsequent GM Goodwrench Limited Lifetime Service Guarantee parts failure occurs while you are temporarily more than 50 miles from your original servicing Dealer.
- Your original servicing Dealer is no longer in business.
- You have moved from your principal residence and are no longer within 50 miles of your original servicing Dealer.

If you experience any of these special circumstances and are unable to return to your original servicing Dealer call 1-800-GM USE US or log on to the "Find a Dealer" section of Goodwrench.com to find your closest GM Goodwrench Limited Lifetime Service Guarantee Dealer.

Provide the Dealer with this limited warranty and a copy of the original repair order, showing the Dealer had replaced the ELIGIBLE PART(S) at an earlier date.

The GM Goodwrench Limited Lifetime Service Guarantee is only available at participating dealers. Ask your dealer if this limited warranty applies to your repair.

This Warranty Does Not Cover:

- Failure caused by negligence, alteration, accident or use for which the part(s) was not designed or approved by General Motors.
- Parts repaired or replaced under any applicable new or used vehicle warranty.
- Parts used in commercial applications (e.g., police cars, taxis, daily rental car fleets and other for-hire vehicles), racing or other competition.
- Loss of time, inconvenience, loss of use of the vehicle or other economic loss.
- Damage due to the lack of maintenance or use of wrong fluids, refrigerant, fuel, oil or lubricants.
- Incomplete repairs performed at the customer's request, or repairs made with non-GM parts.

Other Terms:

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THESE PARTS IS LIMITED IN DURATION TO THAT OF THIS WRITTEN WARRANTY. THE REMEDY PROVIDED ABOVE IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY.

Some states do not allow any limitation on the duration of an implied warranty or the exclusion or limitation of incidental or consequential damages; the above limitations or exclusions may not therefore apply to you. This warranty provides specific legal rights; you may also have other rights depending on the state in which you reside.

Eligible GM Parts List:

- ☐ Air Conditioning Condensers
- ☐ Air Conditioning Compressors
- ☐ Air Conditioning Accumulators
- ☐ Fuel Pumps
- ☐ Integrated Wheel/Bearing Hub Assemblies
- ☐ Shock Absorbers/Struts
- ☐ Throttle Body Injectors
- ☐ Water Pumps
- ☐ New/Remanufactured Starter Motors
- ☐ New/Remanufactured Generators

If you have questions or concerns regarding the GM Goodwrench Limited Lifetime Service Guarantee, please first contact your dealer. If further assistance is required, you may contact:

GM Goodwrench
Limited Lifetime Service Guarantee
P.O. Box 441520
Detroit, MI 48244
1-866-215-6635

SALES DRAFT

BOB ROBINSON CHEVROLET
155 ROBINSON DRIVE
TRIADAPLHIA, WV 26059
TERMINAL 1115905

235171990999
05/23/2009 12:42:27

VISA
XXXXXXXXXXXX5706
AUTH. TRANS. ID. 089143602182802
INVOICE 248724 H02
AUTH. CODE 01673B

SALE TOTAL \$913.50

CUSTOMER COPY

COPY

MOTORBOAT / VEHICLE / PHYSICALLY DISABLED

REGISTRATION
STATE OF
WEST VIRGINIA

EXPIRATION DATE		
MONTH	DAY	YEAR
09	01	11

CLASS
A2

87

OHIO

RENEWAL

THE ACCOMPANYING BOAT OR PLATE NUMBER
ASSIGNED TO THE ADDRESSEE IS TO BE USED FOR
THE BOAT / VEHICLE DESCRIBED ON THIS CARD.

VEHICLE / BOAT
IDENTIFICATION NUMBER

2GCEK19T83

MAKE
BODY
CHEV
4C

YEAR
MODEL
2003

LENGTH /
WEIGHT
6400

TITLE NUMBER

01/15/03

WHEELING

WV

SIGN ON THE BACK

COPY

SERVICE REQUEST # 71-766650079

Feedback Directive Form ²⁰⁰⁹

Executive CRS	Greg Cafferata
Executive Requestor(s) Name	Brian Combs/ High-Profile Executives
Detroit Requestor:	Christine Stein
Special Instructions from Detroit:	none

Closed Status:	Satisfied *Dissatisfied requires prior Detroit approval
Dissatisfied Approved By:	Select Approver's Name Willing to Buy GM Again?: Select Yes or No

Customer's Name	<div style="background-color: black; width: 100px; height: 20px;"></div>
------------------------	--

Service Request #	71-766650079	<p style="text-align: center;">Case Highlights</p> <p>Vehicle Concern: Cust had a concern where the brake lines corroded.</p> <p>Dealer/ DVM/ FSE/ CAM opinion(s): FFOM adv the dle to reimburse the customer.</p> <p>Final decision: Dlr reimbursed the customer</p>
Pre-existing File?	Yes	
Date Assigned	10-12-09	
Email subject line	03 chev silverado truck	
Date of Contact	10-12-09	
Date Closed by agent	11-09-09	
Year	2003	
Make	Chevrolet	
Model	Malibu	

Mileage	38,350	Business Case/Rationale for the decision: Low Mileage and known concern with medium duty vehicles. Customer's feedback regarding the decision: Cust is satisfied.
Type of Goodwill:	Reimbursement	
Goodwill Generated by?	Dealer	
Dealer Name Contacted:	Bob Robinson Chevrolet-Cadillac, Inc.	
DVM Name Involved:	Carey Rentfrow	

June 30, 2010

[REDACTED]
[REDACTED]
Clay, NY [REDACTED]

Service Request: 1-211450178
Customer Relationship Manager: Rema Tennison

Dear Ms. [REDACTED]:

We sincerely regret that you experienced a concern with your 2001 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$468.89. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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

June 30, 2010

Mr. [REDACTED]

Magnolia, DE [REDACTED]

Service Request: 1-252943506

Customer Relationship Manager: Pauline Perez

Dear Mr. [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 Major Guard plan for your 1999 Chevrolet Silverado, Vehicle Identification Number 2GCEK19T2X1 [REDACTED] is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on 10/19/2004 and ending on 10/19/2008 and begins with 35,184 and ends with 83,184 odometer miles
- Standard rental
- A \$50.00 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,

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.

June 30, 2010

Mr. [REDACTED]

[REDACTED]
Port Aransas, TX [REDACTED]

Service Request: 1-281161170
Customer Relationship Manager: Nicholas Whitworth

Dear Mr. [REDACTED]:

We sincerely regret that you experienced a concern with your 2002 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$154.55. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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

June 30, 2010

Mr. [REDACTED]
[REDACTED]
Killeen, TX [REDACTED]

Service Request: 1-281161170
Customer Relationship Manager: Nicholas Whitworth

Dear Mr. [REDACTED]

We would like to discuss your request for assistance regarding your 2002 Chevrolet Silverado, 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 38364 on Monday through Friday during the hours of 5:00 a.m. to 1:30 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,

General Motors Corporation

June 30, 2010

Mr. [REDACTED]

[REDACTED]
Willoughby, OH [REDACTED]

Service Request: 1-305437707

Customer Relationship Manager: Dellanda Harrell

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$240.39. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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

June 30, 2010

[REDACTED]
Indian Neck, VA [REDACTED]

Service Request: 1-321271587
Customer Relationship Manager: Kevin Reloba

Dear Mr. [REDACTED]

We would like to discuss your request for assistance regarding your 2000 Chevrolet Silverado, 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 38157 on Monday through Friday during the hours of 8:00 a.m. to 3:15 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,

General Motors Corporation

June 30, 2010

[REDACTED]
[REDACTED]
Gun Barrel Cy, TX [REDACTED]

Service Request: 1-337166626
Customer Relationship Manager: Joohee Kim

Dear Ms. [REDACTED]:

We would like to discuss your request for assistance regarding your 1999 Chevrolet Silverado, 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 35214 on Monday through Friday during the hours of 1:30 p.m. and 10:00 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,

General Motors Corporation

June 30, 2010

[REDACTED]
[REDACTED]
Plymouth, MA [REDACTED]

Service Request: 1-352196203
Customer Relationship Manager: Elmar Stewart

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$501.60. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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

June 30, 2010

[REDACTED]

Sylvester, WV [REDACTED]

Service Request: 1-356518716

Customer Relationship Manager: Joe Aguirre

Dear Mr. [REDACTED]:

We would like to discuss your request for assistance regarding your 1999 Chevrolet Silverado, 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 35324 on Monday, Tuesday, Friday, and Saturday during the hours of 7:15 a.m. and 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,

General Motors Corporation

June 30, 2010

[REDACTED]
Jarrettsville, MD [REDACTED]

Service Request: 1-357337240
Customer Relationship Manager: Michelle Bishop

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2000 GMC Sierra, which resulted in an unexpected repair expense to you.

We value you as a GMC owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$213.32. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our GMC family. If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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

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GENERAL MOTORS PRODUCT RECALL CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected before September of 2005, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

**GENERAL MOTORS
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM**

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM
Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

June 30, 2010

[REDACTED]
[REDACTED]
Brockport, NY [REDACTED]

Service Request: 1-365206229
Customer Relationship Manager: Lezette Branch

Dear Dr. [REDACTED]:

We sincerely regret that you experienced a concern with your 2002 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$738.43. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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

June 30, 2010

[REDACTED]
[REDACTED]
Merritt Island, FL [REDACTED]

Service Request: 1-367254405
Customer Relationship Manager: Frank Ciceron

Dear Mrs. [REDACTED]

We sincerely regret that you experienced a concern with your 2002 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$200.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

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.

June 30, 2010

[REDACTED]
[REDACTED]
Vandergrift, PA [REDACTED]

Service Request: 1-376958425
Customer Relationship Manager: Jennifer Hoekstra

Dear Ms. [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2000 Chevrolet Silverado. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1GCEK19T1YE [REDACTED], enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through November 29, 2006, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2000 Chevrolet Silverado and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 1-800-950-2438. You may also begin your shopping by logging on to www.gmbuypower.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

General Motors Corporation

Issued by:
Chevrolet

Certificate No. 1GCEK19T1YE [REDACTED]

Issue Date: June 30, 2010

Issued exclusively for: [REDACTED]

Vandergrift, PA [REDACTED]

Valid through: November 29, 2006

Amount: One Thousand Five Hundred Dollars and Zero Cents
****\$1,500.00****

June 30, 2010

[REDACTED]
[REDACTED]
Medford, NJ [REDACTED]

Service Request: 1-389045434
Customer Relationship Manager: Jermaine Samuels

Dear Mr. [REDACTED]

We would like to discuss your request for assistance regarding your 1999 GMC Sierra, 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 1-866-790-5700 extension 20066 Monday through Friday during the hours of 10:00 a.m. until 6:45 p.m. Eastern Standard 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 GMC Customer Assistance Center at 1-800-462-8782 and any of our representatives will assist you.

Sincerely,

GMC Division
General Motors Corporation

June 30, 2010

[REDACTED]
[REDACTED]
Rialto, CA [REDACTED]

Service Request: 1-391524607
Customer Relationship Manager: Wendy Grassmann

Dear Mr. [REDACTED]:

We sincerely regret that you experienced a concern with your 2002 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$324.18. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

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

June 30, 2010

[REDACTED]
[REDACTED]
Smithsville, TN [REDACTED]

Service Request: 1-393269067
Customer Relationship Manager: Kimberly Collins

Dear Mr. [REDACTED]:

We would like to discuss your request for assistance regarding your 1999 Chevrolet Silverado, 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 866-942-4368 extension 47403 on Monday through Friday during the hours of 8:30am to 5:15pm CST. 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

June 30, 2010

[REDACTED]
[REDACTED]
Smithsville, TN [REDACTED]

Service Request: 1-393269067
Customer Relationship Manager: Kimberly Collins

Dear Mr. [REDACTED]

We would like to discuss your request for assistance regarding your 1999 Chevrolet Silverado, 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 866-942-4368 ext. 47403, Monday through Friday during the hours of 9:00 a.m. and 5:00 p.m., CST. 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

Issued by:
GMC

Certificate No. 1GTEK14T2YZ [REDACTED]

Issue Date: June 30, 2010

Issued exclusively for:

[REDACTED]
[REDACTED]
Cleveland, OH [REDACTED]

Valid through: March 28, 2007

Amount: One Thousand Five Hundred Dollars and Zero Cents
******\$1,500.00******

June 30, 2010

[REDACTED]
[REDACTED]
Cleveland, OH [REDACTED]

Service Request: 1-400377912
Customer Relationship Manager: Stephanie Leaman

Dear Mr. [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2000 GMC Sierra. Customer satisfaction is a top priority for us at GMC.

Confirming our conversation regarding your GMC, vehicle identification number, 1GTEK14T2YZ [REDACTED], enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through March 28, 2007, towards the purchase, SmartLease or SmartBuy of a new, unused GMC. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made GMC your choice when you purchased your 2000 GMC Sierra and trust you will give us the opportunity to retain you as a valued GMC customer. Should you have any questions regarding General Motors' products and current incentives, please call GMC Marketing Support at 1-800-950-2438. You may also begin your shopping by logging on to www.gmbuypower.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

GMC Division
General Motors Corporation

June 30, 2010

[REDACTED]
[REDACTED]
Randolph, NJ [REDACTED]

Service Request: 1-417013803
Customer Relationship Manager: Alejandro Salinas

Dear Mr. [REDACTED] :

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1999 Chevrolet Silverado. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1GCEK19T9XE[REDACTED], enclosed is the Owner Loyalty Certificate for the amount of \$1,000.00. This certificate is valid through June 28, 2007, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 1999 Chevrolet Silverado and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 1-800-222-1020. You may also begin your shopping by logging on to www.gmbuypower.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Division
General Motors Corporation

Issued by:
Chevrolet

Certificate No. 1GCEK19T9XE [REDACTED]

Issue Date: June 30, 2010

Issued exclusively for:

[REDACTED]
Randolph, NJ [REDACTED]

Valid through: June 28, 2007

Amount: One Thousand Dollars and Zero Cents
****\$1,000.00****

Issued by:
Chevrolet

Certificate No. 1GCGK29U91Z [REDACTED]

Issue Date: June 30, 2010

Issued exclusively for:

[REDACTED]
Jensen Beach, FL [REDACTED]

Valid through: July 4, 2007

Amount: Nine Hundred Zero Dollars and Zero Cents
****\$900.00****

June 30, 2010

[REDACTED]
Jensen Beach, FL [REDACTED]

Service Request: 1-417446527
Customer Relationship Specialist: Maureen Cousineau

Dear Mr. [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2001 Chevrolet Silverado. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1GCGK29U91Z [REDACTED] enclosed is the Owner Loyalty Certificate for the amount of \$900.00. This certificate is valid through July 4, 2007, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2001 Chevrolet Silverado and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 1-800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]
Blacksburg, VA [REDACTED]

Service Request: 1-417998748

Customer Relationship Manager: Bernard Glaser

Dear Mr. [REDACTED]

Thank you for contacting us recently regarding the recall notice you received for your 1999 GMC Sierra. We apologize for any inconvenience you have experienced as a result of this recall.

At GMC, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the front wheel speed sensors that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$130.00.

In order to assure completion of this recall, we are requesting that you contact your local dealership to set up an appointment to have your vehicle inspected.

At GMC, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have additional questions or concerns, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and anyone of our Customer Relationship Managers will be happy to assist you.

Sincerely,

GMC Division
General Motors Corporation

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

June 30, 2010

[REDACTED]
[REDACTED]
Ewing, NJ [REDACTED]

Service Request: 1-426786540
Customer Relationship Specialist: Alicia Milam

Dear Mr [REDACTED]:

We sincerely regret that you experienced a concern with your 1999 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$222.56. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

June 30, 2010

[REDACTED]
[REDACTED]
Germantown, KY [REDACTED]

Service Request: 1-434463932

Customer Relationship Specialist: Moises Bravo

Dear Mr. [REDACTED]:

We would like to discuss your request for assistance regarding your 2000 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]
Bedminster, NJ [REDACTED]

Service Request: 1-438797914
Customer Relationship Specialist: Jose Sardineta

Dear Mr. [REDACTED]

Thank you for contacting us recently regarding the recall notice you received for your 2000 GMC Sierra. We apologize for any inconvenience you have experienced as a result of this recall.

At GMC, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a recall notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the brake lines that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this recall.

At GMC, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

GMC Customer Assistance Center

June 30, 2010

[REDACTED]
[REDACTED]
Merritt Island, FL [REDACTED]

Service Request: 1-439942717
Customer Relationship Specialist: Danna Parker

Dear Mrs. [REDACTED]

We sincerely regret that you experienced a concern with your 2002 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$157.82. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

June 30, 2010

[REDACTED]
Bedford, KY [REDACTED]

Service Request: 71-433960512
Customer Relationship Specialist: Laura Candow

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2000 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$143.97. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

June 30, 2010

[REDACTED]

West Hempstead, NY [REDACTED]

Service Request: 71-473330138

Customer Relationship Specialist: Helen Tran-Franklin

Dear Ms. [REDACTED]

We sincerely regret that you experienced a concern with your 2000 GMC Sierra, which resulted in an unexpected repair expense to you.

We value you as a GMC owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$1,210.88. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our GMC family. If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

GMC Customer Assistance Center

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

June 30, 2010

[REDACTED]
[REDACTED]
Jewett City, CT [REDACTED]

Service Request: 71-476362549
Customer Relationship Specialist: Brian Rodgers

Dear Mr. [REDACTED]:

We sincerely regret that you experienced a concern with your 1999 Chevrolet Silverado Classic, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$378.15. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

June 30, 2010

[REDACTED]
Carthage, NC [REDACTED]

Service Request: 71-520649325

Customer Relationship Specialist: Kristen Saeckl

Dear Mr. [REDACTED]:

We would like to discuss your request for assistance regarding your 2000 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]

Midland, OH 45148-0171

Service Request: 71-532353631

Customer Relationship Specialist: Jeremy Bastow

Dear Ms. [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 2000 Chevrolet Silverado, Vehicle Identification Number 2GCEK19T0Y1 [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on July 19, 2007 and ending on July 19, 2008 and begins with 82,923 odometer miles and ends with 94,923 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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

June 30, 2010

[REDACTED]

Midland, OH [REDACTED]

Service Request: 71-532353631

Customer Relationship Specialist: Laura Davidson

Dear MS [REDACTED]

We would like to discuss your request for assistance regarding your 2000 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]
[REDACTED]
Redding, CT [REDACTED]

Service Request: 71-534652626

Customer Relationship Specialist: Harvey Green

Dear Mr. [REDACTED]

Thank you for your support of GMC. 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 2003 GMC Sierra, Vehicle Identification Number 1GDJK34UX3E [REDACTED], is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on July 20, 2007 and ending on July 20, 2008, and begins with 14,830 odometer miles and ends with 26,830 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 GMC customer.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

GMC Customer Assistance Center

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

June 30, 2010

[REDACTED]

White Plains, MD [REDACTED]

Service Request: 71-535251209

Customer Relationship Specialist: Adam Butler

Dear Mr. [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 2001 Chevrolet Silverado, Vehicle Identification Number 1GCHC24U01E[REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on July 17, 2007 and ending on July 17, 2008 and begins with 44,850 and ends with 68,850 odometer miles

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 service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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

June 30, 2010

[REDACTED]
[REDACTED]
Hudson, NH [REDACTED]

Service Request: 71-539227831
Customer Relationship Specialist: Adrian Baxter

Dear Mr. [REDACTED]

Enclosed is the GM Product Recall/Special Policy Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the front wheel speed sensor corrosion you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-204-0261 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

GMC Customer Assistance Center

GENERAL MOTORS PRODUCT RECALL CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this recall condition corrected before **February 2006**, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

**GENERAL MOTORS
PRODUCT RECALL CUSTOMER REIMBURSEMENT CLAIM FORM**

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM
Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

**General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170**

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

June 30, 2010

[REDACTED]
Queensbury, NY [REDACTED]

Service Request: 71-539689499
Customer Relationship Specialist: Renee Anderson

Dear Scott [REDACTED]:

We would like to discuss your request for assistance regarding your 2001 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]

Greeleyville, SC [REDACTED]

Service Request: 71-545862973

Customer Relationship Specialist: Bridgett Pynn

Dear Mae [REDACTED]

We would like to discuss your request for assistance regarding your 1999 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]

Greeleyville, SC [REDACTED]

Service Request: 71-545862973

Customer Relationship Specialist: Cindy Welling

Dear Mae [REDACTED]

We would like to discuss your request for assistance regarding your 1999 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]
[REDACTED]
Elverson, PA [REDACTED]

Service Request: 71-558995344

Customer Relationship Specialist: Laura Annett

Dear Bob [REDACTED]

We would like to discuss your request for assistance regarding your 1999 GMC Sierra, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,
Laura Annett
GMC Customer Assistance Center

June 30, 2010

[REDACTED]
[REDACTED]
[REDACTED]
Bensalem, PA [REDACTED]

Service Request: 71-563456520
Customer Relationship Specialist: Tranyce Williams

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2002 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]

Viola, DE [REDACTED]

Service Request: 71-570268930

Customer Relationship Specialist: Max Sterling

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 1999 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

June 30, 2010

[REDACTED]

Orchard Park, NY [REDACTED]

Service request: 71-580878870

Vehicle Identification Number: 3GKGK26GX1G231689

Customer Relationship Specialist: Fabiola Garcia

Dear Mr. [REDACTED]:

Thank you for allowing us the opportunity to review the product allegation involving your 2001 GMC Yukon XL.

After careful investigation of your case, none of the available data suggests that the product allegation has any merit. If you'd like to provide us with any additional evidence that you feel would further support your claim, please contact us again. However at this time, General Motors is unable to assume responsibility for.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

General Motors Corporation

PA0003
V05112006

June 30, 2010

[REDACTED]
[REDACTED]
Naples, FL [REDACTED]

Service Request: 71-603174829
Customer Relationship Specialist: Dawn Heuston

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2003 GMC Sierra, which resulted in an unexpected repair expense to you.

We value you as a GMC owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$651.19. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our GMC family. If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

GMC Customer Assistance Center

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

Issued by:

GMC

Certificate No. 2GTEK19T7X

Issue Date: June 30, 2010

Issued exclusively for:

Lakeland, FL

Valid through: March 12, 2009

Amount: One Thousand Dollars and Zero Cents

******\$1,000.00******

June 30, 2010

[REDACTED]
[REDACTED]
Lakeland, FL [REDACTED]

Service Request: 71-606993160
Customer Relationship Specialist: Anna Roman

Dear Mr. [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 1999 GMC Sierra. Customer satisfaction is a top priority for us at GMC.

Confirming our conversation regarding your GMC, vehicle identification number, 2GTEK19T7X1[REDACTED], enclosed is the Owner Loyalty Certificate for the amount of \$1,000.00. This certificate is valid through March 12, 2009, towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made GMC your choice when you purchased your 1999 GMC Sierra and trust you will give us the opportunity to retain you as a valued GMC customer. Should you have any questions regarding General Motors' products and current incentives, please call GMC Marketing Support at 1-888-988-7267. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

GMC Customer Assistance Center

June 30, 2010

[REDACTED]
[REDACTED]
Staten Island, NY [REDACTED]

Service Request: 71-617924827

Customer Relationship Specialist: Erika Browne

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2002 Chevrolet Silverado, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

July 11th, 2008

Joe Kidwell
Jack Burford Chevrolet, Inc.
819 Eastern BYP
Richmond, KY 40475-0450

Re: [REDACTED]
Siebel Request: 71-644153246
2000 Chevrolet Silverado
VIN # 2GCEK19TXY1 [REDACTED]

Dear Mr. Kidwell:

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle **within 24 hours**. The specific documents needed are:

- The repair order relating to the brake lines repair.

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Elizabeth Crossen
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11619
FAX# 866-874-5905

Privileged and Confidential Information

CASE ASSESSMENT

By: Elizabeth Crossen State: KY

Customer Name: [REDACTED]

Service Request:
71-644153246

BBB Case No.: CHV0844431

Vehicle ID No.:
2GCEK19TX1[REDACTED]

In Service
Date:
4/11/200

Vehicle is: Used

BAC Code:
unknown

Year, Make & Model: 2000 Chevrolet Silverado
Mileage at Time of BBB Filing 125,000

Vehicle Purchased Used on: 1/1/2008 at
odometer unknown

Lien holder: GMAC ☐ Other ☐: {Name}

Sale Type: Purchase ☒ Lease ☐ Other ☐ :
{Type}

DVM Name: Russell Neighbours

CAM Name: Aubrey Washington

Phone/Cell Number: 404082 8167 (node/mailbox)

Phone Number: 678-240-9832

Svc Mgr Name: Joe Kidwell

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.

X Break Lines

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/24/2008	42537	2	127,847	Customer States: Brake pedal is soft. Has a fluid leak in left front. Concern: Break pedal is soft. Has a fluid leak in left front. Repair: Checked to find break lines rusted and brittle and leaking fluid. Replaced 2 lines from master cylinder to ABS pump and from pump to LH-RH brakes. Bled system, rechecked vehicle, has good brake pedal now and no leaks seen.

X Parking Break

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/24/2008	42573	***	127,847	Customer States: Parking brake inoperative Concern: Parking brake inoperative Repair: Found emergency brake shoes worn out. Replaced brake shoes

X Seat Belt

<u>Date:</u>	<u>RO #:</u>	<u>Days</u>	<u>Mileage</u>	<u>Description of Complaint and Repair Performed:</u>
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<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/24/2008	42573	***	127,847	Customer States: RH rear seat belt inoperative Concern: RH rear seat belt inoperative Repair: replaced RH rear seat belt ASM

X Power Mirror

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/24/2008	42573	***	127,847	Customer States: Power mirror controls are inoperative Concern: power mirror controls inoperative Repair: Vehicle needs power mirror switch est \$115.00, customer declined at this time.

X Front Pads

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/24/2008	42573	***	127,847	Customer States: Vehicle needs front pads replaced Concern: front pads need to be replaced. Repair: replaced front pads and lubed calipers

X Rotors

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/24/2008	42573	***	127,847	Customer States: vehicle needs front and rear rotors replaced Concern: front and rear rotors Repair: replaced front and rear rotors

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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Has the vehicle ever been involved in a accident N

Did you confirm your answer with the customer? N (never made contact with customer)

What type of damage was sustained (example front end collision)

Are the RO's attached if the vehicle was in an accident N

Are there any Aftermarket Modifications to the Vehicle N

Have you confirm this with the customer N (never made contact with customer)

List:

X Other

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/24/2008	42537	****	127,847	Customer States: license plate bulbs and cornering bulbs are not working. Concern: license plate bulbs and cornering bulbs inoperative Repair: replaced 2 license plate lamp bulbs and 1 park lamp bulb
6/24/2008	42537	***	127,847	Customer States: transfer case problems. Concern: transfer case output shaft seal needs to be replaced Repair: Replaced transfer case output shaft seal

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: Unable to assist due to age/mileage of the vehicle.
Lemon Law Repurchase/Replacement: unable to assist due to age/mileage of the vehicle.
GM Program Summary Repairs/Reimbursement for past repairs: Unable to assist due to age/mileage of the vehicle.

THE STATE LEMON LAW READS:

Days out of service: 30 calendar days

Repairs 4

Time period 12 months / 12,000 miles

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs not specified

Safety-related time period not specified / not specified

Number of repair attempts in the presumption period:

1- transfer case
1- license plate and cornering bulbs
1- rotors
1- front pads
1- power mirror
1- seat belt
1- parking break
1- brake lines

Total days out of service during the presumption period:

0

Total days out of service during customer's ownership:

2

Vehicle Meets Presumption of Lemon Law	NO
--	----

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: One previous customer assistance case located. The customer called in seeking cost assistance for the brake line repair. No assistance was provided due to the age/mileage of the vehicle.

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

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

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: Reimbursement for repairs made.

DVM sts: No DVM involvement necessary due to age/mileage of vehicle

SVM sts: The problems were caused by the age/mileage of the vehicle

CRS Rationale: unable to assist due to the age/mileage of the vehicle. Case being closed because duplicate case created and that case is being worked since customer contact has been made. Please see SR 71-639928553.

CRS's opinion regarding the 3 main Strengths of the case

CRS's opinion regarding the 3 mains weaknesses of the Case

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

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.**

ADR File Checklist

SR Number: 71-644153246

BBB Case: CHV0844431

Customer: [REDACTED]

VIN: 2GCEK19TXY1 [REDACTED]

Make/Model/Year: Chevrolet/Silverado/2000

In Service: 4/11/200

Mileage: 125,000

Received Date: 7/11/2008

Day 15 Date: 7/25/2008

Goes Active:

Primary Concern: brake lines

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

Completion Date/Time: 7/14/2008 / 1:57 am

☒ **Dealer Svc Mgr**

Completion Date/Time: 7/11/2008 / 12:16 am

☐ **Dealer Finance Mgr**

Completion Date/Time: /

☒ **AVM**

Completion Date/Time: 7/11/2008 / 11:43 am

☒ **Repair Orders Requested:**

Received: 7/14/2008

☐ **Sales Documents:**

Received:

☐ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

Lemon Law Eligible:

Yes ☐

No ☒

Presumption:

Yes ☐

No ☒

☐ **GM Position – Customer / BBB Due Date (7-10 days):**

☐ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☒ **Closing Activities:**

Settlement

Completion Date/Time: 7/15/2008 / 3:14 pm

Executive Summary

Completion Date/Time: 7/15/2008 / 3:12 pm

Close Siebel

Completion Date/Time: 7/15/2008 /

DVM: Russell Neighbours

Node/Box: 404082 8167

Service Dealer: Jack Buford Chevrolet

Svc Mgr: Joe Kidwell

Selling Dealer: unknown

Contact: unknown

NOTES: Case is being closed because a duplicate file was created and the other one is where the customer was contacted. The above mentioned SR is 71-639928553

June 30, 2010

[REDACTED]

Medford, NJ [REDACTED]

Service Request: 71-647233860

Customer Relationship Specialist: Graham Anthony

Dear Mr. [REDACTED]

We sincerely regret that you experienced a concern with your 2003 Chevrolet Silverado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$1,281.51. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. 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 service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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.

June 30, 2010

[REDACTED]
Strongsville, OH [REDACTED]

Dear [REDACTED],

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2003 Chevrolet Silverado.

This offer is valid towards one service visit on VIN 2GCEC19V631[REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-720762536

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7410, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

June 30, 2010

[REDACTED]
[REDACTED]
Fort Pierce, FL [REDACTED]

Dear Ralph,

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-458-8006. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Cadillac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Cadillac.com or call us at 1-800-458-8006.

Sincerely,

Cadillac Customer Assistance Center
Service Request Number: 71-731679343

RECIPIENT
The sender has requested notification upon delivery.
Immediately upon receipt, please telephone:
NAME: _____
Tel. No.: _____

DuPont™ Tyvek®
Protect What's Inside.
Schedule package pickup right from your home or office at usps.com/pickup
Print postage online - Go to usps.com/postageonline
PLEASE PRESS FIRMLY

PLEASE PRESS FIRMLY



Mailing Envelope
For Domestic and International Use



U.S. POSTAGE
CINCINNATI, OH
SEP 24, 2007
\$15.20
00050110-00

PS-13C May 2007
© 2007 USPS

EXTREMELY URGENT

Please Rush To Addressee

When used internationally
affix customs declarations
(PS Form 2976, or 976A).

EXPRESS MAIL UNITED STATES POSTAL SERVICE® Post Office To Addressee	
ADDRESSEE COPY Last Name, First Name Signature _____ Title _____ Company _____ Address _____ City _____ State _____ Zip _____ Country _____	ADDRESSEE COPY Last Name, First Name Signature _____ Title _____ Company _____ Address _____ City _____ State _____ Zip _____ Country _____
ORIGINATOR/POSTAL SERVICE USE ONLY ZIP Code: 43229 Day of Delivery: 15.20 Scheduled Time of Delivery: 7:24 AM Month: 9 Day: 24 Year: 2007 Weight: 3.15 lbs Dimensions: 12 x 12 x 12 Postage: \$15.20 Insurance Fee: \$1.00 Signature: [Redacted] City, OH [Redacted]	CUSTOMER USE ONLY NO DELIVERY: <input type="checkbox"/> DELIVERY: <input checked="" type="checkbox"/> Signature: _____ Title: _____ Company: _____ Address: _____ City: _____ State: _____ Zip: _____ Country: _____



Cradle to Cradle Certification is awarded to products that pursue an innovative vision of ecologically-intelligent design that eliminates the concept of waste. This USPS® packaging has been certified for its material content, recyclability, and manufacturing characteristics.

Visit us at usps.com

Cinti, OH [Redacted]

Chevrolet
PO Box 33170
Detroit, MI 48232-5170



Register complaints against:

- 1) GM Chevrolet – Design/manufacture of faulty brake lines**
- 2) Columbia Chevrolet – Poor Workmanship/Blatant fraudulence resulting in the release of a vehicle that was unsafe.**

I own a 2002 Chevrolet Silverado 2500HD with the towing package (mileage 49,803). On August 15 2009, while driving to Columbus, Ohio with a horse trailer, the traffic slowed to 15 mph and then stopped. When I applied the brakes, the pedal went to the floor with no response. To avoid colliding with the cars in front of me, I down shifted the truck and then used the horse trailer's electric brakes to stop the entire rig. I immediately called 911 and requested police assistance to exit I-71.

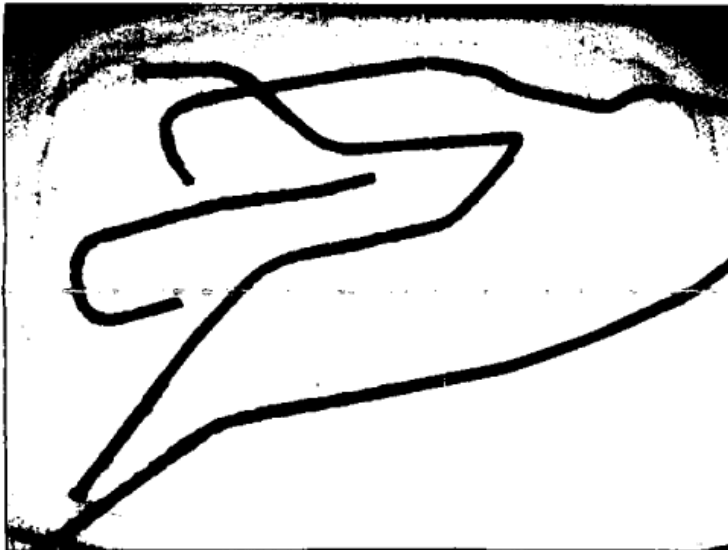
The police called AAA for a tow truck. The driver inspected the brake lines and stated that one of the brake lines had failed. The truck was taken to Columbia Chevrolet at 9750 Montgomery Rd, Cincinnati Ohio 45242.

GM Chevrolet**Design/manufacture of faulty brake lines with no recall to correct problem.**

The Columbia Chevrolet Invoice, dated 08/18/09, defined the problem as follows:

BRAKE LINE BROKEN
INSPECTED VEHICLE AND FOUND FRONT BRAKE LINE RUSTED THRU.
RECOMMEND REPLACED ALL BRAKE LINES DUE TO CONDITION.
REPLACED FRONT AND REAR BRAKE LINES.

A portion of the removed break lines are presented below:



GM Chevrolet put my life, my horses' lives, and all the people around me, at risk due to faulty brake line design/manufacturing. Owners of Chevrolet trucks report similar problems, resulting in personal injuries and property damage. Consumer Affairs, All World Auto, and National Highway Traffic Safety Administration, all report complaints concerning premature rusting of brake lines. A

2002 truck with less than 50,000 miles, regularly used, and well maintained should not have completely corroded brake lines. This is inexcusable alloy and/or design that Chevrolet should have recalled or at the very least informed their customers of the potential risk.

Columbia Chevrolet

Poor workmanship/ Blatant Fraudulence resulting in the release of a known unsafe vehicle

When picking up the truck on August 1 2009, I found the brake pedal extremely soft; the pedal traveling almost to the floor before braking. Since the pedal action was so different from what I had prior to the brake line failure, I returned the truck to Columbia Chevrolet requesting they investigate the problem. On picking it up the following day, the Service Manager stated that the truck's pedal action was completely normal and the lines had been bled several times now, spending numerous hours over what they had billed me for the job. When I insisted that I was still uncomfortable with the end result, considering the load that I haul with the truck, he assured me again it was "normal" and I must not remember how the pedal felt before, and I should take my truck to another repair shop if I felt there were remaining issues. They informed me there was nothing more they could do and ensured me the truck was fixed and I would have no problem hauling a nine thousand pound trailer.

On August 24 2009, I took my truck to Monro Muffler/Brakes & Service (5900 Mulhauser Rd. West Chester, OH 45069) for their assessment of the brake pedal problem. The invoice #17608, dated 08/24/09, defined the problem as follows:

LF BRAKE BLEEDER SCREW ROUNDED OFF, UNABLE TO BREAK FREE
RF BLEEDER SCREW BROKEN. SUGGESTED REPLACEMENT FOR OPTIMUM
BLEEDING PROCEDURE
LR, RR BRAKE BLEEDER SCREWS IN CALIPERS WERE STRIPPED AND
ROUNDED, WOULD HAVE NOT REMOVED WITHOUT EXCESSIVE FORCE.

Pictures of the removed Calipers with the damaged bleed screws by Columbia Chevrolet



Columbia Chevrolet damaged all four bleeder screws in their ATTEMPT to bleed the brake lines. Their dishonesty regarding the "normal" brake action was confirmed by the mechanics at Monro; when replacing the destroyed screws and therefore the calipers, substantial air escaped from the lines and the pedal action was restored. Columbia Chevrolet's failure to correctly bleed the brake lines and their attempt to conceal their poor workmanship resulted in very poor braking and put my life at risk.

Please contact me by October 1, 2009 via email: [REDACTED]
to resolve these horrific oversights.

Sincerely,
[REDACTED]



COLUMBIA CHEVROLET

9750 MONTGOMERY RD. (513) 881-7200
CINCINNATI, OHIO 45242



The sales, COLUMBIA CHEVROLET CORP., hereby
expressly disclaims all warranties, either express or
implied, including any implied warranty of merchant-
ability or fitness for a particular purpose, and
COLUMBIA CHEVROLET CORP. neither assumes
nor authorizes any other person to assume for
it any liability in connection with the sale.

CUSTOMER NO. 23907	ADVISOR LEE HUTSON	TAG NO. 415	INVOICE DATE 08/18/09	INVOICE NO. CVCS90157
	LABOR RATE	LICENSE NO.	49,803	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/SILVERADO 2500/	DELIVERY DATE		DELIVERY MILES
	VEHICLE ID NO. 1GCHK24U82E	SELLING DEALER NO.		PRODUCTION DATE
	P.T.E. NO.	P.O.	R.O. DATE 08/17/09	
RESIDENCE PHONE	CUSTOMER SIGNATURE X			

LABOR & PARTS

BRAKE LINE BROKEN
INSPECTED VEHICLE AND FOUND FRONT BRAKE LINE RUSTED THRU.
RECOMMEND REPLACED ALL BRAKE LINES DUE TO CONDITION.
REPLACED FRONT AND REAR BRAKE LINES.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
DOB # 1	9	953314	BRAKE LIN	8.00	72.00
DOB # 1	7	953314	FITTING	4.25	29.75
DOB # 1	3	12377967	FLUID 8.800	8.28	24.84
JOB # 1 TOTAL PARTS					126.59
JOB # 1 TOTAL LABOR & PARTS					687.59

TOTALS

WELCOME TO THE ALL NEW COLUMBIA CHEVROLET!!!!!!
WE SINCERELY HOPE YOUR SERVICE VISIT WAS A PLEASANT ONE.
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIED FOR CUSTOMER PAID REPAIRS
WE APPRECIATE YOUR PATRONAGE. THANKS FROM ALL OF US AT
COLUMBIA CHEVROLET.

TOTAL LABOR....	561.00
TOTAL PARTS....	126.59
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	44.70

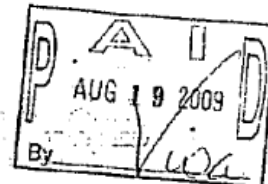
YOU MAY RECEIVE A SURVEY FROM CHEVROLET MOTOR DIVISION.
IF YOU CAN'T ANSWER COMPLETELY SATISFIED, PLEASE CALL.

TOTAL INVOICE \$ 732.29

HOURS: MONDAY-FRIDAY 7:30 A.M. TO 6:00 P.M.
SATURDAY 8:00 A.M. TO NOON.

PAID BY: CASH () CHECK () VISA () M.C. () DISC. ()
AMER. EXPRESS ()

CUSTOMER SIGNATURE



COPY



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STEERING • SUSPENSION • ALIGNMENTS
OIL CHANGES • SCHEDULED MAINTENANCE

3849354233

WEST CHESTER, OH

CINCINNATI, OH

HOME:

WORK:

PO #:

MANAGER: TODD L AYOTTE
TECHNICIAN: BRANDON J GEORGE

SERVICES REQUESTED:
BRAKE PEDAL KUSHY

8/24/09

10:02

PAGE 1

ESTIMATE #: 24996

YEAR: 02 MAKE: CHEVROLET MODEL: SILVERADO

LICENSE #: 1 COLOR: 1

STATE: OH MILEAGE IN: 1 CUT: 2

VIN: 1

WHILE WE WERE WORKING WE NOTICED:



BRAKES

1	EA	* S	BRAKE ANALYSIS	60	0.00	0.00	0.00	0.00
					Total Overall Brakes		0.00	0.00
2	OUTLADDA	* S	FRP4730 REMAN CALIP F	40	144.99	144.99	49.50	388.98
LF BRAKE BLEEDER SCREW ROUNDED OFF, UNABLE TO BREAK FREE, RF BLEEDER SCREW BROKEN. SUGGESTED REPLACEMENT FOR OPTIMUM BLEEDING PROCEDURE								
					Total Front Brakes		388.98	
1	PD785	S	THERMOQUIET BRAKEPA B	20	132.99	132.99	0.00	132.99
REAR BRAKE PADS WERE CRACKING BADLY AND DE-LAMINATED, SUGGESTED REPLACEMENT FOR OPTIMUM BRAKING AND LONGER LIFE OF BRAKING SYSTEM.								
1	PD785	S	Discount On PD785 B	20	0.00	-83.00	0.00	-83.00
1	FRP4728	S	REMAN CALIPER LB	40	219.78	159.99	99.00	268.99
LB, RF BRAKE BLEEDER SCREWS IN CALIPERS WERE STRIPPED AND ROUNDED, WOULD HAVE NOT REMOVED WITHOUT EXCESSIVE FORCE.								
					Total Rear Brakes		318.98	
					Total BRAKES		707.96	

SERVICE

1	MEMO	* S	COMMENTS	60	0.00	0.00	0.00	0.00
CUSTOMER DROPPED VEHICLE OFF OVER NIGHT, CONCERNED WITH SOFT BRAKE PEDAL AND REQUESTED OVERALL INSPECTION.								
1	MEMO	* S	COMMENTS	60	0.00	0.00	0.00	0.00
FOUND RF CV AXLE HALF SHAFT OUTER BOOT SMALL HOLE AND SEEPING GREASE. SUGGESTED RE-BOOT OF OUTER CV JOINT OR REPLACEMENT OF AXLE.								
1	MEMO	* S	COMMENTS	60	0.00	0.00	0.00	0.00
VEHICLE HAS 50K MILES, DUE FOR TRANSMISSION SERVICE AND FLUID IS DIRTY.								
1	MEMO	* S	COMMENTS	60	0.00	0.00	0.00	0.00
SUGGESTED FLUSHING OF FRONT DIFFERENTIAL, TRANSFER CASE, AND REAR DIFF AS PREVENTATIVE MAINTENANCE PER FLUID CONDITION AND AGE, 7 YEARS OLD.								

Customer Signature _____

SEE REVERSE SIDE FOR DIAGNOSIS
AND WARRANTY CODES, AND
AUTHORIZATION INFORMATION

SHOP 0849

THIS IS AN ESTIMATE, NOT AN INVOICE DO NOT MAKE ANY PAYMENT FROM THIS PAPERWORK!

COPY

June 30, 2010

[REDACTED]
[REDACTED]
St Petersburg, FL [REDACTED]

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your vehicle. Customer satisfaction is a top priority for us.

Enclosed is the Owner Loyalty Certificate valid towards the purchase, SmartLease or SmartBuy of a new, unused General Motors vehicle. With such a wide selection of vehicles to choose from (Buick, Cadillac, Chevrolet, GMC, HUMMER, Pontiac, Saab, Saturn), we are sure you will find a vehicle that's right for you.

To ensure that you have the opportunity to obtain the best value possible, this certificate may be used in addition to any other retail purchase incentive programs available at the time you purchase your new vehicle. We hope you will take advantage of this special incentive offer. Simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

We are proud you made Chevrolet your choice when you purchased your 2003 Tahoe and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting gm.com or any of our divisional websites.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-773580948

Issued by:
Chevrolet

Certificate No. 1GNEK13TX3R [REDACTED]

Issue Date: June 30, 2010

Issued exclusively for: [REDACTED]

St Petersburg, FL [REDACTED]

Valid through: November 6, 2010

Amount: Two Thousand Dollars and Zero Cents
****\$2,000.00****

June 30, 2010

[REDACTED]
Margate, FL [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2002 Chevrolet Silverado.

This offer is valid towards one service visit on VIN 2GCEC19TX21[REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

General Motors Executive Office
Service Request 71-780467735

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.