

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
Feedback Directive Form ²⁰⁰⁹**

Executive CRS	Sharon Turknett
Executive Requestor(s) Name	Libby Tomasko
Detroit Requestor:	Christine Stein
Special Instructions from Detroit:	F/U with me when have updates

Closed Status:	Dissatisfied *Dissatisfied requires prior Detroit approval
Dissatisfied Approved By:	Christine Stein Willing to Buy GM Again?: Select Yes or No

Customer's Name	<div style="background-color: black; width: 100px; height: 20px;"></div>
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Service Request #	71-859763801	<p style="text-align: center;">Case Highlights</p> <p>Vehicle Concern: Vehicle is 2003 and has had to have all the brake lines replaced because of rust that cause a line to blow out.</p> <p>Dealer/ DVM/ FSE/ CAM opinion(s): Dealer feels the concern is from Age,time and salt water and that this would not be covered by warranty. the brake lines are gone and just not sure we can do anything on this. with not know how long far the rust damage has gone and what will happen when we start working on it and cost. Thats good do not have a problem with giving OLC to customer</p>
Pre-existing File?	71-859763801	
Date Assigned	8-17-10	
Email subject line	vehicle complaint, from Libby, cust Randy Bayn	
Date of Contact	8-17-10	
Date Closed by agent	9-3-10	
Year	2003	
Make	GMC	
Model		

	Yukon Denali	<p>Final decision: GM will not be able to assist on repair cost but did offer \$1500 OLC to customer</p> <p>Business Case/Rationale for the decision: vehicle is 8 years old and has been in area with snow for a time and then in FL with salt water condition for the last 7 years</p> <p>Customer's feedback regarding the decision: CUST not happy that GM will not Assist with the repairs.</p>
Mileage	74,000	
Type of Goodwill:	\$1500 OLC	
Goodwill Generated by?	CARS	
Dealer Name Contacted:	Cox Chevrolet	
DVM Name Involved:	Robert Kreefer	

Issued by:

GMC

Certificate No. 1GKEK63U03J

Issue Date: August 11, 2011

Issued exclusively for:

**[REDACTED]
Ellenton, FL [REDACTED]**

Valid through: October 21, 2011

Amount: One Thousand Five Hundred Dollars and Zero Cents

******\$1,500.00******

August 11, 2011

[REDACTED]
Ellenton, 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 Chevrolet, Buick, GMC, or Cadillac vehicle. With such a wide selection of vehicles to choose from, 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 GMC your choice when you purchased your 2003 Yukon Denali and trust you will give us the opportunity to retain you as a valued GMC customer. Should you have any questions regarding GMC products and current incentives, please call our Marketing Support department at 1-888-988-7267. You may also begin your vehicle shopping online by visiting GMC.com or any of our other divisional websites.

Sincerely,

GMC Executive Office
Service Request: 71-859763801

Issued by:

GMC

Certificate No. 1GKEK63U03J

Issue Date: October 28, 2010

Issued exclusively for:



Ellenton, FL

Valid through: October 21, 2011

Amount: One Thousand Five Hundred Dollars and Zero Cents

****\$1,500.00****

October 28, 2010

[REDACTED]
Ellenton, 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 Chevrolet, Buick, GMC, or Cadillac vehicle. With such a wide selection of vehicles to choose from, 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 GMC your choice when you purchased your 2003 Yukon Denali and trust you will give us the opportunity to retain you as a valued GMC customer. Should you have any questions regarding GMC products and current incentives, please call our Marketing Support department at 1-888-988-7267. You may also begin your vehicle shopping online by visiting GMC.com or any of our other divisional websites.

Sincerely,

GMC Executive Office
Service Request: 71-859763801

FAX 1-866-962-2868

Subject: Claim Ref #71-860055314

To: Claims Dept

Date: 8/18/10

From: [REDACTED]

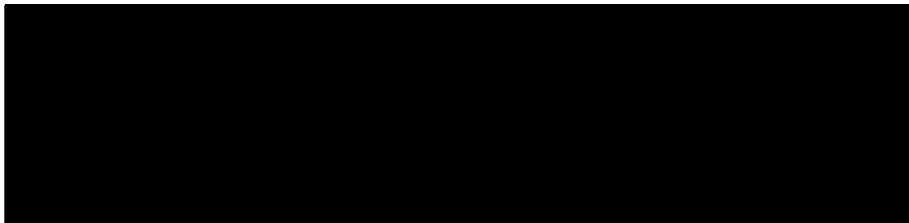
Re: 2002 Chevrolet Silverado 2500 / VIN 1GCHK24U32E [REDACTED]

5pgs

I spoke with a gentleman named Vincent (ext 43008) at your office on Tuesday 8/17/10 regarding ruptured brake lines on our 2002 Chevy Silverado. We had contacted your office in March 2010 after being told by an independent service station that the truck was not safe to drive due to the extreme rust on the brake lines (claim #71-805174894). We brought the truck to Paramus Automall for diagnosis and were told "no action required at this time" (copy is attached). We trusted the opinion of the Chevrolet service department and continued to drive the truck. On Thursday, August 12, 2010, Scott was driving home when the brakes failed and he almost hit an ambulance. We are able to see brake fluid leaking under the truck which means the brake lines have ruptured.

In March we had dealt with a woman named Chris at ext 42723, and we left her a message on Friday, 8/13/10. We left a second message for Chris on Monday, 8/16/10. On Tuesday, 8/17/10 we still had not received a return call at which point we were able to speak to Vincent. Vincent assigned a new claim number (#71-860055314.) and instructed us to bring the truck to a Chevrolet dealership for diagnosis. The truck has been towed to Paramus Automall 194 Rt 17N, Paramus, NJ 07652, 201-261-7100.

Please be advised that we are aware of the NHTSA defect investigation #PE10010 – investigation of brake line failure due to corrosion for several Chevrolet models including 2002 Chevrolet Silverado. The preliminary evaluation was opened March 30, 2010, less than two weeks after we had our truck inspected by Paramus Automall. I am including a copy of #PE10010. We would greatly appreciate you expediting this claim.





194 Route 17 North Paramus, NJ. 07652
Between Century Rd. & Midland Avenue (201) 261-7100

Service Department Hours
7:00 a.m. - 7:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

Parts Department Hours
7:30 a.m. - 5:00 p.m. Monday - Friday
7:00 a.m. - 2:00 p.m. Saturday

CELL: 201-982-5386

CUSTOMER NO. 28118	ADVISOR MICHAEL RIVERA	90	TAG NO. 196	INVOICE DATE 03/20/10	INVOICE NO. CTCS237658
WESTWOOD, NJ	LABOR RATE	LICENSE NO.	MILEAGE 24,020	COLOR PEWTER/GPH	STOCK NO.
	YEAR / MAKE / MODEL 02/CHEVROLET TRUCK/SILVERADO 2500/SI				DELIVERY MILES 44
	VEHICLE I.D. NO. 1 G C H K 2 4 U 3 2 E				PRODUCTION DATE
	F.T.E. NO.				P.O. NO.
	COMMENTS			R.O. DATE 03/18/10	

MO: 24020

LABOR & PARTS

1 07CVZ BRAKES/TRACTION CTRL TECH(S):34 0.00
C/R CHECK BRAKE LINE
& DRIVE SHAFT SEE DAVE CASE WITH CHEVY.....
INSPECTED CAR NO ACTION REQUIRED AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)

TOTALS

CASH [] CHECK []
VISA/MASTERCARD () AMEX () DISCOVER ()
VISIT OUR WEBSITE AT www.paramuschevrolet.com
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

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

YOU MAY BE RECEIVING A WRITTEN SURVEY FROM CHEVROLET OR
HUMMER. *****PLEASE DO NOT THROW IT AWAY*****
HERE AT PARAMUS AUTO MALL IT IS IMPORTANT THAT EVERYONE
IS 100% "COMPLETELY SATISFIED" IF FOR ANY REASON YOU CANNOT
FILL OUT THE SURVEY COMPLETELY SATISFIED, PLEASE CALL
DAVE NICOSIA AT (201)261-7100 EX 221.
YOUR SERVICE TEAM, DAVID NICOSIA, TOM MCLOUGHLIN,
MIKE RIVERA, BRIAN MCBAIN
"SERVICE BUILDS SALES"

CUSTOMER SIGNATURE

This is the record of diagnosis in March 2010
for claim #71-805174894.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE



OFFICE OF DEFECTS INVESTIGATION (ODI)

Defects - Search Results

1 Record(s) Displayed.

Report Date : August 17, 2010 at 11:30 PM
NHTSA Action Number : PE10010

NHTSA Action Number : PE10010 NHTSA Recall Campaign Number : N/A

Make / Models :

Model/Build Years:

CHEVROLET / AVALANCHE 1999-2003

CHEVROLET / SILVERADO 1999-2003

CHEVROLET / SUBURBAN 1999-2003

GMC / SIERRA

GMC / TAHOE

GMC / YUKON

Manufacturer : GENERAL MOTORS CORP.

Component :

SERVICE BRAKES, HYDRAULIC

SERVICE BRAKES, HYDRAULIC:POWER ASSIST:HYDRAULIC:HOSES, LINES/PIPING, AND FITTINGS

Date Investigation Opened : March 30, 2010

Date Investigation Closed : Open

Summary:

The Office of Defects Investigation (ODI) received a defect petition on March 2, 2010, requesting the investigation of model year (MY) 2003 Chevrolet Silverado 2500HD 4WD pickup trucks for corrosion failures of the vehicle brake lines. The petitioner alleged a sudden loss of brake effectiveness and extended stopping distance after a corroded brake burst during a brake application. ODI has received 110 owner complaints for MY 1999 through 2003 Chevrolet and GMC C/K series pickup trucks and sport utility vehicles, including 3 involving MY 2003 2500 series heavy-duty pickup trucks. The complaints allege the loss of braking effectiveness due to brake line rupture because of corrosion. In 37 of these complaints, the brake line failure was confirmed by a dealer inspection. Three complaints allege that corroded brake line failure resulted in a crash. A Preliminary Evaluation has been opened to determine the frequency, scope and safety consequences of the alleged defect in the subject vehicles.

RECALL »
Date Opened: April 09, 2004
Date Closed: May 10, 2005
Recall: #05V161000

Component: Parking Brake:Conventional»

Summary: In a letter dated April 20, 2005, GM notified NHTSA that it had decided that defects that relate to motor vehicle safety exist in certain model year (MY) 1999-2002 C/K 1500 series (PBR parking brake system) and MY 2001-2005 C/K 2500 and 3500 series (TRW parking brake system) pickups with manual transmissions. According to GM, some of these vehicles may have conditions that cause the friction linings to wear to an extent where the parking brake can become ineffective in immobilizing a parked vehicle. GM's action covers an estimated total of 142,585 vehicles. Dealers will install a low-force spring clip retainer for vehicles equipped with the PBR parking brake system and install a redesigned parking brake cable assembly on vehicles equipped with the TRW parking brake system. A total of 58 non-duplicative complaints were received by ODI and GM concerning the approximately 59,000 MY 1999-2002 C/K 1500 series pickup trucks with the PBR parking brake system. These included 22 alleged rollaway incidents, resulting in a rate of 38.5 rollaway incidents per 100,000 vehicles. ODI is aware of 24 complaints regarding the MY 2001-2005 C/K 2500 and 3500 series manual transmission trucks recalled by GM, including 5 alleged rollaway incidents. Though the conditions described in GM's letter are also present in the C/K trucks with automatic transmissions, the rollaway rate in those vehicles was similar to those observed in peer vehicles studied by ODI in this investigation. This engineering analysis is closed. For additional information, see the attached closing report.

NHTSA: For detailed information & supporting documents, see the official NHTSA page concerning investigation #EA04011 »

* This defect investigation is filed under 4 related vehicle components.

PARKING BRAKE FAILURE

NHTSA Defect Investigation #DP05009

Component: Parking Brake:Conventional;Mechanical»

Summary: ODI's review of complaint data received since the close of EA04-011 revealed no indication that the investigation should be reopened. More details can be found in the federal register notice enclosed in the DP05-009 public file. ODI reserves the right to reopen the investigation in the future should conditions warrant.

NHTSA: For detailed information & supporting documents, see the official NHTSA page concerning investigation #DP05009 »

* This defect investigation is filed under 3 related vehicle components.

Status: CLOSED

Date Opened: December 20, 2005
Date Closed: May 31, 2006
Recall: no recall issued

Status: OPEN

Date Opened: March 30, 2010
Date Closed: Pending
Recall: possible recall

Brake line failure due to corrosion

NHTSA Defect Investigation #PE10010

Component: Service Brakes, Hydraulic»

Summary: The Office Of Defects Investigation (ODI) received a defect petition on March 2, 2010, requesting the investigation of model year (MY) 2003 Chevrolet Silverado 2500hd 4WD pickup trucks for corrosion failures of the vehicle brake lines. The petitioner alleged a sudden loss of brake effectiveness and extended stopping distance after a corroded brake burst during a brake application. ODI has received 110 owner complaints for MY 1999 through 2003 Chevrolet and GMC C/K series pickup trucks and sport utility vehicles, including 3 involving MY 2003 2500 series heavy-duty pickup trucks. The complaints allege the loss of braking effectiveness due to brake line rupture because of corrosion. In 37 of these complaints, the brake line failure was confirmed by a dealer inspection. Three complaints allege that corroded brake line failure resulted in a crash. A preliminary evaluation has been opened to



determine the frequency, scope and safety consequences of the alleged defect in the subject vehicles.

NHTSA: For detailed information & supporting documents, see the

official NHTSA page concerning investigation #PE10010 »

* This defect investigation is filed under 2 related vehicle components.

UNWANTED LOW-SPEED ABS ACTIVATION

NHTSA Defect Investigation #PE05020

Component: Service Brakes, Hydraulic:Antilock:Control Unit/Module *

Summary: In a letter dated August 29, 2005, GM notified ODI that it was recalling certain model year 1999 through 2002 C/K pickup trucks and sport utility vehicles to correct a problem with anti-lock brake system

(ABS) wheel speed sensor corrosion that may result in unwanted ABS activation and extended stopping distances during low-speed braking (recall 05V-379). GM's recall covers approximately 804,000 vehicles currently registered in the following 14 "salt-belt" states: Connecticut, Illinois, Indiana, Massachusetts, Maine, Michigan, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, and West Virginia. The recall procedure will involve removing the sensor, cleaning the mounting surface, applying a rust inhibitor (zinc-X) to the surface, and reinstalling the sensor. If necessary, the sensor will be replaced. The population and failure report data given in this resume are for the full region that has been considered by ODI as the "salt-belt," that includes Delaware, Iowa, Maryland, Minnesota, Missouri, Wisconsin and the District of Columbia in addition to the 14 states included in 05V-379. The states covered by GM's recall have the highest incident rates for the subject condition, accounting for 91% of the incidents, but only 24% of

subject vehicle sales in the United States. ODI's analysts determined that 840 of the complaints, 244 of the crashes, and 16 of the injuries identified in this investigation occurred in those states. The resulting incident and crash rates are 96.2 and 28.0 per 100,000 vehicles respectively (note: rates are based on vehicle sales, not registered vehicles). The corresponding numbers in the excluded portions of the "salt-belt" are 399,000 vehicles, 81 incidents (20.3 per 100,000 vehicles), 3 crashes, and no injuries. The statistics in the remaining 30 states are 2,406,000 vehicles, 168 incidents (7.0 per 100,000 vehicles), 31 crashes, and one injury. GM and ODI are continuing to monitor the problem experience in states that are not included in the recall. GM will provide ODI with updated complaint, field report, and warranty data in November 2005. ODI and GM will review that data and assess the appropriateness of the current scope of the recall at that time.

NHTSA: For detailed information & supporting documents, see the

official NHTSA page concerning investigation #PE05020 »

* This defect investigation is filed under 2 related vehicle components.

HYDRAULIC PUMP FAILURES

NHTSA Defect Investigation #EA04012

Component: Service Brakes, Hydraulic:Power Assist*

Summary: GM is conducting a recall on all subject vehicles built between May 1999 and October 14, 1999. Significant changes were incorporated into production in early October 1999, and vehicles built after that date have lower warranty failure rates. The complaint and warranty data appear to support the effectiveness of these changes. GM made additional changes in November 1999, February 2000, May 2001, and February 2004. ODI will continue to monitor this problem and will take further action, if warranted, in the future. For further technical details see the attached engineering analysis report.

Status:

RECALL »

Date Opened:

April 28, 2005

Date Closed:

September 13, 2005

Recall:

Recall #05V379000

Status:

RECALL »

Date Opened:

April 30, 2004

Date Closed:

February 28, 2005

Recall:

Recall #05V005000

**BBB AUTO LINE
Customer Claim Form**

Case number: PGM1023532
Contact Date: 08/23/10
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: Fishers	State: IN	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: Sierra	Year: 2000	Current mileage: 185000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: PRIVATE SALE, , IN			
Primary Servicing dealer/city/state: UNKNOWN,			
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: 01/01/03		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 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)

I would like my \$194 refunded, but more important I would like to see GM take action on the rusty brake lines and gas lines. This is very dangerous for all of us driving a GM vehicle.

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: PGM1023532

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 failure/brake line rusted				no
fuel line connections are rusted				

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**

BBB AUTO LINE
Customer Claim Form

Case number: PGM1024153
Contact Date: 08/30/10
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: Washingtonville	State: NY	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	
Fax:	E-mail address: Tonyg@hvc.rr.com	

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC	Model: Yukon	Year: 2003	Current mileage: 102000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: GMC of Mahwah, Mahwah, NJ			
Primary Servicing dealer/city/state: GMC of Mahwah,			
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: 11/20/02		Mileage at purchase/lease:	
First repair attempt date: 11/22/09		First repair attempt mileage: 100000	
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)

Recall

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: PGM1024153

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
Rusted Brake Lines				yes

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

August 11, 2011

[REDACTED]
Niantic, CT [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2003 Chevrolet Silverado, Vehicle Identification Number 1GCHK24113E [REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. 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: 71-868472028

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.



Report Vehicle GMPP: Summary

Current as of: 09/27/2010 - 9:08 AM EDT

Transaction Mode: Online
User ID: 1w5bhn
User Role: Central Office Administrator
Timestamp Date: 2010-09-27 09:07:59.272
Status: Pending

Vehicle Identifier

Vehicle Category: GM, Used
VIN: 1GCHK24113E181189

Customer Information

Plan Customer: Individual
Customer Type: Owner

Sales Information

Dealer Code: 32888

Niantic , Connecticut , United States

Action: Add Protection Plan

Evening Phone:

Odometer: 61000

Daytime Phone:

Delivery Date: 09/15/2010

Ext:

Reference number:

Primary Language: English

Secondary Language:

Plan Lienholder

Lienholder Type: Other
Chevrolet
PO Box 33170
Detroit, Michigan 48232

Protection Plans

Plan Purchase Date: 09/15/2010
In Service Date: 09/15/2010
Schedule Type: GMPP Retail
Promotion Code:

Plan Type: Smart Care Retail
Term: 24
Mileage Limit: 24000
Deductible: 0



OrderWORKBENCH

Rental Type:	None
Plan Price:	\$0.00
Tax:	\$0.00
Total:	\$0.00

HARRIMAN
T.N.

05 OCT 2010 PM 4 2



G. M. / ATT: CUSTOMER SERVICE
P.O. BOX 33170
DETROIT, MICH. 48232-51

10-11-10 10:14 RCVD

48232+3170



[REDACTED]

HARRIMAN, TN. [REDACTED]
PHONE: [REDACTED]

October 4, 2010

G.M.
P.O. box 33170
Detroit, Mich. 48232-51

To Whom It May Concern,

We are writing in regards to a current repair done to our 2002 Chevy Silverado H.D. Vin# 1gcgc13u82f [REDACTED]. All of the brake lines on the vehicle had to be replaced do to leakage All had small rust holes through out the whole system. This was blamed on the exposure to salt in the winter due to us living in Mich. The first three years we owned the vehicle we moved to TN. in 2005. Although we feel this might have contributed to this problem. We also believe faulty materials may have contributed also. Our reasoning behind this is that we are still driving two G.M. vehicles that were exposed even longer to the same salt and have not had a problem with the brake lines. One is a 2002 Chevy S-10 pick-up and the other is a 2004 chevy Blazer both of which came to TN. in 2007 two yrs after we moved to TN. which was in 2005 We also moved to TN. in 2005 with a 1990 Chevy Suburban conversion That we bought brand new and drove in the salt in the Mich. Winter until our move in 2005 And sold it in 2007 and its still on the road with no brake line problems. When we called G.M. customer service to discuss this problem. We spoke to someone that spoke broken English, that said he would turn it over to the district mgr. And that they would investigate and get back with us. When they called us back, we again spoke to someone with broken English. And was given a canned answer of " Your vehicle has exceed the bumper to bumper warranty. And there fore there was nothing G.M. could do for us". We do not Feel that this situation was properly investigated or that we were treated fairly by G.M. .The fact that your general mgr. Was able to inspect our brake lines and the condition of our vehicle from India we find a miracle. We have been loyal G.M. customers for over 25 years with the purchase of eleven new G.M. vehicles My wife comes from a Loyal G.M. family with the purchase of several G.M. vehicles in her life time. We are all dishearten over the way GM. handled our situation. And know that in these hard economic times with G.M. struggling. That they think so little of lose loyal GM. customers. We hope that you will be able to sell that new diesel 374 ton 4x4 Silverado we were looking to buy with in the next couple of years or any other G.M. vehicle to your customer reps. In India. As it looks like we will be buying from Ford.

Very truly yours,

[REDACTED]

Customer Number: 701

Invoice No: 85852

S. ROANE ST. P.O. BOX 729
HARRIMAN, TN 37748Sales: (865) 882-0833 · Service: (865) 882-2416
1-800-688-0833 · Fax: (865) 882-0840

Chevrolet Cadillac Buick GMC Truck Chrysler Dodge Jeep

HARRIMAN, TN

Home: Cell:

Email: EMAIL|

SERVICE ADVISOR:

O JACK MARTIN

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		02	CHEVROLET SILVERADO		1GCGC13U82F			122622 122622		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
01JAN21 D				17:30 03SEP10					CASH	21SEP10
R.O. OPENED			READY		OPTIONS: ENG:6.0_Liter,_VB,_MFI,_Iron					
16:11 03SEP10			16:13 21SEP10							

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	LOW BRAKE PEDAL					
	40 REPLACE BRAKE LINES AND BLEED SYSTEM					
	165 CP 8.00 hrs.				560.00	560.00
	2 12548430 TUBE ASM,			39.95	39.95	79.90
	3 12377967 FLUID			8.71	8.71	26.13
B	WRECKER SERVICE					
	99 WRECKER SERVICE					
	999 CP 0.00 hrs.				100.00	100.00

pd chk # 2185
me

COPY

SERVICE DEPARTMENT HOURS:

8:00 am - 5:00 pm

MONDAY through FRIDAY

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.

STATEMENT OF DISCLAIMER

Any warranties on the products sold hereby are those
made by the manufacturer. The selling Dealer hereby
expressly disclaims all warranties, either express or
implied, including any implied warranty of
merchantability or fitness for a particular purpose, and
the Selling Dealer 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 time, loss of
profit or income, or any other incidental damages.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	660.00
PARTS AMOUNT	106.03
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	791.03
LESS INSURANCE	0.00
SALES TAX	75.15
PLEASE PAY THIS AMOUNT	866.18

Customer Copy

Issued by:
Chevrolet

Certificate No. 1GCEK14T53Z [REDACTED]

Issue Date: September 20, 2010

Issued exclusively for:

[REDACTED]
Greer, SC [REDACTED]

Valid through: September 20, 2011

Amount: One Thousand Five Hundred Dollars and Zero Cents
****\$1,500.00****

August 11, 2011

[REDACTED]
[REDACTED]
Greer, SC [REDACTED]

Dear Leon,

Thank you for your support of Chevrolet. 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 Chevrolet, Buick, GMC, or Cadillac vehicle. With such a wide selection of vehicles to choose from, 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 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 our Marketing Support department at 1-800-950-2438. You may also begin your vehicle shopping online by visiting Chevrolet.com or any of our other divisional websites.

Sincerely,

Chevrolet Customer Assistance Center
Service Request: 71-871632370

Fixed Operations Manager Authorization

(Dealership Service Management Template)
(Must be received from a GM.COM Address())

- 1) Please complete this template by typing all required information
- 2) Email this template to your Area Fixed Operations Manager
- 3) Place a copy of the completed template in your VIN history file for future reference

IMPORTANT NOTE: If you have questions pertaining to Warranty coverage, goodwill adjustments, warranty claim processing, policy and procedures, please call the WSC

Region	<input type="checkbox"/> NEast	<input checked="" type="checkbox"/> SEast	<input type="checkbox"/> NCentral	<input type="checkbox"/> SCentral	<input type="checkbox"/> Western
--------	--------------------------------	---	-----------------------------------	-----------------------------------	----------------------------------

Service Manager Name & Phone Number	Ken Harris
Dealership Name, Location & BAC Number	Bradshaw Automotive
RO Number	343164
Current Mileage	47345
Full VIN	1GCEK14T53Z [REDACTED] 2003 Chevrolet Silverado , 47354 Miles
Labor operation and time (Regular hours/Other labor hours)	
Part Number/Description	
Technical Assistance Case/Customer Assistance Case (If available)	
Zone/District	Zone 3512 District 3231
District Service Manager's Name & Cell Phone Number	Tom Myers 205-532-2309
<u>Customer's Concern(s) And Business Reason(s) For Offering Warranty/Goodwill to this Loyal, Appreciative, Deserving Customer</u>	<p>OLC request in the amount of \$ 1500.00</p> <p>Customer has been very loyal to GM products. Relocated to upstate S.C. from northern state. Steel brake lines on vehicle very corroded and leaking. Customer requests GM assist because of loyalty and brake line corrosion issue.</p> <p>[REDACTED] Greer S.C. [REDACTED]</p>
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & mileage at used vehicle purchase, and seller)	

CONCORD, MA

CENTRAL MA 015

20 SEP 2010 PM 4 T



09-23-10A08:50 RCVD

GMC Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172

48232+5172



[REDACTED]
Concord, MA [REDACTED]
September 20, 2010

GMC Customer Assistance Center
P.O. BOX 33172
Detroit, MI 48232-5172

To Whom It May Concern:

Recently I had the misfortune of having my brakes go out while driving my 2003 GMC Sierra 2500HD to work at roughly 35 mph. Fortunately I was able to narrowly avoid an accident, however I could have easily killed someone or myself since I was driving to work during the morning school hours and ended up coming to rest at a daycare parking lot in a church. My GMC truck has been plagued with problems since I bought it – literally having to return it after I drove it off the lot. In the past GMC has taken care of most problems under the warranty. This latest incident however has demonstrated that GMC is not addressing a **SERIOUS** safety concern that apparently has been occurring with regular frequency in cold climates. No one expects brake lines to rust on a well maintained vehicle after less than seven years and cause a catastrophic failure. I know the NHTSA is investigating this issue as recently reported in the news.

The National Highway Traffic Safety Administration declared it is officially investigating roughly six million 1999-2003 Chevrolet Silverado, Tahoe, Suburban, and Avalanche pickup trucks, and their GMC twins: the 1999-2003 Sierra, Yukon, and Yukon XL.

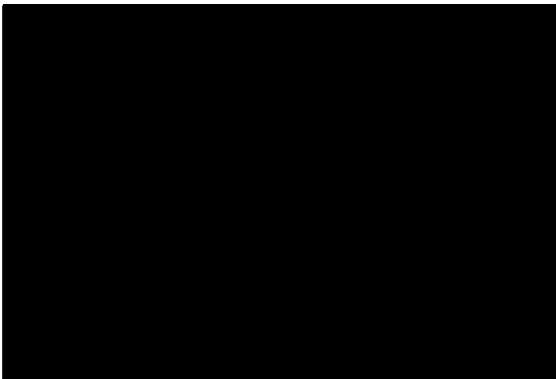
The NHTSA says it has received 110 owner complaints of brake line corrosion in the above named vehicles. Burst lines could result in the sudden loss in braking strength, increased pedal travel and stopping distances. The agency has opened two inquiries into the matter.

General Motors says it is aware of the investigation and is working with the federal agency to address the matter. "We are aware of it and we are cooperating," said GM spokesman Alan Adler.

Add to this the fact that my ABS brakes recently started engaging at low speed for no apparent reason – again a serious safety issue which I know is being investigated.

Attached is my bill from the dealer to correct these issues. I am asking GMC to pay for these safety related service charges in the amount of \$1946.83 given their serious nature. I would also hope that GMC take responsibility for these issues and do the right thing by consumers. These heavy vehicles are ticking time bombs on our streets. GMC's reputation of "professional grade" is nothing if you ignore these problems. I expected much better and hope that GMC can once again become a trusted brand.

Thank you in advance for your consideration to this serious matter.





SWANSON BUICK-GMC TRUCK, Inc.

Old Powder Mill Road
CONCORD, MA 01742-4698

(978) 897-3311 • (978) 897-3312 • FAX (978) 897-5419



CUSTOMER NO. 15324	ADVISOR ANDREW	TAG NO. 105	INVOICE DATE 09/17/10	INVOICE NO. GCCS118800
JOE CONCORD, MA	LABOR RATE 82.75	MILEAGE 74,066	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 03/GMC/SIERRA 2500/EXTENDED		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G T H K 2 9 U 9 3 E		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/13/10	
RESIDENCE PHONE	COMMENTS			

LABOR & PARTS
J# 1 11PNZ1 **BRAKES** **TECH(S):140** **579.25**
 BRAKES FAILED-MASTER CYLANDER SPRAYING EVREYWHERE.
 REMOVE AND REPLACE BRAKE LINES FROM MASTER CYLINDER TO
 EBCM. AND FROM EBCM TO BOTH FRONT WHEELS. REASSEMBLE
 ALL PARTS. REPLACED ALL FOUR BLEEDER SCREWS
 FILLED AND BLEED BRAKE SYSTEM NO FURTHER PROBLEMS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	4	25846360	VALVE 4.666	5.92	23.68
JOB # 1	1	BRAKE	HARDWARE	200.00	200.00
JOB # 1	2	12377967	FLUID 8.800	8.71	17.42
JOB # 1 TOTAL PARTS					241.10

JOB # 1 TOTAL LABOR & PARTS **820.35**

J# 2 11PNZABS **ABS LIGHT** **TECH(S):140** **206.88**
 ABS LIGHT IS ON-ABS ENGAGES AT LOW SPEEDS.1-5 MPH.GRINDING S
 OUND.
 CHECKED FOUND LEFT AND RIGHT FRONT HUBS HAVE EXCESSIVE PLAY
 CAUSEING WHEEL SPEED SENSORS NOT TO READ CORRECTLY WHICH
 CAUSES ABS TO ACTIVATE, NEEDS HUBS REPLACED
 REMOVE AND REPLACE LEFT AND RIGHT FRONT HUBS CLEAR CODES
 ROAD TEST NO FURTHER PROBLEMS AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2	2	15946732	HUB 6.307	459.80	919.60
JOB # 2 TOTAL PARTS					919.60

JOB # 2 TOTAL LABOR & PARTS **1126.48**

J# 3+14PNZL **SERVICE ENGINE LIGHT** **TECH(S):140** **173.78**
 SES LIGHT ON
 SCAN FOR CODES FOUND P0455, EVAP LEAK, PERFORMED SMOKE
 TEST FILLED EVAP SYSTEM WITH SMOKE FOUND VENT VALVE
 LEAKING, NEEDS VENT VALVE REPLACED
 REMOVE AND REPLACE VENT VALVE REASSEMBLE ALL PARTS
 CLEARED CODES TEST SYSTEM NO FURTHER LEAKS AT THSI TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3	1	19207762	SOLENOID 3.130	192.02	192.02
JOB # 3 TOTAL PARTS					192.02

JOB # 3 TOTAL LABOR & PARTS **365.80**

J# 4+10PNZ4W **4 WHEEL DRIVE** **TECH(S):140** **0.00**
 RED LIGHT COMES ON FOUR WHEEL DRIVE SWITCH AT TIMES
 UNABLE TO FIND ANY PROBLEMS WITH 4WD SYSTEM AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS					0.00

JOB # 4 TOTAL LABOR & PARTS **0.00**

DATE: 09/17/2010 TIME: 13:14:20

SWANSON: PONTIAC BUICK GMC TRUCK INC
 12 SUDBURY RD
 ACTON, MA 01720
 (978)897-3311
 000192 - 0321
 SHIFT# 1

TYPE: VISA
 ACCT#: XXXXXXXXXXXX4474
 NAME: CAMPAGNA JOSEPH M

TRAN#: 321 - 0017
 TRAN TYPE: SALE
 AUTH#: 01540C
 RO#: 118800

TOTAL: \$3104.75

X **CAMPAGNA JOSEPH M**
 I AGREE TO PAY ABOVE TOTAL AMOUNT
 ACCORDING TO CARD ISSUER AGREEMENT

CUSTOMER COPY

PAID

August 11, 2011

[REDACTED]
Concord, MA [REDACTED]

Dear [REDACTED]

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 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at GMC. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request Number: 71-873065371

August 11, 2011

[REDACTED]
Concord, MA [REDACTED]

Dear [REDACTED]

At GMC, 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 GMC Sierra HD.

This offer is valid towards one service visit on VIN 1GTHK29U93E[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 GMC dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request 71-873065371

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.

Issued by:
Chevrolet

Certificate No. 1GCHK24192E [REDACTED]

Issue Date: October 19, 2010

Issued exclusively for:

[REDACTED]
Sandy Hook, CT [REDACTED]

Valid through: October 19, 2011

Amount: One Thousand Seven Hundred Dollars and Zero Cents
****\$1,700.00****

August 11, 2011



Dear 

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 Chevrolet, Buick, GMC, or Cadillac vehicle. With such a wide selection of vehicles to choose from, 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 2002 Silverado and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding Chevrolet 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 Chevrolet.com or any of our other divisional websites.

Sincerely,

Chevrolet Executive Office
Service Request: 71-878596641

Feedback Directive Form ²⁰⁰⁹

Executive CRS	Rachel Watson
Executive Requestor(s) Name	Viv Costello
Detroit Requestor:	Sheri Tickles
Special Instructions from Detroit:	N/A

Closed Status:	Dissatisfied *Dissatisfied requires prior Detroit approval
Dissatisfied Approved By:	Sheri Tickles Willing to Buy GM Again?: No

Customer's Name	<div style="background-color: black; width: 150px; height: 20px;"></div>
------------------------	--

Service Request #	71-902383390	<p style="text-align: center;">Case Highlights</p> <p>Vehicle Concern: Cust has corroded brake lines on a 2003 Silverado with 75,000 miles. One of the brake lines started to leak and caused the cust to lose power to his brakes, causing him to run a stop sign. The cust is asking for 100% cost assistance as well as us to replace with third party stainless steel brake lines.</p> <p>Dealer/ DVM/ FSE/ CAM opinion(s): The diagnosis is that the corrosion is due to lack of use of the vehicle, because it has spent the majority of time sitting. All the lines are showing severe corrosion about the BPMV valve, so in order to fix, the dlr feels like all the lines need to be replaced.</p>
Pre-existing File?	N/A	
Date Assigned	1/3/11	
Email subject line	Fw: A very dissapointed Customer	
Date of Contact	1/3/11	
Date Closed by agent	1/13/11	
Year	2003	
Make	Chevrolet	
Model		

	Silverado	<p>Final decision: The DDMA have worked out a deal to cover 50% of the the \$1551 repair and use standard GM parts. That would have the customer paying \$775.50. If the cust does not accept 50/50 split, offer \$2000 OLC.</p> <p>Business Case/Rationale for the decision: The business case for this is the fact that the customer has no relationship with a GM dlrship, he is not a loyal GM customer, and there has not been out of pocket expense since the vehicle left warranty.</p> <p>Customer's feedback regarding the decision: Cust declined both the 50/50 cost assistance as well as the \$2000 OLC offered. Cust believes that this should be 100% covered and states he will not purchase General Motors again unless we cover the replacement of all of the brake lines.</p>
Mileage	75,200	
Type of Goodwill:	50/50 Cost Assistance offered, as well as \$2000 OLC, Cust Declined both offers	
Goodwill Generated by?	Select Dealer or CARS	
Dealer Name Contacted:	Phillips Chevrolet Inc	
DVM Name Involved:	Brent Palmer, DDMA	

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

To Customer Complaint Department:

This letter is to make you aware of a very serious complaint I have regarding my 2003 Chevrolet Suburban, VIN# GNFK16Z83J [REDACTED] I purchased this new in 2003 at Ayers Chevrolet, 1 U.S. Highway #46, Dover, NJ 07801, and at this time has only 38,000 miles on it.

When backing out of a parking spot on December 6, 2010, I put my foot on the brake pedal and the pedal went down to the floor. I had to have the car towed to the above mentioned Ayers Chevrolet. They put the car up on the lift and found that the metal brake lines had rusted out. They claim it was caused by the Salt preparations put down on the roads during the winter months. Ayers Chevrolet is charging me \$4000.00 plus tax to replace the rusted out metal brake lines and the parts that go with it.

I have owned cars for over sixty years, and have owned Chevrolet Suburban vehicles since February 1970. I have lived in the same area for seventy years and during that time, have never had metal brake lines rust out.

This past week, by doing research on the computer, I have found out that there are many complaints about rusted out metal brake lines in the 2003 Chevy Suburban. It shows that Chevrolet used inferior metal for these brake lines. When I went to Ayers to check on my car, I noticed that the new metal brake lines had a plastic covering on them, assuming this is new and is used as protection against rusting.

I am reasonably sure that there have been many accidents resulting in serious injuries and probably even Deaths because inferior metal was used on these brakes.

I will be waiting for a reply to this letter, and I also feel that \$4000.00 is an extremely high amount to charge for something that should never have happened. Also, I feel Chevrolet has a moral obligation to let other owners of the 2003 Suburban know that their cars may have rusted out metal brake lines. If I had been on the highway, which I travel on daily, I am sure there would have been catastrophic injuries to myself and possibly many others. I have recently contacted the National Highway Transportation and Safety Association in regards to this matter. The case number is 10369913.

Please contact me at the below address or phone me at [REDACTED] or E-Mail me at [REDACTED]

Thank you.

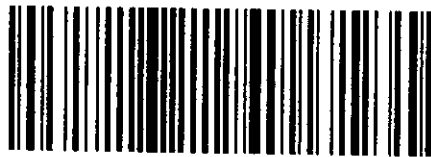
Sincerely,

RANDOLPH NJ

December 13, 2010

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™



7010 0290 0001 8126 7114

232
\$5.10
00026237-04

U.S. POSTAGE
PAID
MOUNT FREEDOM, NJ
07970
DEC 16, 10
PMOUNT



27-12-10P01:56 RCVD

Chevrolet Customer Assistance Center

P.O. Box 33170

Detroit, Michigan

48232-5170

RETURN RECEIPT
REQUESTED

FIRST CLASS

4823235170



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

To Customer Complaint Department:

This letter is to make you aware of a very serious complaint I have regarding my 2003 Chevrolet Suburban, VIN# GNFK16Z83J [REDACTED] purchased this new in 2003 at Ayers Chevrolet, 1 U.S. Highway #46, Dover, NJ 07801, and at this time has only 38,000 miles on it.

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Please contact me at the below address or phone me at [REDACTED] or E-Mail me at [REDACTED]
[REDACTED]

Thank you.

[REDACTED]

RANDOLPH NJ

[REDACTED]
December 13, 2010

[REDACTED]-71-908001163

Page 1 of 1

[REDACTED] 71-908001163

From: deborah_stewart@gmexpert.com

Sent: Thu, Jan 27, 2011 at 11:42 am

To: billi@gearhartchevy.com

RE: Customer Last Name: [REDACTED]
Service Request: 71-908001163
2002 Chevrolet Silverado
Vehicle Identification Number: 1GCGK29U12Z [REDACTED]
Customer Relationship Specialist: Debbie Stewart
Telephone: 866-790-5600 x 31117

Per our conversation, I am requesting a copy of the RO from the 6/2/10 repair on this veh be faxed to me. Thank you for your help.

Best wishes,
Debbie Stewart I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 ext. 31117 I Fax: 866-775-9478 I
www.minacs.adityabirla.com



P.O. BOX 1265 • ROUTE 46
DENVER, NEW JERSEY 07834
(973) 627-0900
www.gearhartchevrolet.com

34727
Goodwrench
Service
Plus

359727

JUN 25 2010

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ	*LUBE OIL FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/12/05	296061	32840	8464	8445	C	00CVZ	*LUBE OIL FILTER
05/13/05	286093	27444	8440	8445	W	29CVZZM1	GM RECALL - 1
				8295	W	24CVZ	*ACCESSORIES
				8041	W	30CVZZCTE	ENTERPRISE LOANER

SALESPERSON NO.

SERVICE

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE <input type="checkbox"/> OK'D BY	VEHICLE ID NO 1GCGK29U12Z	YEAR/MAKE/MODEL 02/CHEVROLET TRUCK/P UP	PRODUCTION DATE 10/12/01	STOCK NO 10	LICENSE NO 359727	R.O. NO 9822
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	ROCKAWAY, NJ	COLOR MAROON/	CONTRACT NO 82,143	DELIVERY MILES 8002	SELLING DEALER NO 8002	EXPIRATION DATE 06/02/10
SAVE REMOVE PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE 01:05pm	BUSINESS PHONE 06/02/10 07:00pm	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND <input type="checkbox"/> P <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE 82,143	ADVISOR NO 8002	ADVISOR BERNARD J EFARON	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	I HEREBY AUTHORIZE THE REPAIR WORK THEREON 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 OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH SUCH REPAIR, THAT YOU SHALL NOT BE RESPONSIBLE FOR LOSS 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 THEREON, THAT YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTING SUCH VEHICLE. THERE IS A CHARGE FOR DIAGNOSIS					

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

ALL BODY SHOP REPAIRS MUST BE PAID IN FULL WHEN VEHICLE IS PICKED UP. NO PERSONAL CHECKS WILL BE ACCEPTED OVER \$300.00. ALL 2 PARTY INSURANCE CHECKS MUST BE CLEARED BEFORE VEHICLE IS RELEASED. NO EXCEPTIONS UNLESS SPECIAL ARRANGEMENTS ARE MADE PRIOR TO PICKUP

X

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS

COST NOT TO EXCEED \$

X

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS \$	PARTS \$
LABOR \$	LABOR \$
TOTAL \$	TOTAL \$

ADD'L REPAIRS AUTHORIZED BY
DATE **6-4-10**
TIME **5:15 PM** MR. **LISA**
DATE COMPLETED
DATE CUSTOMER NOTIFIED

CROSS REFERENCE R.O.
MILEAGE OUT
82,147

E-MAIL
CELL PHONE # **973-349-4961**

359727



01015359727

5-11

2-C - All Brake Lines
Front & Rear Left & Right
Brake hoses - Reman
Calipers

3 - Brake Fluid

15884693
TONSA

34617

BERNARD J FEARON 8002 9822 06/15/10 CTC5359727

82,143 MAROON/

ROCKAWAY, NJ

02/CHEVROLET TRUCK/P UP 10/12/01

10

1 G C G K 2 9 U 1 2 Z

06/02/10

862-849-0095

973-586-4001

MO: 82147

TOTALS.....

☐ CASH ☐ CHECK CK NO. [] ☐ MASTERCARD☐ AM EXPRESS ☐ VISA ☐ DISCOVER ☐ CHARGE ☐ OTHER

Shortly you may be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you can not answer Completely Satisfied, please contact the Department Manager. Please complete your Chevrolet Survey and return it. Any response less than Completely Satisfied is a failing grade for us. Thank you for your business.

BILL IZYKOWSKI
SERVICE MANAGER
973-627-0900 x229

DAVE STAGG
BODY SHOP MANAGER
973-627-1789

c.com

TOTAL LABOR....	1272.00
TOTAL PARTS....	723.05
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	25.00
TOTAL MISC DISC....	0.00
TOTAL TAX.....	141.40

TOTAL INVOICE \$ 2161.45

*Paid Visa
@ BR 6/12/10*

Al

34617

BERNARD J FEARON

8002

9822

06/15/10

CTG5359727

82,143 MAROON/

ROCKAWAY, NJ

02/CHEVROLET TRUCK/P UP

10/12/01

10

1 G C G K 2 9 U 1 2 Z

06/02/10

MO: 82147

BRAKES
 BRAKE LINES RUSTED OUT-LEAKING FLUID-
 CALIPER BLEEDERS RUSTED-BRAKE HOSES CRACKED
 FABRICATE ALL NEW BRAKE LINES-INSTALL FRONT & REAR
 LEFT & RIGHT REMAN CALIPERS-REPLACE BRAKE HOSES
 ADJUST PARK BRAKE-BRAKE PADS & ROTORS GOOD

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15884708	HOSE 4.680	59.50	59.50
JOB # 1	1		15884695	HOSE 4.680	53.28	53.28
JOB # 1	1		15852642	HOSE 4.680	45.48	45.48
JOB # 1	1		15852641	HOSE 4.680	44.38	44.38
JOB # 1	1		19141580	CLPR REM 4.665	97.38	97.38
JOB # 1	-1		19141580	CORE RETURN	24.00	-24.00
JOB # 1	1		19141581	CLPR REM 4.665	97.38	97.38
JOB # 1	-1		19141581	CORE RETURN	24.00	-24.00
JOB # 1	1		19141582	CLPR REM 4.665	95.68	95.68
JOB # 1	-1		19141582	CORE RETURN	24.00	-24.00
JOB # 1	1		19141583	CLPR REM 4.665	95.68	95.68
JOB # 1	-1		19141583	CORE RETURN	24.00	-24.00
JOB # 1	1		15884693	HOSE 4.680	62.34	62.34
JOB # 1	1		BR-LINES	NPN	130.00	130.00
					JOB # 1 TOTAL PARTS	685.10

JOB # 1 TOTAL LABOR & PARTS 1885.10

PERFORM BRAKE SYSTEM FLUSH SERVICE.
 Flush Brake System All

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		16203	WYNN'S	37.95	37.95
					JOB # 2 TOTAL PARTS	37.95
					JOB # 2 TOTAL LABOR & PARTS	109.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	WASTE REMOVAL / SHOP SUPPLIES		25.00
				TOTAL - MISC
				25.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$2200.00 (+TAX)

COMMENTS
 DELETED OPERATION(S)
 16CVZ0DB *DIAGNOSE AXLE

From Body Shop RO# 359574

45

Gearhart Chevrolet - Service Department Estimate Of Repairs

RO# 359727 Customer Name

Adv#

Vehicle Year/Model

02 chev - PUP

Mileage

82143

Job#	Operation Description	Tech#	Hours	Labor	Parts	Total Quote
	Brake Fluid Change					
	Brake Lines Rusted out			10.00		
	- Fabricate All New		10.0	450	100.00	550.00
3	Rear Brake Hoses		1.00		59.50	
2	Front Brake Hoses		1.00		59.50	
					53.28	
2	Rear Calipers		1.0	450	73.38	191.76
2	Front Calipers		1.0	450	71.68	188.36
				150		
	Brake Fluid Flush		1.0			147.00

1200
655
147.

172.28

MARK OF EXCELLENCE
AWARD WINNER

BERNIE FEARON

Service Consultant

Subtotal:

SS/Waste Disposal:

Tax:

Total Estimate:

GEARHART CHEVROLET INC.
RTE #46
DENVER, NJ 07834Phone (973) 627-0900 Ext 270
Fax (973) 627-0558
Direct Line (973) 627-1605

Page 1

1249.40
1995.00
TAX

P.O. FABRICATE ALL STEEL LINES

\$100.00

inc 3 Rear BRAKE HOSES

② 15884708 \$50.00 (2)

inc 2 Front HOSES

① 15884695 \$50.00

1.0 2 Rear CALIPERS

✓ 15852602 - 1 (2) \$25.00 (2)

1.0 2 Front CALIPERS

✓ ② 19141580 - 1 \$25.00 (2) (2)

1.0 Flush BRAKES

✓ ② 19141582 - 3 \$25.00 (2) (2)

13.0



P.O. BOX 1265 • ROUTE 46
DENVER, NEW JERSEY 07834
(973) 627-0900
www.gearhartchevrolet.com



359574

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00CVZ	*LUBE OIL FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/12/05	296061	32840	8464	8445	C	00CVZ	*LUBE OIL FILTER
05/13/05	286093	27444	8440	8445	W	29CVZZM1	GM RECALL - 1
04/27/05	285362	26919	8002	8295	W	24CVZ	*ACCESSORIES
				8041	W	30CVZZCTE	ENTERPRISE LOANER
				8041	W	12CVZNR	REPLACE WHEEL (S)
				8387	W	29CVZZM1	GM RECALL - 1

SALESPERSON NO.

B O D Y

STATE REG# 00683A

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHANGE <input type="checkbox"/> OK'D BY	VEHICLE ID NO 1GCGK29U12Z	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/P UP	PRODUCTION DATE 10/12/01	STOCK NO 10	LICENSE NO 359574	R O NO 05/28/10
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	ROCKAWAY, NJ	CUSTOMER NO 34617	SERVICE CONTRACT	DELIVERY DATE 10/12/01	DELIVERY MILES 10	SELLING DEALER NO 9822
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No		COLOR MAROON/	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO 9822
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 04:00pm	DATE/TIME PROMISED 05/28/10 11:00pm	PRIORITY	ADVISOR NO 8318	ADVISOR PAM WESTENBERGER	

I HEREBY AUTHORIZE THE REPAIR WORK THEREIN 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 OR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH SUCH REPAIR. THAT YOU SHALL NOT BE RESPONSIBLE FOR LOSS 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 THERE TO THAT YOUR EMPLOYEES MAY OPERATE THE ABOVE VEHICLE ON STREETS, HIGHWAYS, OR OTHERWISE FOR THE PURPOSE OF TESTING AND/OR INSPECTING SUCH VEHICLE. THERE IS A CHARGE FOR DIAGNOSIS.

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL
3000.00

C 40CVZBDY **CUSTOMER BODY**
REPAIR AS PER OUR STATE FARM EST CL#

ALL BODY SHOP REPAIRS **MUST** BE PAID IN FULL WHEN VEHICLE IS PICKED UP. **NO** PERSONAL CHECKS WILL BE ACCEPTED OVER \$300.00. ALL 2 PARTY INSURANCE CHECKS **MUST** BE CLEARED BEFORE VEHICLE IS RELEASED. **NO** EXCEPTIONS UNLESS SPECIAL ARRANGEMENTS ARE MADE PRIOR TO PICKUP.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

I HEREBY WAIVE MY RIGHT TO RECEIVE A WRITTEN ESTIMATE OF THE COST TO COMPLETE THE REQUESTED REPAIRS

COST NOT TO EXCEED \$

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS \$	PARTS \$
LABOR \$	LABOR \$
TOTAL \$	TOTAL \$

ADD'L REPAIRS AUTHORIZED BY

DATE

TIME

DATE COMPLETED

DATE CUSTOMER NOTIFIED

CROSS REFERENCE R O

MILEAGE OUT

E-MAIL

CELL PHONE #



0101J359574

Deborah
Stewart/Austin/GM1

01/27/2011 11:42 AM

To billi@gearhartchevy.com

cc

bcc

Subject [REDACTED] 71-908001163

RE: Customer Last Name: [REDACTED]

Service Request: 71-908001163

2002 Chevrolet Silverado

Vehicle Identification Number: 1GCGK29U12Z [REDACTED]

Customer Relationship Specialist: Debbie Stewart

Telephone: 866-790-5600 x 31117

Per our conversation, I am requesting a copy of the RO from the 6/2/10 repair on this veh be faxed to me. Thank you for your help.

Best wishes,
Debbie Stewart | CRS

Aditya Birla Minacs | inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 ext. 31117 | Fax: 866-775-9478 | www.minacs.adityabirla.com

Oswego, IL

02-04-11P10:12 RCVD



Chevrolet Motor Division
Chevrolet Customer
Assistance Center
Po Box 7047

Troy, MI 48067-7047

4800737047

48007-7047

January 26, 2011

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


To Whom This Concerns

REF#71-912402335

Today I spoke to one of your customer service representatives to file a complaint against Ron Westphal Chevrolet in Aurora, Il. I have attached the letter I sent to the General Manager which has gone unanswered, along with copies of both service invoices. I would like someone from your company to inspect the work that was done to my car. I paid to have all of my brake lines replaced. Only one brake line was replaced, and the old line was never removed. The new line was tied to the old line. I have asked to be provided copies of the authorization I signed to have work done on my truck, and exactly what work I signed to have done. The first invoice I received indicated the truck was road tested and repair was done. That was not the case.

I bought my truck at Ron Westphal and have had all my service work as well as oil changes done at this dealership. I have always trusted this dealership for the service they have provided. Since I have picked up my truck I have had a strong odor coming from my vents. Also the electric lines to my Sirius radio and trailer brake are not working. I don't know if these problems have anything to do with the work that was done on my truck, but it is strange they haven't worked since I picked up my truck.

I would like to take my truck to another dealer to have the work inspected. I really feel I was over charged and the work was not up to normal Chevrolet standards. I also didn't have the job completed as was explained; I only had one brake line replaced. I will await your reply to this matter as I want to be sure I have a safe truck.



Oswego, Il. 60454

71-912 402335

1-366-790-5700 X 22773

January 10, 2011

Dan Schwebke c/o
Ron Westphal Chevrolet
1425 West Ogden Avenue
Aurora, IL 60503

Mr. Schwebke,

I spoke to you recently concerning the service done on my 2000 Chevy Silverado. As you are aware on December 20th, 2010 I called your service department and spoke to Rick Kruse. Rick had been my new contact since the passing of Sid Chapman. Rick has always been very helpful with all my service needs. On December 20th I called to get my truck in for immediate service because I felt I was losing my brakes. I was told that the earliest I could get my truck in was on Wednesday 12/22, so I made an appointment. On Tuesday 12/21 during a snowstorm I had major problems stopping my truck and called Rick to let him know I was bringing in my truck immediately. On 12/22/10 my truck looked at and I was informed that I needed a new brake line. I wasn't quoted an exact price, but I did indicate that I wanted to keep the costs to a minimum. An approximate price couldn't be quoted because it wasn't known how much time would be spent on removing the old brake line and bending and reinstalling the new line. Late on Wednesday I was told that they wouldn't have my truck done until Thursday. On Thursday I received a call that my calipers needed replacing as they couldn't bleed the lines because the bleeders were seized. I was told that the cost would be \$1200.00 to complete the service. I couldn't believe what I was hearing, where was I going to get \$1200.00 two days before Christmas. I had thought I would be spending \$500.00 at the most. I ended up getting my brother involved in supplying some of the parts for my truck to reduce the cost, which eventually got the price below \$1000.00.

On December 23rd I got a call from Rick Kruse telling me the truck was road tested and done. He admitted the brakes were still a little mushy, but he stated that if I didn't like the feel of the brakes, I could return for adjustments. I picked up the truck that night I noticed that the brakes were not much better than when I brought them in. When I got home that night I called and asked to speak to a manager. Apparently you were not available that night, so I got to talk to Bill Hillis. Bill understood my upset, and also agreed at the time I was charged a lot of money for a brake line, although he admitted he didn't know what was involved in the repairs. I was told that he would talk to Mike Franzen on Monday 12/27 as well as yourself, and someone would get back to me. Well that never happened. I called Rick Krause on Tuesday 12/28 and explained that my truck brakes were still not right; he made an appointment to bring my truck in on Wednesday 12/29 for "adjustment". On the morning of 12/29 after I had dropped off my truck I was informed that my truck now needed a new brake cylinder, and it would cost between \$200-\$300 to repair. I questioned why and was told that they couldn't build up sufficient pressure with the old cylinder. I told Rick I did not want to spend anymore money of this truck as I was told that my problem was fixed when I picked up my truck on 12/23. Rick called later that day and told me that my truck once again would not be done until the following day. His excuse was the cylinder did not arrive in time to install.

This was not true. The part was ordered from my brother who had the part delivered to Ron Westphal Chevy at 9:30 AM that morning. So once again I was without a truck for 2 days. On 12/30 I was called and told my truck was ready and Rick reduced the cost to less than \$100.00. This ended my ordeal with repairing my brake line. I did contact Mike Franzen, he apparently was never contacted by Bill Hillis, he told me he was aware of the problem and felt it was handled correctly. I disagree there are still a number of unanswered questions which I would like you to investigate and reply.

#1 On the invoice I received it states there is a warranty statement on the reverse side of my invoice. On the reverse side of my invoice is blank space. Please provide me with a copy of the warranty for the service that was done on my truck. According to the invoice I received when I picked up my truck on 12/23/10 it states "Road Test - OK". To me this indicates the problem was fixed.

#2 Why since my truck had to stay overnight between 12/21 and 12/23 wasn't a WD-40 or some other type of penetrating lubricant applied to free up the seized bleeders? This would be a standard procedure at other repair shops before installing (4) new calipers.

#3 You stated that the old brake line wasn't removed due to the fact you might cause more problems. We don't see any other components that might have been affected by removing this brake line. Also if there were other corroded parts in the area that may break, maybe we should have been informed for possible future problems. It just doesn't look like a professional job leaving the old part in and ty-rapping the new line to the old line. I didn't expect to have a dealership do this.

#4 We still did not receive a breakdown of labor hours to replace the brake line. Due to the fact the old line was never taken out and the new line didn't have to be rerouted through the underside, we feel this saved labor time. Please send us the breakdown of the \$691.40 labor costs. We find it hard to see over six hours labor for the work that was done.

#5 When our truck wasn't finished the second time we brought it in, the excuse was given that the brake cylinder did not arrive on time. The brake cylinder was delivered at 9:30 AM that morning. What was the real reason for not getting our truck repaired the same day?

#6 Finally I don't believe we should have had to pay anything for the second repair visit to install the brake cylinder. We were told that the truck was repaired when we picked it up on 12/23, when in fact it wasn't. I would like to see a refund of \$97.14.

When we brought our truck in for service, we expected a certified mechanic to test drive, diagnose and repair our truck. Once the service was performed and we were called to pick up our truck it was our assumption it was once again road tested and certified repaired. In our case it wasn't. I have been a customer with Ron Westphal/Carl Chevrolet for over 35 years now. I have bought at least 2 new vehicles and 3 new trucks from your dealership. For each one of those vehicles I have done all my service work including oil changes for as long as I have owned the vehicles. I have always had that sense of caring and trusting my vehicles were in good hands. This transaction has ruffled a few feathers. I am not that happy customer right now and I hope we can resolve this matter, so I am satisfied.

How would I like this resolved? Refund the \$97.14 I spent on 12/30 for additional repairs to fix my brake problem. I would also like to see a labor adjustment for my first visit as I feel I overpaid for the quantity and quality of the work performed. In the past I have always received discounts, adjustments ect for my repairs. I used to get a free loaner vehicle when my truck was in the shop more than one day, so I can't say your dealership hasn't treated me well in the past. There is no one person I blame for this transaction. In the past I have enjoyed dealing with Mike, Rick & Sid in the service department. I have known Paul in parts for years. And have always used Rita for my sales. I always feel like family when I come to Westphal, as everyone makes me feel like they care that I am a customer. I just feel different about this transaction, because so many people within your organization agree with me. Once again I hope we can resolve this matter and I can continue to do business with Ron Westphal Chevy.

Sincerely,

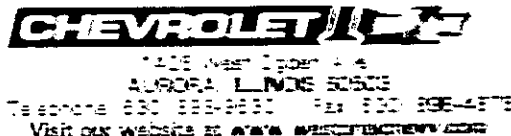
[REDACTED]
[REDACTED]
Oswego, IL
[REDACTED]

OSWEGO, IL

HOME:

BUS:

SERVICE ADVISOR: 27838 RICHARD J. FORTSE



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	VEHICLE N. C.	729
LT-PEWTER-	00	CHEVROLET SILVERADO	1GCEK19T1YZ			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
31MAY00 DD			19:00 21DEC10			
R/O OPENED	READY	OPTIONS: ENG:5.3 LITER V6 MPI 1300				
		1) MEMBERS-CHOICE 2 311-722-6078				
14:03 21DEC10	13:45 23DEC10					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A BRAKE PEDAL LOW AND DANGEROUS AND ALSO ABS ACTIVATES
CAUSE: BRAKE LINE AT BPMV IS RUSTED AND LEAKING FLUID AND ALSO ALL 4

CALIPER BLEEDERS ARE SEIZED

26 BRAKES

1150 CPT	600.00	600.00
3 12377967 FLUID	8.95	26.85
2 121004 FITTING	1.53	3.06
1 123400 FITTING	3.26	3.26
1 19141580 CLPR REM	73.38	55.00
1 19141581 CLPR REM	73.38	55.00
1 19141584 CLPR REM	80.48	61.00
1 19141585 CLPR REM	80.40	61.00

REPLACE BRAKE LINE FROM BPMV TO MASTER CYLINDER TO REPAIR LEAKAGE
AND REPLACE ALL 4 CALIPER ASSEMBLIES, BLEED AND FLUSH BRAKE SYSTEM AND
ROAD TEST - OK.

B LUBE, OIL & FILTER

01 LUBE, OIL & FILTER	11.40	11.40
1150 CPT		
1 19210283 FILTER	5.95	5.95
6 12345616 OIL 10W30	2.60	15.60

PERFORMED LUBE OIL AND FILTER SERVICE AND TOPPED OFF FLUID LEVELS.

C CHECK OIL LEAKAGE - ADVISE

CAUSE: REAR MAIN OIL SEAL AND OIL PAN HAVE OIL SEEPAGE

30 ENGINE MINOR

1150 CPT

ADVISED CUSTOMER TO MONITOR OIL LEAKAGE AND LEVEL.

D RUN POWER FEED TO DOME LIGHT IN REAR CAP AREA - \$100.00.

40 BODY ELECTRICAL

1150 CPT

RAN FEED WIRE TO OPERATE REAR DOME LIGHT OPERATION WITH KEY OFF.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Original Estimate (Parts & Labor) Total Additional Cost Authorized Approved By/Telephone No.: Date & Time

Revised Estimate

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PLEASE PAY THIS AMOUNT

Thank You. We really appreciate your business!

CUSTOMER #: 7522

328359



1425 West Ogden Ave.

AURORA, ILLINOIS 60503

Telephone (630) 898-9630 · Fax (630) 898-4875

Visit our website at www.westphalchevy.com

INVOICE

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 27538 RICHARD J KRUSE

OSWEGO, IL

HOME:

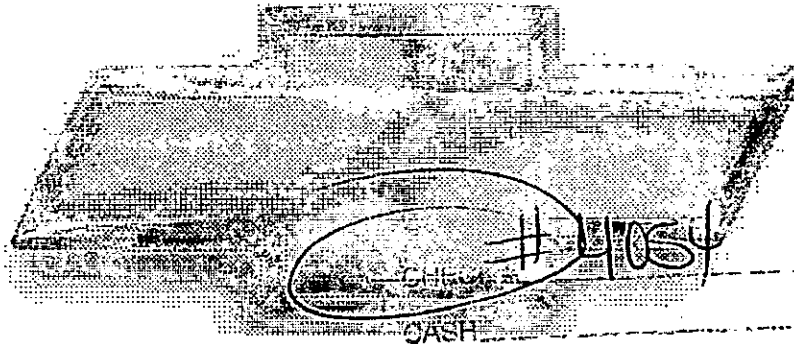
BUS:

COPY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LT-PEWTER	00	CHEVROLET SILVERADO	1GCEK19T1YZ		185164/185164	T7401
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
31MAY00	DD		19:00 21DEC10		0.00	COUPS
R.O. OPENED	READY	OPTIONS: ENG:5.3 LITER V8 MFI IRON				
		1) MEMBERS-CHOICE 2) 800-752-6265				
14:03 21DEC10	13:45 23DEC10					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
						TOTAL

THANK YOU FOR YOUR BUSINESS!!! PLEASE

-- CONSIDER US FOR ALL YOUR AUTOMOTIVE NEEDS!!



CHARGE

CTL #

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time
\$	\$		
Revised Estimate	\$		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	691.40
PARTS AMOUNT	286.72
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	5.25
TOTAL CHARGES	983.37
LESS INSURANCE	20.00
SALES TAX	22.63
PLEASE PAY THIS AMOUNT	986.00

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You. We really appreciate your business!

RON WESTPHAL CHEVROLET
1425 W. OGDEN AVE.
AURORA, IL 60503
TID: 02738737

328617

INVOICE



1425 West Ogden Ave.
AURORA, ILLINOIS 60503
Telephone (630) 898-9630 · Fax (630) 898-4875
Visit our website at www.westphalchevy.com

G
6
O:
HC
BU

PAGE 1

SALE COPY

846211094889
BATCH: 110

0-346-0761

SERVICE ADVISOR: 27538 RICHARD J KRUSE

IL	VIN	LICENSE	MILEAGE:IN / OUT	TAG
ILVERADO	1GCEK19T1YZ		185265/185265	T7526
PROMISED	PO: NO	RATE	PAYMENT	INV: DATE
19:00 29DEC10		0.00	CASH	30DEC10

OPTIONS: ENG:5.3 LITER V8 MFI IRON
1) MEMBERS-CHOICE 2) 800-752-6265

31M

AMOUNT:

\$ 97.14

TOTAL:

\$ 97.14

09:0

LINE

A-BR

CAUS:

CUSTOMER COPY

LIST NET TOTAL

MASTER CYLINDER ISSUE

MASTER CYLINDER IS BYPASSING ON VEHICLE CAUSING LOW PEDAL
26 BRAKES

1150 CPT

5 12377967 FLUID

50.00 50.00
8.89 8.75 43.75

REPLACE MASTER CYLINDER AND BLEED SYSTEM TO REPAIR BRAKE PEDAL -
RETEST PEDAL HEIGHT WITH CUSTOMER.

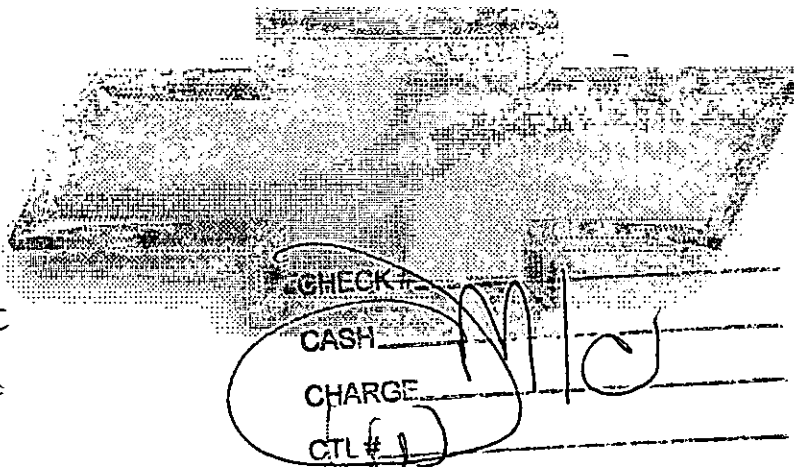
THANK YOU FOR YOUR BUSINESS!!! PLEASE
CONSIDER US FOR ALL YOUR AUTOMOTIVE NEEDS!!

DID NOT

TEST

WITH

MYSELF



WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S
LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time
\$	\$		
Revised Estimate	\$		

By signing below, you acknowledge that you were notified of and authorized
the Dealership to perform the services/repairs itemized in this invoice and
that you received (or had the opportunity to inspect) any replaced parts as
requested by you. The vehicle is being returned to you in exchange for your
payment of the Amount Due.

*SHOP SUPPLY COSTS: We
have added a charge equal to
5% of the total cost of labor and
parts, not to exceed \$25.00, to
the Repair Order for shop
supplies used in connection with
this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	50.00
PARTS AMOUNT	43.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	93.75
LESS INSURANCE	0.00
SALES TAX	3.39
PLEASE PAY THIS AMOUNT	97.14

Thank You. We really appreciate your business!

August 11, 2011

[REDACTED]
[REDACTED]
Howell, NJ [REDACTED]

Dear [REDACTED]

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 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, 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 Number: 71-913471529

Hatboro, Pa

PHILADELPHIA PA 191

17 FEB 2011 PM 9 L



11-02-24A09:24 RCVD

General Motors
P O Box 33170
Detroit, MI 48232-5170

482325170



General Motors
P O Box 33170
Detroit, MI 48232-5170


Hatboro, Pa 

Dear Sir;

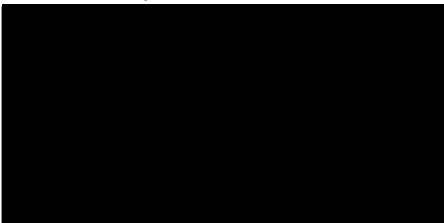
I have enclosed a copy of a letter I sent to one of your dealerships concerning a problem I had with a 2002 Chevrolet Avalanche.

Two weeks ago I had a problem with the brakes and I took the truck to Lafferty to fix the problem. I was given the enclosed estimate, (\$2501.60). I called the 800 number on the top of the estimate. I told the gentleman who answered that I had a question and a complaint. My question was, 'What is a reasonable amount of time before all four brake lines should have to be replaced on a heavy duty, expensive truck? His answer was about 20 years, depending on climate. My complaint was that the dealer said all four brake lines had rusted and the cost was \$2500. He called the dealer to see if he could get me some relief, and he said the service consultant told him that the problem was due to normal aging of the vehicle (9 years). I have been buying new vehicles since 1968, and have never experienced a problem like this.

I took the truck to my local mechanic for the repairs, and I have enclosed a copy of the repair bill. As you can see there is a \$2,000.00 difference. So on top of being disappointed in the reliability of the product, I feel the dealer was gauging me for the repair job.

As I stated in my letter to the dealer, customer loyalty and satisfaction should be a priority and I don't think Lafferty took this into consideration. We will not be purchasing GM products in the future. A response would be appreciated.

Sincerely,



2-16-11

Lafferty Chevrolet
829 West Street Road
Warminster, Pa 18974

[REDACTED]
Hatboro, Pa [REDACTED]

February 15, 2011

Let me start by saying we have been customers at Lafferty's since 1995. We have purchased two new trucks and a passenger vehicle through this time period. I assume repeat business is important for a dealership to survive in this economy.

Purchasing new vehicles also means having work completed in your service department, which also adds to your profitability, but the customer must depend on your service department to make fair and honest estimates for repair work.

Enclosed is a copy of the estimate by Stephen G Fisher, Service Consultant for Lafferty, for repair of four brake lines at a cost of \$2501.60. I have also enclosed a copy of a bill from J.M.'s Repair for \$523.88 where I took the 2002 Avalanche to get the work completed. As you can see, there is a huge difference.

When we were given the estimate, I called Chevrolet to question why a heavy duty truck, with 43,000 miles should require brake line replacement, and why should it be so expensive. That person spoke to Mr. Fisher to see if he could get us some help. Mr. Fisher told him the problem was the result of the age of the vehicle and there was nothing he could do. No comment was made about the estimate for the cost of the repairs.

Needless to say, we will not be purchasing any cars or trucks from Lafferty in the future.

Sincerely,

[REDACTED]

2-16-11

COPY



CHEVROLET • GEO

829 West Street Road
Warminster, PA 18974
Tel. # (215) 672-2000

1-800-222-1070

NAME [REDACTED]		MAKE Chevrolet	MODEL Avalanche	DATE 2/3/11	SERIAL #		
PHONE #							
DESCRIPTION		PARTS		LABOR		TOTAL	
BRAKE LINE UNDER LEFT DOOR LEAKING							
Badly Rusting							
Replace 4 Brake Lines from		180	00	1470	00	1650	00
ABS Module under left door FORWARD							
Brake Fluid & Brake Clean		50	00			50	00
Possible Needs Both Calipers 85 ⁰⁰ each		170	00			170	00
IF CANNOT GET BLEEDERS OPEN							
(RECOMMEND)							
Replace Rear Brake Metal Lines from							
ABS Module To Rear Axle & THEN TO		70	00	420	00	490	00
Rear Calipers							
COMMENTS:							
7-195-096-584							
				SUBTOTAL		2360 00	
				TAX		141-60	

COPY

METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE LABOR: <input type="checkbox"/> FLAT <input type="checkbox"/> HOURLY <input type="checkbox"/> BOTH	TOTAL LABOR	400.00
	TOTAL PARTS	94.23
	ACCESSORIES	
	GAS, OIL, & GREASE	
	OUTSIDE REPAIRS	
		494.23
	TAX	23.65
	TOTAL AMOUNT	523.88

Auburn, NY

SYRACUSE NY 132

26 MAR 2011 PM 2 L



GM
P.O. BOX 33170
Detroit, MI 48232-5170

48232+5170



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

[REDACTED]
Auburn, NY [REDACTED]

To whom it may concern,

On March 3rd 2011, my 2002 GMC Sierra 1500 all of a sudden lost it brakes, after a quick investigation I saw that my brake lines have suffered severe corrosion and rusting. On March 4th 2011 I had two of my brake lines replaced, unable to pay for the other two to get done for financial reasons. The reason for me composing this letter is because it was brought to my attention that there was a recall made by the Federal Vehicle Motor Vehicle Safety Standards. My vehicle was one of the many to be part of this recall. Inside I put a copy of the information I received about the recalls and a copy of my receipt for the brake lines I replaced on my vehicle. I would like my money refunded of the amount I had to pay. My brakes completely failed and I could've cause serious damage to my vehicle, myself and anyone in the area. GM should be responsible for the brake lines due to the recall, I would like to replace the other two. Any response to my letter can be sent to the above address.

Sincerely,
[REDACTED]

NHTSA Action Number: PE10010

Vehicle Make / Model:	Model Year(s):
CHEVROLET / AVALANCHE	1999-2003
CHEVROLET / SILVERADO	1999-2003
CHEVROLET / SUBURBAN	1999-2003
GMC / SIERRA	1999-2003
GMC / TAHOE	1999-2003
GMC / YUKON	1999-2003

Manufacturer : GENERAL MOTORS CORP.

Component(s) :

SERVICE BRAKES, HYDRAULIC

SERVICE BRAKES, HYDRAULIC:POWER ASSIST:HYDRAULIC:HOSES, LINES/PIPING,
AND FITTINGS

Summary:

The Office of Defects Investigation (ODI) received Defect Petition DP10-003 on March 2, 2010, requesting the investigation of model year (MY) 2003 Chevrolet Silverado 2500HD 4WD pickup trucks for corrosion failures of the vehicle brake lines. DP10-003 was granted and on March 30, 2010, Preliminary Evaluation PE10-010 was opened on more than six million model year 1999 through 2003 light trucks and sport utility vehicles manufactured and sold by General Motors Corporation (GM). On July 2, 2010, ODI received GM's response to an information request, which included GM's assessment of the frequency and safety consequences of the alleged defect. GM stated that: (1) the brake system of the subject vehicles is split front/rear and should a brake pipe suddenly fail for any reason, the affected vehicle would be capable of stopping with the pressure supplied by the remaining circuit; (2) the subject vehicles were designed to meet the hydraulic circuit partial failure requirements of Federal Motor Vehicle Safety Standards 105 and 135, Light Vehicle Brake Systems; and (3) should a brake fluid leak occur for any reason, the brake system malfunction indicator lamp (MIL) would illuminate and warn the driver before the brake fluid level was low enough to cause a loss of line pressure. ODI's and GM's analysis indicates that 85 percent of the complaints occurred on vehicles used primarily in States that use salt on the roads during Winter months (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 and Wisconsin). Overall the complaint rates per 100,000 vehicles for Salt Belt States is 43.0 and Non-Salt Belt is 3.0. In approximately 25 percent of the complaints the brake pipe failure occurred suddenly, with no warning (i.e., no MIL, Brake Fluid Loss Warning), and resulted in extended stopping distances. In 30 of these the increase in stopping distance that resulted was a factor in the crash and in 10 others the vehicle was intentionally steered off the road or into another lane of travel in order to avoid a crash. This investigation has been upgraded to an Engineering Analysis (EA11-001) for subject vehicles sold or currently registered in Salt Belt States to further assess the scope, frequency and safety risks associated with sudden failures of corroded brake pipes that can result in decreased brake effectiveness. ODI will continue to gather information on subject vehicles outside the Salt Belt as well.

Date Investigation Opened : March 30, 2010

Date Investigation Closed : January 5, 2011



Defects - Search Results

1 Record(s) Displayed.

Report Date: March 4, 2011 at 03:03 PM

Search Type: **VEHICLE**

Model Year : 2002

Make: GMC

Model: SIERRA

NHTSA Action Number:

PE10010

Make: GMC

Manufacturer: GENERAL MOTORS CORP.

Model Year : 2002

Component(s) :

[illegible]

Date Investigation Opened : March 30, 2010

Date Investigation Closed : January 5, 2011

Summary:

The Office of Defects Investigation (ODI) received Defect Petition DP10-003 on March 2, 2010, requesting the investigation of model year (MY) 2003 Chevrolet Silverado 2500HD 4WD pickup trucks for corrosion failures of the vehicle brake lines. DP10-003 was granted and on March 30, 2010, Preliminary Evaluation PE10-010 was opened on more than six million model year 1999 through 2003 light trucks and sport utility vehicles manufactured and sold by General Motors Corporation (GM). On July 2, 2010, ODI received GM's response to an information request, which included GM's assessment of the frequency and safety consequences of the alleged defect. GM stated that: (1) the brake system of the subject vehicles is split front/rear and should a brake pipe suddenly fail for any reason, the affected vehicle would be capable of stopping with the pressure supplied by the remaining circuit; (2) the subject vehicles were designed to meet the hydraulic circuit partial failure requirements of Federal Motor Vehicle Safety Standards 105 and 135, Light Vehicle Brake Systems; and (3) should a brake fluid leak occur for any reason, the brake system malfunction indicator lamp (MIL) would illuminate and warn the driver before the brake fluid level was low enough to cause a loss of line pressure. ODI's and GM's analysis indicates that 85 percent of the complaints occurred on vehicles used primarily in States that use salt on the roads during Winter months (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 and Wisconsin). Overall the complaint rates per 100,000 vehicles for Salt Belt States is 43.0 and Non-Salt Belt is 3.0. In approximately 25 percent of the complaints the brake pipe failure occurred suddenly, with no warning (i.e., no MIL, Brake Fluid Loss Warning), and resulted in extended stopping distances. In 30 of these the increase in stopping distance that resulted was a factor in the crash and in 10 others the vehicle was intentionally steered off the road or into another lane of travel in order to avoid a crash. This investigation has been upgraded to an Engineering Analysis (EA11-001) for subject vehicles sold or currently registered in Salt Belt States to further assess the scope, frequency and safety risks associated with sudden failures of corroded brake pipes that can result in decreased brake effectiveness. ODI will continue to gather information on subject vehicles outside the Salt Belt as well.

NHTSA Recall Campaign Number:

N/A

Model: SIERRA

3. In respect of NY

[illegible]

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, TRUCK OR 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 CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS
OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$_____.

3. I do not want an estimate

AUTO REPAIR ORDER

COPY

August 11, 2011

[REDACTED]
Auburn, NY [REDACTED]

Dear [REDACTED]

We sincerely apologize for the concerns that you are experiencing with your 2002 GMC Sierra. We understand this can be very frustrating and would like the opportunity to assist you further. Due to the nature of your concern, it is necessary to continue this communication via telephone.

Total customer satisfaction is important to us at GMC. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-462-8782. Please refer to the service request number listed below when you reach our representative.

Sincerely,

GMC Customer Assistance Center
Service Request Number: 71-932453163