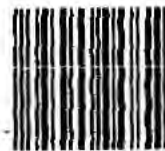




Waterloo, SC

VERIFIED MAIL



0000

48232

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

U.S. POSTAGE
PAID
LAURENS, SC
29360
MAY 03, 06
AMOUNT

\$4.64

00029416-01

MAY 08 2008

Chrysler Customer Assistance Center
P.O. Box 33170
Detroit, Michigan

48232-5170

Safety

RETURN RECEIPT
REQUESTED

48232+5170-70 0001



5-2-06

To Whom this may concern:

My name is [redacted] I purchased a 2005 Chevy Trailblazer from Smith Chevrolet in 2-2005 since then I continue to have problems with my vehicle such as Wind noise, Head lamps ~~Brightening~~ Brightening & dimming + the Doors Locking by themselves when nobody is in the vehicle. The SUV has been in the shop several times for each problem but they say that these problems cannot be fixed. So I spoke with Christina Weigel on 4-3-06 + voiced my complaints, after her research she said that there was nothing GM could do about these problems. Since then I've spoken with a lady named Trina she has offered me (1) vehicle payment and said that's all she can do. I told her that would not solve the problems and that's all I asked them to do so no Thank You. My husband + I are afraid to park the vehicle in our garage for fear of the vehicle having a short + catching fire. I was told by Christina Weigel that since I called + she had everything in her computer that I would not have to send a certified letter, but I was advised later that I should.

Privileged and Confidential Information

ATA ARB/CASE ASSESSMENT BY: Karen Nixon

Siebel/CARS Request No: [REDACTED]

Customer [REDACTED] [REDACTED]

Year of Vehicle: 2005 CHEVY TRAILBLAZER

Current Mileage: 26,973

Vehicle ID No.: 1GNDS13S65214 [REDACTED]

In Service Date: 2/17/05

Purchased: New

What is customer seeking: Repurchase/Replacement

VEHICLE REPAIR HISTORY

*CUSTOMER'S PRIMARY SYMPTOM/CONCERN: WIND NOISE

Date:	Mileage:	Days Out:	Description of Repair:
4/20/05	3,323	1(Per rental)	(BALDWIN)Roof rack not properly positioned, repositioned rack
12/6/05	18,527	1(Per VISS)	(BALDWIN)Repositioned roof rack and sealed mirrors
2/27/06	22,526	1	(SMITH)Unable to duplicate
3/1/06	22,545	1	(SMITH)Test drove and found noise to be coming from door seals; adjusted all doors to seal tighter
3/28/06	23,881	1(Per rental)	(SMITH)Adjusted luggage rack
5/17/06(FRA)	26,973	7	(SMITH)Only heard air turbulence around mirrors, compared with another Trailblazer, same sound -- normal

*CUSTOMER'S PRIMARY SYMPTOM/CONCERN: HEADLAMPS

Date:	Mileage:	Days Out:	Description of Repair:
10/17/05	15,963	3(Per VISS)	(BALDWIN)Alternator not charging properly. Replaced alternator
12/6/05	18,527	*	(BALDWIN)Checked charging system, npf, per tsb.
2/27/06	22,526	*	(SMITH)Repaired alternator wiring per tsb
3/28/06	23,881	*	(SMITH)Per TAC, normal per tsb
5/17/06(FRA)	26,973	*	(SMITH)Test drove, checked alternator and battery – OK, could not verify any abnormal condition

*OTHER SYMPTOM/CONCERN: DOOR LOCKS

Date:	Mileage:	Days Out:	Description of Repair:
2/27/06	22,526	*	(SMITH)Repaired alternator wiring per tsb
3/28/06	23,881	*	(SMITH)Inspected per TAC – looked at lock rod and handle rod for binding –npf; could not verify condition
5/17/06(FRA)	26,973	*	(SMITH)Checked for tsbs and updates – could not duplicate

*OTHER SYMPTOM/CONCERN: DOOR

Date:	Mileage:	Days Out:	Description of Repair:
5/17/06(FRA)	26,973	*	(SMITH)Lubricated right front door check link

*OTHER SYMPTOM/CONCERN:

Total Days Out of Service: 15__ (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:

Team Manager Approval:

Date:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? REPURCHASE

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:

TO: Anne Corbett COMPANY:

Page 1 of 1

FACSIMILE TRANSMISSION



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

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

TO: Name: Anne Corbett
Fax Number: 18662156752

MESSAGES:

Date and time of transmission: Friday, June 02, 2006 1:14:20 PM
Number of pages including this cover sheet: 05

TO: Anne Corbett COMPANY:



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

June 2, 2006

Re: [REDACTED]s Chevrolet Motor Division 1GNDS13S652 [REDACTED]

ANNE CORBETT
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Dear Madam/Sir:

Enclosed are the technical expert's findings and credentials pursuant to the arbitrator's request. You may submit comments regarding both the findings and qualifications of the expert for the arbitrator's consideration.

The BBB AUTO LINE office must receive any comments **within four days** from the date of this letter. If your comments are received within this four-day period, they will be sent to the arbitrator together with the expert's report. If we do not receive your comments by that time, the technical expert's report will be sent to the arbitrator without your comments.

If the customer has any comments to make concerning the expert's report, and they are received by the BBB AUTO LINE within this same time frame, they will be sent to the arbitrator. You will also receive a copy for your information.

You may fax your comments to us at 703.247.9700, or call me at 800.334.2406 if you have any questions.

Sincerely,

Scott Estep at Extension 515

TO: Anne Corbett COMPANY:

Inspection Report

Page 1 of 3

BBB Auto Line			
Technical Expert's Report			
		Start Date: 05/24/06	Arb. Date:
Bureau:	CBBB	Case Number:	[REDACTED]
Staff Contact & Extension #:	Scott Estoo ext 515	Fax:	954-539-3225
Customer:	[REDACTED]		
Address:	[REDACTED] Waterloo, SC [REDACTED]		
Telephone:	Day: 864-6847180	Evening:	
Alternate Phone - Contact Information:		[REDACTED]	
Vehicle Location:			

Vehicle Information

Make:	Chevrolet	Model:	Trailblazer	Year:	05
Mileage:	27174	V.I.N.:	1GNDS13S652 [REDACTED]		
Request Date:	2006-05-25 16:38:56	Complete By:	ASAP		
Any Special Instructions:					
Completion Date/Time:	6-2-06 9:10 AM	Inspector:	Jim Cole		

Odometer at Start: 27704 **After Road Test:** 27728
Miles Driven: 24 **Date/Time Inspected:** 6-1-06 5:10 PM

Technical Inspection Request

Problem:	Passengers hear wind noise when vehicle is moving at highway speed.
Does Problem Exist:	No.
Probable Cause(s):	Manufacturing design.
Test, Evaluation and Basis for Conclusion(s):	The inspector road tested the subject vehicle at various speeds up to highway speeds and verified there was some normal wind buffeting noises audible as the air was passing over the roof rack and the windshield posts, but no wind leaking noises or irregular wind noises were audible at any time during the road test or inspection from any area.
Problem:	Headlight flicker from bright to dim when driven at night. The alternator has been replaced, but customer states that the problem still exists

TO: Anne Corbett COMPANY:

Inspection Report

Page 2 of 3

Does Problem Exist:	No.
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The inspector checked the complete electrical system voltages and noted the system voltage did not vary more than .4 volts during the test. The system voltage was between 13.72 volts and 14.12 volts during the test. The alternator did appear to be cleaner than the other ancillary components indicating that the alternator had been recently replaced.

Problem:	Doors lock themselves when the subject vehicle is idling. Customer states that she has been locked out of the vehicle with the engine running.
Does Problem Exist:	No.
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The inspector let the vehicle idle for 10 minutes and noted no problems or irregularities. While idling in and out of gear during the road test, both cold and after reaching operating temperatures, no unusual fluctuations were verified. The door locks all operated flawlessly when repeatedly tested and at no time during the road test or inspection did any of the doors lock themselves.

Problem:	Customer claims that front passenger door squeaks
Does Problem Exist:	No.
Probable Cause(s):	N/A
Test, Evaluation and Basis for Conclusion(s):	The inspector opened and closed the right front door 5 times before, at various intervals during and again after the road test and was not able to duplicate any unusual squeaking noises, binding or other flaws.

Technical Expert's Biography

Technical Expert:	James B Cole
Years of Experience:	10+
Certified By:	ASE
ASE Identification #:	HU00X4XH6COLE

Areas of Certification

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TO: Anne Corbett COMPANY:

Inspection Report

Page 3 of 3

Engine Repair:	12/09	Suspension & Steering:	12/09
Heating & Air Conditioning:	12/09	Electrical / Electronic Systems:	12/09
Auto Trans / Transaxle:	12/09	Engine Performance:	12/09
Manual Drive Train & Axles:	12/09	Brakes:	12/09
ASE Master Technician:	12/09	Diesel Engines (Medium/Heavy):	12/09
Drive Train (Medium/Heavy):	12/09	Brakes (Medium/Heavy):	12/09
Suspension and Steering (Medium/Heavy):	12/09	Electrical/Electronics (Medium/Heavy):	12/09
Heating/Vent/Air Conditioning (Medium/Heavy):	06/06	Electronic Diesel Engine Diagnosis:	06/07
Exhaust Systems:	06/06	Master School Bus Technician:	06/06
Master Medium/Heavy Truck Technician:	06/06		

See Images:

CHV0645216_1490_7934.JPG | CHV0645216_1490_5405.JPG | CHV0645216_1490_4856.JPG |
 CHV0645216_1490_8110.JPG | CHV0645216_1490_7981.JPG | CHV0645216_1490_3031.JPG |
 CHV0645216_1490_5181.JPG | CHV0645216_1490_4975.JPG | CHV0645216_1490_2525.JPG |
 CHV0645216_1490_6779.JPG | CHV0645216_1490_8980.JPG | CHV0645216_1490_7356.JPG |
 CHV0645216_1490_2319.JPG | CHV0645216_1490_3256.JPG | CHV0645216_1490_2604.JPG |
 CHV0645216_1490_4910.JPG | CHV0645216_1490_8125.JPG | CHV0645216_1490_9885.JPG |
 CHV0645216_1490_6440.JPG | CHV0645216_1490_6008.JPG | CHV0645216_1490_5622.JPG |
 CHV0645216_1490_3107.JPG | CHV0645216_1490_2082.JPG | CHV0645216_1490_8295.JPG |
 CHV0645216_1490_8919.JPG | CHV0645216_1490_3099.JPG | CHV0645216_1490_5131.JPG |

Nationwide Inspections, Inc., reserves the right to review any additional information, evidence, etc. as it becomes available and to amend this report and its findings further, should it become necessary.



First Baptist Church
205 N. Church Street, P.O. Box 85
Ninety Six, SC 29666
Phone: (864)543-2333
www.fbc96.org

To Whom It May Concern:

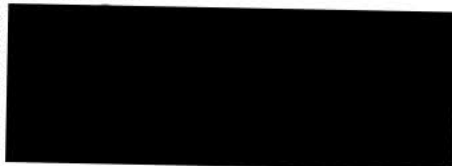
Chuck Sproune
Pastor

Jeremy McCullum
Children / Youth Pastor

Dan Dickerson
Minister of Worship & Music

A couple of years ago as I was researching to prepare to bring messages to Rosemont Baptist Church related to the importance of reaching our youth early in life. My research led to some information on gang activities, gang initiation in particular. The theme of the research was willingness of gangs to show youth attention and accept them into their group. Something unique that was uncovered in my research was "One" of the many ways to be initiated into a gang. My research uncovered that a gang would send a potential member out at night with bright headlights shining to prompt an oncoming driver to "flash" their lights. If the oncoming driver "flashed" their lights, then the one seeking membership into the gang was to run them off of the road or cause them harm in some way as a form of initiation. I do not know if this was an example that only happened once or something that is more common. Mrs. Teresa Prince called me to ask me about the subject. I cannot find any of my research at this time so on her behalf I am sending along this statement.

Sincerely,





GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

April 6, 2006

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F Kennedy Blvd Ste 1101
Philadelphia, PA 19103-7427

RE:

[REDACTED]
Service Request [REDACTED]
GM Legal Staff Case: 509376
2004 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDT13S84 [REDACTED]
Customer Relationship Manager: Willie Sheppard Jr

Dear Mr. Kantrowitz:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE AREA SERVICE MANAGER, Seth Young, PH: 800-356-5004, 8027 AND INFORM HIM THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.

In case this ends up settling as a repurchase, the BAC code for the dealership is 113833. Please call the number listed below if further assistance or clarification is needed.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE
LG0002-T
Rev

03/13/2006

Service Request Activity

SR No.		Ref No.		Goodwill		BRC Type	Legal
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	Legal
Daytime #		Evening #		UCC	Non Component GM	Sub-Area	Discovery
Address		City	Wilmington	Involved Dir	William H. Porter, Inc.	Safety	Yes
State	DE	Postal Cd		Source	White Mail	Updated	4/6/2006 8:49:05 AM
Serial #/VIN	1GNDT13S842	Model Year	2004	Priority	Medium	License #	
Make	Chevrolet	Warr. Start	05/31/2004	Status	Open	Opened	4/5/2006 11:52:34 AM
Model	TrailBlazer	Mileage	16266	Sub-Status	Satisfied	Closed	
Abstract	BRC Legal File						
Customer Description	This is a Brc Legal file do not assume. Please forward any inquiries to Will Sheppard X20212						

GMPP Details

GMPP Term		GMPP Mileage		GMPP Retail Cost	
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Component Coverage

Component Coverage		Expiration Mileage		Expiration Date	
---------------------------	--	---------------------------	--	------------------------	--

Certificate Details

Certificate Number		Amount		Expiration Date	
---------------------------	--	---------------	--	------------------------	--

Pre-Authorization Basics

Service Dealer		BAC Code		Div. Dealer Code		Repair Order #	
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Activities

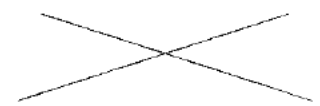
Created	4/5/2006 11:54:28 AM	Created By	SADMIN	Assigned To	SHEPPAWI	Activity Type	Inbound White Mail	Activity SubType	Attorney	Status	Done	Completed	4/6/2006 8:52:09 AM	Description	BRC LEGAL Scanned: 2006-04-03-16:59:56.000000, MSXDocNum: 0609300516
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Contact Last Name	Disalvo	Contact First Name	Millard	Account		BAC Code	
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Comments	CT notice
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Will Sheppard/Brc Legal/20212

Service Request Activity



Activities

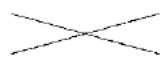
Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/5/2006 11:53:53 AM	MCCABEM	SHEPPAWI	Ownership Changed		Done	4/5/2006 11:53:53 AM	Service Request Ownership has changed FROM: MCCABEM TO: SHEPPAWI
Contact Last Name		Contact First Name		Account	BAC Code		
Disalvo		Millard					
Comments							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/5/2006 11:53:10 AM	MCCABEM	SHEPPAWI	BRC LEGAL	Assigned Lawsuit NER	In Progress		Assigned Lawsuit NER
Contact Last Name		Contact First Name		Account	BAC Code		
Disalvo		Millard					
Comments							
VIN search located no other related SR's. Michael McCabe/ BRC Legal X20218							

Created	Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
4/5/2006 11:53:09 AM	MCCABEM	MCCABEM	Ownership Changed	Ownership Escalated to BRC	Done	4/5/2006 11:53:09 AM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account	BAC Code		
Disalvo		Millard					
Comments							

UCC Codes

UCC Code	UCC Symptom	UCC Description
S96	Chevrolet	Non Component GM



GM Vehicle Inquiry System Vehicle Build

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[Help](#)

VIN	1GNDT13S842246324
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VEHICLE BUILD

Merchandising Model :	CT15506 -2004 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	GQPC3P
Build Date :	11/10/2003	Build Plant :	14206

OPTION CODES

AJ1 - DEEP TINTED GLASS	AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG
AM9 - SPLIT FOLDING REAR SEAT BACK	AU0 - KEYLESS REMOTE DOOR LOCK
AXP - MPV VIN IDENT POSITION	A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE
B30 - WHEELHOUSING & FLOOR CARPETING	B32 - FLOOR MATS, FRONT AND REAR
B33 - REAR COLOR KEYED FLOOR MATS	B84 - BODY SIDE MOLDINGS
CJ3 - CLIMATE CONTROL	C49 - ELECTRIC REAR WINDOW DEFOGGER
C5N - GVW RATING - 5750 LBS	DAY - ASSEMBLY PLANT MORaine, OHIO
DK2 - ELECTRIC OSRV MIRROR W/DEFOGGER	EVA - EVAP EMISSION REQUIREMENT
FE9 - 50-STATE EMISSIONS	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KG4 - GENERATOR 150 AMP	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - ELECTRONIC SPEED CONTROL WITH RESUME SPEED	LL8 - VORTEC 4200 SFI I6
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	NZ3 - FULL SIZE SPARE
N40 - POWER STEERING	QC3 - ALUMINUM WHEELS
QRE - P245/70R16 BW ALL SEASON TIRES	R6B - PROC CODE, ONSTAR NOT FORCED
SLM - STOCK ORDERS	TB4 - LIFTGATE
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD

UY7 - TRAILER WIRING HARNESS	U73 - FIXED MAST ANTENNA
VXS - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA	V76 - TOW HOOKS
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER MIRRORS, HEATED * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * CRUISE CONTROL * BODY SIDE MOLDING * TOW HOOKS * LUGGAGE RACK CROSS-BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM	1SZ - PREFERRED EQUIPMENT SAVINGS
6CC - COMP FRT LH COMPUTER SEL SUSP	67U - SILVERSTONE METALLIC
7CB - FRONT SPRING	8EW - COMP RR LH COMPUTER SEL SUSP
9EU - COMP RR RH COMPUTER SEL SUSP	95H - MEDIUM PEWTER
95I - MED PEWTER/DK PEWTER INT TRIM	

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GM Vehicle Inquiry System Claim History

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[Help](#)

VIN :	1GNDT13S84 [REDACTED]
-------	-----------------------

CLAIM HISTORY

Repair Order Date :	12/15/2005	Repair Order Number :	350325	Odometer Reading :	16266 miles				
Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800			Selling Source :	13 - CHEVROLET				
				Site Code :	15500				
				Business Associate Code :	113833				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
01/27/2006	660	01	#	N4800 - MODULE, COMPUTER (CONTROL) BODY - REPLACE	15122670 - BCM	B	N/A	\$ 162.48	N

Repair Order Date :	11/30/2005	Repair Order Number :	349165	Odometer Reading :	15524 miles				
Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800			Selling Source :	13 - CHEVROLET				
				Site Code :	15500				
				Business Associate Code :	113833				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/13/2005	647	01	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	12574976 - PCM	N/A	N/A	\$ 504.62	N
12/13/2005	647	02	#	V1388 - 05044 - REPLACE FLASHER RELAY	15231201 - FLASHER	N/A	N/A	\$ 44.04	N
12/13/2005	647	03	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	N/A	N/A	N/A	\$ 141.61	N
12/13/2005	647	04	#	R9708 - INSTALL RADIO ANTENNA EXTENSION CABLE	15267997 - CABLE	N/A	N/A	\$ 45.17	N

Repair Order Date :	06/28/2005	Repair Order Number :	336749	Odometer Reading :	7689 miles				
Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800			Selling Source :	13 - CHEVROLET				
				Site Code :	15500				
				Business Associate Code :	113833				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
07/08/2005	602	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	\$ 22.36	N

Repair Order Date :	02/01/2005	Repair Order Number :	325091	Odometer Reading :	4651 miles				
Serviced By :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800			Selling Source :	13 - CHEVROLET				
				Site Code :	15500				
				Business Associate Code :	113833				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
02/08/2005	559	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A	N/A	N/A	\$ 52.17	N
02/08/2005	559	02	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N/A	N/A	\$ 29.81	N
02/08/2005	559	03	#	N8521 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	N/A	N/A	N/A	\$ 29.81	N

Repair Order Date :	11/10/2003	Repair Order Number :	A46324	Odometer Reading :	0 miles				
Serviced By :	CARFAGNO CHEVROLET PO BOX 530 PLYMOUTH MEETING, PA 19462-0530 (610) 275-0507			Selling Source :	13 - CHEVROLET				
				Site Code :	15087				
				Business Associate Code :	113793				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/14/2003	430	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 71.93	N

CHECK HISTORY

Vehicle Has No Associated Check History.

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GM Vehicle Inquiry System Summary

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[Help](#)

VIN :	1GNDT13S8 [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2004 TRAILBLAZER LS 4WD	Warranty Start Date :	05/31/2004
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	PORTER CHEVROLET 414 E CLEVELAND AVE NEWARK, DE 19711-3799 (302) 453-6800	Selling Source :	13 - CHEVROLET
		Site Code :	15500
		Business Associate Code :	113833
Service Contract :	No	Branded Title :	No
Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	[REDACTED]	INTERMITTENT INCORRECT TURN SIGNAL OPERATION	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	05/31/2004	81 miles	05/31/2007	36081 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	05/31/2004	81 miles	05/31/2010	100081 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/31/2004	81 miles	05/31/2012	80081 miles
36/36000 FEDERAL EMISSION	05/31/2004	81 miles	05/31/2007	36081 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
12/15/2005	[REDACTED]	#	N4800 - MODULE, COMPUTER (CONTROL) BODY - REPLACE	16266 miles
11/30/2005	[REDACTED]	#	J6360 - POWERTRAIN CONTROL MODULE REPLACEMENT	15524 miles

11/30/2005		#	V1388 - 05044 - REPLACE FLASHER RELAY	15524 miles
11/30/2005		#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	15524 miles
11/30/2005		#	R9708 - INSTALL RADIO ANTENNA EXTENSION CABLE	15524 miles
06/28/2005		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	7689 miles
02/01/2005		#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	4651 miles
02/01/2005		#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	4651 miles
02/01/2005		#	N8521 - TRANSFER CASE MODULE REPROGRAMMING WITH SPS	4651 miles
11/10/2003		I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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North American Operations

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



CHECK No. 900885064

50-937
213

DATE
11/21/06

*****2,500 DOLLARS

*****00 CENTS

AMOUNT

*****2,500.00

KIMMEL & SILVERMAN, P.C.
 607 CORALBERRY CT
 WILMINGTON DE 19808-4396

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

Kihel Chumra
 SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900885064

PAYMENT DATE 11/21/06

VENDOR DUNS NO. BB 000000227
 VENDOR NAME KIMMEL & SILVERMAN, P.C.

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S84	11/20/06 -403527276	VM-1-76BT27 -1-76BT27	00.0000	2,500.00	.00	2,500.00
TOTAL				2,500.00	.00	2,500.00

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

W3

4933X

To: vasquesh@gmexpert.com
cc: doreen.trolley@gm.com

Subject: [REDACTED] v. GM- 509376

This settlement is approved.

Sharon J. Ledoux
GM Legal Staff, Legal Assistant
300 Renaissance Center
Mail Code: 482-C24-C66
Phone: 313-665-1555
Fax: 248-267-4333

----- Forwarded by Sharon J. Ledoux/US/GM/GMC on 11/08/2006 01:07 PM -----

CindyatKandPlaw@a

ol.com To:
SHARON.LEDOUX@gm.com

cc: 11/06/2006 06:50 Subject: [REDACTED] v. GM-
509376

PM

Attached please find the check release letter for DiSalvo V. GM

Thanks,
Jessie LePore

KANTROWITZ & PHILLIPPI, LLC
1880 John F. Kennedy Boulevard, Suite 1101
Philadelphia, PA 19103.
215-496-9400 Phone
215-496-9089 Fax(See attached file: 2006_11_06_18_49_27.pdf)

North American Operations

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



CHECK No. 900885062

50-937
213

DATE 11/21/06

*****4,000 DOLLARS

AMOUNT

*****00 CENTS *****4,000.00

WILMINGTON DE

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

SIGNATURE

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

AUDIT

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. 900885062

PAYMENT DATE 11/21/06

VENDOR DUNS NO. BB 000000226

VENDOR NAME MILLARD & DONNA DISALVO

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S842	11/20/06	VM 1-76BT25	00.0000	4,000.00	.00	4,000.00
	1-403527276	1-76BT25				
TOTAL				4,000.00	.00	4,000.00

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

W3

3056v

VIN: 1GNDT13S8 42 [REDACTED] SELLG SCE: 13 MDL YR: 04 ORD NO: GQPC3P

ODATE: 09/11/03 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15500
DDATE: 05/31/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/01/04 ORDER BY:

CANC:
CANC DOE:
TRADE: 03/11/04 DLVY TO: M DISALVO
TRD DOE: 03/11/04 607 CORALBERRY CT
SRVC IN: WILMINGTON DE 19808
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 15500	[REDACTED]	06/02/04	3,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: [REDACTED] SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 15500	[REDACTED]	06/02/04	29.58	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: [REDACTED] SSN:
DATA SCE: DLVY INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
TFB	01	13 15500	[REDACTED]	06/03/04	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: [REDACTED] SSN:
DATA SCE: DLR INC MEMO NO: [REDACTED] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2004 TRAILBLAZER LS 4WD
 67U SILVERSTONE METALLIC /L6G
 95H MEDIUM PEWTER
 ORDER NO. GQPC3P/TRE STOCK NO.
 VIN 1GN DT13 S8 42

CHEVROLET MOTOR DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE

*****13*15087S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CT15506 TRAILBLAZER LS 4WD	29595.00	26783.48	INVOICE 11/10/03
CSN GVW RATING - 5750 LBS	N/C	N/C	SHIPPED 11/08/03
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/19/03
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 11/19/03
LL8 VORTEC 4200 SFI I6	0.00	0.00	PRC EFF 11/08/03
M30 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	0.00	0.00	KEYS S188B S188B WFP-F QTR OPT-1
1SB LS PREFERRED EQUIPMENT GROUP 2	1225.00	1053.50	BANK: GMAC - 020 CHG-TO 15-087
* POWER MIRRORS, HEATED			
* FLOOR MATS, FRONT & REAR			
* REAR WINDOW DEFOGGER			SHIP WT: 4463
* DEEP TINTED GLASS			HP: 32.1
* CRUISE CONTROL			GVW: 5750
* BODY SIDE MOLDING			GVWF: 2950
* TOW HOOKS			GVWR: 3200
* LUGGAGE RACK CROSS-BARS			GMS: 27637.38
* TRAILER WIRING CONNECTOR			SUPPLR: 28881.06
* REMOTE KEYLESS ENTRY			MRM: 31470.00
* THEFT DETERRENT SYSTEM			NTR: 1/2 MEMO 1466.00

TOTAL MODEL & OPTIONS	30820.00	27836.98	ACT 237	27562.38
DESTINATION CHARGE	650.00	650.00	H/B 261	924.60
LAM DEALER CONTRIBUTION		308.20	ADV 261	308.20
LAM GROUP CONTRIBUTION		154.10	EXP 65A	154.10
TOTAL	31470.00	28949.28	PAY 310	28949.28
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		27580.75		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

CARFAGNO CHEVROLET
 REMIT TO GMAC NO. 020
 VIN 1GNDT13S84
 \$ 28949.28 INV
 DUE 11/19/03 DEALER 15-087

KANTROWITZ & PHILLIPPI, LLC

ATTORNEYS AT LAW

1880 John F. Kennedy Boulevard

Suite 1101

PHILADELPHIA, PA 19103

(215) 496-9400

FAX: (215) 496-9089

NEW JERSEY OFFICE

1230 Parkway Avenue

Parlway Corporate Center

Suite 304-A

Ewing, New Jersey 08625

(609) 530-1919

FAX: (609) 530-9050

November 1, 2006

Ms. Sharon Ledoux
General Motors Corporation
Global Headquarters, 300 Renaissance Center
24th Floor, P.O. Box 300, Mail Code: 482-C24-C66
Detroit, MI 48265-3000

Re: [REDACTED], General Motors Corporation
C.C.P. Phila. Cnty., February Term, 2006, No [REDACTED]
2004 Chevrolet Trailblazer
Vin No.: 1GNDDT13S84 [REDACTED]
GMC File: [REDACTED]
Our File: [REDACTED]

Dear Ms. Ledoux:

Based upon an unfavorable repair history involving repeat electrical repairs, as well as other miscellaneous repairs, we have negotiated a settlement of this claim for the amount of \$6,500.00 inclusive of counsel fees.

UCC Codes:

N15 Electrical Lamps- Headlamp/ Dim/ Flicker
P58 Electrical Lamps- Service Engine Soon/ Warning Lamp On
R48 Electrical Radio- Wiring/ Inoperative- Reception Poor
N13 Electrical Lamps- Turn Signal/ Flasher/ Broken
H21 Brakes- Front Rotors/ Pulsate

Please forward the following drafts to this office:

(1) a draft for \$4,000.00 made payable to:

[REDACTED]
[REDACTED] Wilmington, DE [REDACTED]

Telephone Number: [REDACTED]
Odometer: 25,000; and

- (2) a draft for \$2,500.00 made payable to:
Kimmel & Silverman, P.C.
30 East Butler Pike, Ambler, PA 19002
Tax ID Number: 23-2671027

Thank you for your cooperation. Please feel free to contact me with any questions.

Very truly yours,



STEVEN B. KANTROWITZ

SBK/jl

FedEx Express

The World On!

Align top of FedEx Shipping Label or ASTRA Label here.

ORIGIN ID: 0001
315963-2000
FEDERATED DM CORP WPKC
1800 HOWARD ST
DETROIT, MI 48216
PKGID: 205764

QAD # 40885
DATE: 31MAR06
ACTUAL WGT: 1 LB 8



TO:
BRENDA HORCHLER
MSX INTERNATIONAL 248 952 5100
1919 CONCEPT DR
338-105-000
WARREN, MI 48091

FedEx Return

APR 03 2006



Delivery Address Barcode (FedEx EOR)

FedEx PRIORITY OVERNIGHT

MON

QAD # 40885 01M 006
TRK# [REDACTED] ORN 0201

DTW

Deliver By
03APR06
A2

48091 -MI-US

66 UIZA



ly.



**General Motors Corporation
Legal Staff**

Facsimile
248/267-4333

Telephone
313/665-1555

March 30, 2006

Steven Kantrowitz, Esq.
Kantrowitz & Phillippi
1880 John F. Kennedy Boulevard
Suite 1101
Philadelphia, PA 19103

Dear Mr. Kantrowitz:

Re: GM Case No. [REDACTED]
[REDACTED] General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of the undersigned.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Sharon Ledoux
Legal Assistant

4118

**Service of Process
Transmittal**

03/29/2006
Log Number 511036916

✓

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI, 48265-4000

509376

RE: Process Served in Pennsylvania

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] et al, Pitts. vs. General Motors Corporation, Dlt.

DOCUMENT(S) SERVED: Notice, Complaint, Verification, Exhibits

COURT/AGENCY: Court of Common of Pleas, Philadelphia County, Pennsylvania, PA
Case # [REDACTED]

NATURE OF ACTION: Product Liability Litigation - Lemon Law - Manufacturing defect 2004 Chevrolet Trailblazer 1GNDT13S84 [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Philadelphia, PA

DATE AND HOUR OF SERVICE: By Process Server on 03/29/2006 at 09:00

APPEARANCE OR ANSWER DUE: Within 20 days

ATTORNEY(S) / SENDER(S): Kimmel & Silverman
30 East Butler Pike
Ambler, PA, 19002
215 540-8888

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day
Fax Transmittal, Rosemarie Williams 313-665-7572
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System
PER: Sandra Solomon
ADDRESS: 1515 Market Street
Suite 1210
Philadelphia, PA, 19102
TELEPHONE: 215-563-7750

NER-SJL

CT-web

3/29 12:01

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

STEVEN KANTROWITZ

December 12, 2017

[REDACTED]
New Bethlehem, PA [REDACTED]

Service [REDACTED]
Customer Relationship Manager: Aaron Clark

Dear Mr [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

December 12, 2017

[REDACTED]
[REDACTED]
Rochester, PA [REDACTED]

Service [REDACTED]
Customer Relationship Manager: Daryl Lampe

Dear Mr [REDACTED]

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

December 12, 2017

[REDACTED]
[REDACTED]
Millersville, MO [REDACTED]

Service Request: [REDACTED]
Customer Relationship Manager: Marcellus James

Dear Mr [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S15[REDACTED] is for the following:

- 72 months or 72,000 miles, whichever occurs first, beginning on April 28, 2006, and ending on April 28, 2012, and begins with 14,359 and ends with 86,359 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

Home telephone: _____

Change to: () _____

Please provide us with your preferred email address:



Wauconda IL



Dea _____

Our records indicate that you had your 2005 Trailblazer serviced at Boehmer Chevrolet Sales Inc on March 2, 2006. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Boehmer Chevrolet Sales Inc.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

Please check this box if you no longer own/lease this 2005 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MARCH 2, 2006, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------|------------------------------------------------------|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------|------------------------------------------------------|-------------------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | No Time Promised <input type="checkbox"/> | | | |

Please complete other side

About Your Service Consultant/Advisor - continued

Do NOT like GM's ANSWER - Boehmer's WAS fine

9. How satisfied were you with the explanation you were given of all services performed? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 - The ease of getting your vehicle? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 - The condition in which it was returned? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
12. Were ALL of your service concerns corrected on this service visit? Yes No

IF NO, why not? (check all that apply)

- Condition explained - repair not necessary
- Work performed did not correct the problem
- Service Department could not duplicate problem
- Service Department was too busy
- Parts not available
- I declined repair
- Other (please specify)
- Don't know

GM's ANSWER WAS ITS OK NOT Boehmer's ANSWER

13. How satisfied are you that your vehicle was fixed right on this service visit? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied *NA*
14. Were you given a copy of the completed repair order/invoice? Yes No *NA*
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? Yes No Don't Know/Not Sure

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Boehmer Chevrolet Sales Inc? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
17. Would you recommend this dealership for service? Definitely Would Probably Would Might/Might Not Probably Not Definitely Not

18. Overall, how satisfied are you with your 2005 Trailblazer? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

19. Are you ... Male Female
20. Your age ... Under 25 25 - 34 35 - 44 45 - 54 55 - 64 65 or older

21. May we include your name when providing this survey information to your dealership? Yes No

22. Do you have any other comments/recommendations about Boehmer Chevrolet Sales Inc?
Boehmer's is just fine - ITS GM THAT I'M NOT HAPPY WITH
 MC

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to: CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

0399

December 12, 2017

[REDACTED]
[REDACTED]
Corinth, TX [REDACTED]

Service Request: [REDACTED]
Customer Relationship Manager: Brittany Delamar

Dear Mr [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

December 12, 2017

[REDACTED]
[REDACTED]
Corinth, TX [REDACTED]

Service Request [REDACTED]
Customer Relationship Mana [REDACTED]
[REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S352 [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 5/24/06 and ending on 5/24/07, and begins with 28,076 and ends with 40,076 odometer miles

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

RETAIL ORDER FOR A MOTOR VEHICLE

PATRIOT

CHEVROLET BUICK GMC

4401 FT. CAMPBELL BLVD.
HOPKINSVILLE, KY. 42240
Phone: (270) 886-1207



GMC

06/17/05
DATE

BUYER'S NAME: [REDACTED]
STREET ADDRESS: HOPKINSVILLE KY [REDACTED]
CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]
RES. PHONE: [REDACTED] BUS. PHONE: [REDACTED]

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER FOR THE FOLLOWING
 NEW CAR TRUCK
 USED TRUCK
 STOCK NO. [REDACTED]

YEAR 2005 MAKE CHEVROLET TRUCK

MODEL OR SERIES TRAILBLAZR BODY TYPE TRAILBLAZER 2WD

COLOR MEDIUM RED TRIM LIGHT GRAY

TO BE DELIVERED ON OR ABOUT [REDACTED] LAST PLATE NUMBER-STATE-YR. [REDACTED]

M.V.I. OR SERIAL NO. 1GNDS13S652 [REDACTED]

I state that odometer mileage on VEHICLE BEING PURCHASED described above is 34 at time of transfer.
(Check the following statement, if applicable)

I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.

X SIGNATURE OF TRANSFEROR (DEALER OR AUTHORIZED AGENT) DATE 06/17/05

USED VEHICLE TRADED-IN AND/OR OTHER CREDITS

YEAR 1997 MAKE CHEVROLET TRUCK STOCK NO. [REDACTED]

MODEL OR SERIES S 10 BLAZER BODY TYPE 4 DR 4X4

COLOR RED TRIM [REDACTED]

M.V.I. OR SERIAL NO. 1GNDT13W1V [REDACTED] LAST PLATE NUMBER-STATE-YR. [REDACTED]

BALANCE OWED TO 141729

ADDRESS [REDACTED]

USED TRADE-IN ALLOWANCE \$ 2500.00

BALANCE OWED ON TRADE-IN NONE

NET ALLOWANCE ON USED TRADE-IN \$ 2500.00

DEPOSIT OR CREDIT BALANCE NONE

CASH WITH ORDER NONE

MANUFACTURER INCENTIVES/REBATES NONE

TOTAL CREDIT (TRANSFER TO RIGHT COLUMN) \$ 2500.00

CASH DELIVERED PRICE OF VEHICLE \$ 26225.43

ACCESSORIES NONE

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

BIRTH MONTH [REDACTED] SOC. SEC. # BUYER #1 BUYER #2

BIRTH MONTH 05/23/50

SOC. SEC. # 400-70-6321

CASH PRICE OF VEHICLE & ACCESSORIES \$ 26225.43

PROCESSING FEE & CUSTOMER SERVICES (SEE BACK #12) 189.00

STATE AND LOCAL TAXES 1573.52

LICENSE & REGISTRATION FEE 39.00

TOTAL PRICE OF UNIT \$ 28026.95

TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN) \$ 2500.00

UNPAID CASH BALANCE DUE ON DELIVERY 25526.95

ACTUAL CASH VALUE

I HAVE REVIEWED AND FULLY UNDERSTAND THE EXTENDED SERVICE PLAN COVERAGE AND DO NOT WISH TO ENROLL FOR THE [REDACTED] VEHICLE.

CUSTOMER SIGNATURE [REDACTED]

AMOUNTS CHARGED TO CREDIT CARDS WILL BE SUBJECT TO A SERVICE FEE. *A PROCESSING FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO A BUYER FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE CLOSING OF A SALE.

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-513.

The Seller, PATRIOT CHEVROLET BUICK GMC, INC., hereby expressly disclaims all warranties, either express or implied including any implied warranty of merchantability or fitness for a particular purpose, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle. This disclaimer by the seller in no way affects the terms of the manufacturers warranty.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

of this Order [REDACTED] that he has read its terms and c

PURCHASER SIGNATURE [REDACTED]

ACCEPTED BY SUSIE C. BOGGS

PER [REDACTED] (NAME AND TITLE)



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: _____
VIN: 1GND513S652 _____ (or see attached list*)

CUSTOMER INCENTIVE(S)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ _____	_____
_____	\$ _____	_____
Gas purchase	\$ _____	GFP
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive 4.9%
in lieu of Rebate and/or _____
- b. I elect to receive _____

CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 06/17/2005. I acknowledge receipt of incentive(s) as described in Item # 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: _____ 06/17/2005
/ /

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # _____ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors. 06/17/05

Authorized Dealer Signature: PATRIOT CHEVROLET BUICK GMC Date: / / 17055
Dealership Name: _____ Dealer Code: _____

*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer Incentive and must be available in the Deal File

DETAIL INSTALLMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number [REDACTED] Contract Number [REDACTED]

Buyer (and Co-Buyer) - Name and Address (Include County and Zip Code) [REDACTED] HOPKINSVILLE KY 40440 CHRISTIAN	Creditor (Seller Name and Address) PATRIOT CHEVROLET BUICK GMC 1401 FORT CAMPBELL BLVD HOPKINSVILLE KY 42240
------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid balance of the Amount Financed.

Description of Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
NEW	2005	CHEVROLET TRUCK TRAILBLAZER	TRAILBLAZER	2WD1GND513565 [REDACTED]	<input checked="" type="checkbox"/> personal <input type="checkbox"/> business <input type="checkbox"/> agricultural

If truck - Describe body and major items of equipment sold:

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. <u>4.90 %</u>	The dollar amount the credit will cost you. \$ <u>4021.45</u>	The amount of credit provided to you or on your behalf. \$ <u>25746.95</u>	The amount you will have paid after you have made all payments as scheduled. \$ <u>29769.40</u>	The total cost of your purchase on credit, including your downpayment of \$ <u>2500.00</u> \$ <u>32268.40</u>

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
<u>72</u>	<u>413.45</u>	Monthly beginning <u>JUL 17th 2005</u>	

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See the other side of this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, and taxes)	\$ <u>27798.95</u> (1)
2 Total Downpayment = Net Trade-in \$ <u>2500.00</u> + Cash Downpayment \$ <u>N/A</u>	
+ Other (Describe) \$ <u>N/A</u>	
Your Trade-in is a <u>1997</u> Year <u>CHEVROLET TRUCK</u> Make <u>S 10 BLAZER</u> Model	\$ <u>2500.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>25298.95</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf: (Seller may be keeping part of these amounts.)	
A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below-Covering Damage to the Vehicle	\$ <u>N/A</u>
B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below-Covering Certain Mechanical Repairs	\$ <u>N/A</u>
C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below.	
Life \$ <u>N/A</u> Disability, Accident and Health \$ <u>N/A</u>	\$ <u>N/A</u>
D Official Fees Paid to Government Agencies	\$ <u>N/A</u>
E Taxes Not Included in Cash Price	\$ <u>N/A</u>
F Government License and/or Registration Fees (Itemize)	\$ <u>50.00</u>
G Government Certificate of Title Fees	\$ <u>N/A</u>
H Other Charges (Seller must identify who will receive payment and describe purpose)	
to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
to <u>N/A</u> for <u>N/A</u>	\$ <u>N/A</u>
to <u>PATRIOT CHEVROLET BUICK GMC PROCESSING FEE</u>	\$ <u>199.00</u>
to <u>PATRIOT CHEVROLET BUICK GMC THEFT GUARD</u>	\$ <u>199.00</u>
Total Other Charges and Amounts Paid to Others on Your Behalf	\$ <u>398.00</u> (4)
5 Amount Financed - Unpaid Balance (3 + 4)	\$ <u>25746.95</u> (5)

Insurance. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Required Physical Damage Insurance. Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. The cost of this insurance is shown in 4A of the Itemization above.

Optional Mechanical Repair Insurance. The cost of this insurance is shown in 4B of the Itemization above.

Insurance Company <u>N/A</u> Term: <u>N/A</u> Months	Insurance Company <u>N/A</u>
<input type="checkbox"/> \$ <u>N/A</u> Deductible Collision and either: <input type="checkbox"/> Full Comprehensive including Fire, Theft and Combined Additional Coverage	Term: <input type="checkbox"/> 36 months or 36,000 miles, whichever occurs first
<input type="checkbox"/> \$ <u>N/A</u> Deductible Comprehensive including Fire, Theft and Combined Additional Coverage	Term: <input type="checkbox"/> <u>N/A</u>
<input type="checkbox"/> Fire, Theft and Combined Additional Coverage	<input type="checkbox"/> \$25 Deductible <input type="checkbox"/> \$50 Deductible <input type="checkbox"/> \$ _____ Deductible

Optional, if desired - Towing and Labor costs Rental Reimbursement CB Radio Equipment

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you want this insurance, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the Itemization above. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Check the insurance desired: Life (Buyer Co-Buyer Both
 Disability, Accident and Health (Buyer Only)

N/A (Name of Insurer) N/A (Home Office Address)

Under policy of designated insurer, maximum amount of insurance under this contract is \$ N/A and the total amount of insurance under this and any other retail installment sale contract of the Buyer is limited to \$ N/A.

X Buyer Signature _____ Date _____ X Co-Buyer Signature _____ Date _____

THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

See the other side of this contract for other important agreements, including your agreement to give the Creditor a security interest in insurance premiums and proceeds.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

You agree to the terms on the front and back of this contract. You confirm that before you signed this contract, the Creditor gave it to you, and you were free to take it and review it. You confirm that you received a completely filled in copy when you signed it.

Buyer Signs Paulette Johnson Date 06/17/2005 Co-Buyer Signs X _____ Date 06/17/2005

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to the Creditor in this contract.

Other owner signs here X _____ Date _____ Address _____

Creditor Signs PATRIOT CHEVROLET BUICK GMC Date 06/17/2005 Sharon Meyer Title Buyer

Seller assigns its interest in this contract to: <input type="checkbox"/> General Motors Acceptance Corporation (GMAC) <input type="checkbox"/> GMACAB <input type="checkbox"/> Nuvelt Credit Corporation, under the terms of Seller's agreement(s) with assignee.	Assigned with recourse	Assigned without recourse or with limited recourse
	Seller _____ By _____ Title _____	PATRIOT CHEVROLET BUICK GMC Seller <u>Sharon Meyer</u> By _____ Title _____

Dealership: Patriot Chevrolet
Hopkinsville, Ky

Customer: [REDACTED]

Vehicle: 2005 Chevrolet Trailblazer
Vin: 1GNDS13S6 [REDACTED]
Mileage: 10,222

The vehicle was left at the dealership with complaints of poor panel fits and wind noise and the customer had complained of headlamp flicker on previous repair visits.

I test drove the vehicle for approximately 13 miles in various directions attempting to duplicate the wind noise condition. I was unable to hear anything more than normal wind rush over the mirrors. The customer also complained of headlight flicker, so while driving this vehicle I had all the accessories on. I turned the headlights on high beam and let the vehicle sit at idle as well as driving the speed limit. The headlights or the interior lights did not flicker. The gages gave no indication of loss of power. I brought the vehicle back to the dealership and hooked up the Midtronic's Micro 500 XL Battery tester it showed the battery to be in good health.

I could not duplicate any of the reported concerns and it appears that the dealer has made all of the necessary repairs. The customer was advised that the vehicle was currently operating to manufacturer's specification and had refused to pick up the vehicle.

AVM Ben Hall
Nashville/Zone





4401 FT. CAMPBELL BLVD. P.O. BOX 1384
 HOPKINSVILLE, KENTUCKY 42240
 PHONE 886-1207

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZLOF	LUBE-OIL-FILTER	MI		01CVZBOLT TORQ	BOLT TORQUE ADJ	MO	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/05/06		9275	694	946	W	74CVZ	WINDNOISE
11/28/05		8448	694	946	W	66CVZ	SOFT TRIM
11/11/05		7798	694	885	W	37CVZ	WINDOW
				946	W	38CVZ	SEAT ASSEMBLY
				946	W	36CVZ	DOOR LOCKS
				946	W	36CVHINCE	DOOR HINGE

SALESPERSON NO. 908 SUSIE C BOGGS SERVICE STATE REG# 0

<input type="checkbox"/> CASH	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	P.O. NO.	
<input type="checkbox"/> CREDIT CARD	1GNDS13S65	05/CHEVROLET TRUCK/TRAILBLAZR/TRAIL	06/17/05				
<input type="checkbox"/> ACCOUNT			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.		
<input type="checkbox"/> INTERNAL			06/17/05	34	17055	02/01/06	
<input type="checkbox"/> WARRANTY			COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
			MED RED/LT GRAY		06/17/11	75,000	
	HOPKINSVILLE, KY		TURBO	MMG	AIR COND.	P.S.	
			CVZZ	Y	Y	A	
			TRANS	MILEAGE	ADVISOR NO.	ADVISOR	
			A	10,222	694	MICHELLE	
	RESIDENCE PHONE	BUSINESS PHONE	DISCLAIMER OF WARRANTIES				TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
	10:11am	02/01/06	any warranties on the products sold hereby are those made by the manufacturer(s) of those products. The dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the said customer neither assumes nor authorizes any other person to assume all or any liability in connection with the sale of said products.				I hereby authorize the repair work herein set forth to be done using with the necessary material and agree that you are not responsible for, and no damage is voided or voidable, in whole or in part, in case of fire, theft or any other cause beyond your control or for any damage caused by availability of parts, or delays in parts shipment by the supplier or manufacturer. I hereby agree you and/or your employees/partners will update the vehicle herein described in state's Highway or Insurance for the purpose of listing and/or inspection. An employee's mechanic's name is hereby authorized to appear on some vehicle to receive the amount of repair charges.
		05:00pm	LABOR RATE				

1 W * 66CVZ SOFT TRIM
 CUST STATES THE PASS SIDE DOOR PANEL AT THE TOP IS NOT FLUSH WITH THE DOOR SOP IS IN
 946 door panel warped & not filled
 Installed new panel customer OK new

2 W * 74CVZ WINDNOISE
 CUST STATES THERE IS A WIND NOISE CAN NOT TELL WHERE IT IS COMING FROM SOP IS IN
 946 Lean down door
 checked parts & need level carpet part?



4401 FT. CAMPBELL BLVD. P.O. BOX 1384
 HOPKINSVILLE, KENTUCKY 42240
 PHONE 886-1207

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZL0F	LUBE-OIL-FILTER	MI		01CVZBOLT TOR	QUBOLT TORQUE ADJ	MO	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/01/06		10222	694	946	W	66CVZ	SOFT TRIM
01/05/06		9275	694	946	W	74CVZ	WINDNOISE
11/28/05		8448	694	946	W	74CVZ	WINDNOISE
11/11/05		7798	694	885	W	66CVZ	SOFT TRIM
				946	W	37CVZ	WINDOW
					W	38CVZ	SEAT ASSEMBLY

SALESPERSON NO. 908 SUSIE C BOGGS SERVICE STATE REG# 0

<input type="checkbox"/> CASH	VEHICLE I.D. NO. 1GNDS13S652	YEAR/MAKE/MODEL 05/CHEVROLET TRUCK/TRAILBLAZR/TRAIL	PRODUCTION DATE 06/17/05	STOCK NO. 80537	LICENSE NO. 17055	R/C NO. 02/02/08
<input type="checkbox"/> CREDIT CARD	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES 34	SELLING DEALER NO.	
<input type="checkbox"/> ACCOUNT	COLOR MED RED/LT GRAY	CONTRACT NO.	EXPIRATION DATE 06/17/11	EXPIRATION MILES 75,000	TAG NO. 3643	
<input type="checkbox"/> INTERNAL	TURBO CVZZ	AIR COND. Y	P.S. Y	TRANS A	MILEAGE 10,222	ADVISOR NO. 694
<input type="checkbox"/> WARRANTY	DISCLAIMER OF WARRANTIES		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE			
CVD BY	HOPKINSVILLE, KY		I hereby warrant the make, make and model to be done using with the necessary material and agree that you are not responsible for loss or damage to vehicles or articles left in the care of this dealer, and you are responsible for any damage caused by availability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your authorized personnel the right to use the vehicle herein described for personal, business or pleasure for the purpose of testing and/or display. All repairs made shall be made at the discretion of the service department.			
APPOINTMENT	TIME RECEIVED 11:24am	DATE RECEIVED 02/01/06	LABOR RATE	ADVISOR MICHELLE		

1 W* 74CVZ WINDNOISE
 CUST STATES THERE IS A WIND NOISE SOP IS IN *SOP 15110*

946 Test drive & confirm noise coming in rear door at R corner of window checked & found weatherstrips not seating properly to glasses. Remove rear door panels & replace both rear quarter glasses & retest OK

[<- Back](#)[Forward ->](#)

Document ID# 1819049

[Feedback](#)[Print](#)

Subject: Diagnostic Information to Clarify Effect of Secondary Air Injection System on Headlamp Flicker #06-06-03-004 - (04/20/2006)



Models: 2004-2005 Buick Rainier
 2004-2005 Chevrolet TrailBlazer
 2004-2005 GMC Envoy
 2004 Oldsmobile Bravada
 with 4.2L Engine (VIN S – RPO LL8) and Electric Air Injection Reactor System (RPO K18)

Attention: This bulletin applies to short wheelbase models only and supplements the information in Corporate Bulletin Number 05-08-42-001.

This bulletin is a supplement to Corporate Service Bulletin 05-08-42-001 to clarify the effect of the Secondary Air Injection (AIR) system.

A customer concern regarding headlamp flicker, headlamps dim slightly and/or battery voltage fluctuates may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Please refer to Corporate Service Bulletin 05-08-42-001 for additional information. This bulletin specifically addresses the operating characteristics of the AIR system. Refer to the Secondary Air Injection System Description section of SI for further information on the AIR system.

The Powertrain Control Module (PCM) will command the AIR system ON during Closed Loop operation to perform an active test. The active test will pass or fail based on the response from the HO2S 1. The active test consists of three tests run at 3-second intervals that are run during closed throttle (and other specific parameters, see SI for details) and will continue to cycle until the correct conditions are met and passed. The AIR pump motor has a steady current draw of 35-40 amps under normal operation, with a higher initial in-rush current. This current draw will reduce the available current for other components, such as headlamps, and accordingly may cause an intermittent dimming of the headlights. This can be compared to turning on a vacuum cleaner at your home with the corresponding dimming of your house lights. The condition can be duplicated using the special functions on the Tech 2® to command the AIR pump on and off.

Do This	Don't Do This
Do not perform any repairs unless a specific condition is identified.	Do not replace the generator.

To minimize the potential for customers who experience this condition, advise the customer to allow the

vehicle to idle for 30 seconds after starting. This should allow the passive test to run and eliminate the need for the active test that may dim the lights.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

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TEST REPORT

PATRIOT CHEVROLET
BUICK GMC
HOPKINSVILLE KY.
270-886-1207

03/24/06
11:38 AM

BATTERY TEST

SOC: 12.75V
MEASURED: 631CCA
RATED: 675CCA

GOOD BATTERY

STATE OF HEALTH



STATE OF CHARGE



STARTER TEST

CRANKING
VOLTAGE
NORMAL: 11.02V

CHARGING TEST

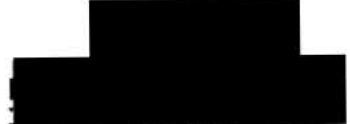
NO LOAD

MIN MAX

IDLE

REV

18.1ab7cS0u°||uH 47e6H



MICHELLE

694

3643

02/13/06



10,222 MED RED/LT

80537

HOPKINSVILLE, KY

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05

34

1 G N D S 1 3 S 6 5 2 055

02/02/06



LABOR & PARTS

STATION: 7477 WINDNOISE: HOURS: 1.00 TECH(S): 946 WARRANTY

CUST STATES THERE IS A WIND NOISE SOP IS IN TEST DRIVE AND CONFIRM NOISE COMING IN REAR DOORS AT RIGHT CORNER OF WINDOWS CHECK AND FOUND WEATHERSTRIP NOT SEALING PROPERLY TO GLASSES REMOVE REAR DOOR PANELS AND REPLACE BOTH REAR QUARTER GLASSE AND RETEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15138547	WEATHERST 16.173		WARRANTY
JOB # 1	1	15138548	WEATHERST 16.173		WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TECHNICIAN CERTIFICATION: 946 J ADRIAN LENEAVE ASE MASTER CERT

TOTALS	
THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE NEEDS--Customer satisfaction is very important to us,We want to make sure we have met all your expectations,and if so,TELL YOUR FRIENDS!!!! The manufactor of your vehicle may send you a survey about this visit.If any of the questions can't be answered-COMpletely SATISFIED-Please don't hesitate to call us before you mail the survey.	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

- * () CASH
- * () CHECK#
- * () CREDIT CARD
- * () C/B#
- * () CASHIER

CUSTOMER SIGNATURE ***** DUPLICATE INVOICE *****



MICHELLE 694 3643 02/01/06
 10,222 MED RED/LT 80537
 05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34
 1 G N D S 1 3 S 6 5 2 17055
 02/01/06

HOPKINSVILLE, KY

TOTALS.....

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE
 NEEDS--Customer satisfaction is very important to us.We
 want to make sure we have met all your expectations,and if
 so,TELL YOUR FRIENDS!!!!
 The manufacturer of your vehicle may send you a survey about
 this visit.If any of the questions can't be answered-
 COMPLETELY SATISFIED-Please don't hesitate to call us before
 you mail the survey.

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

- * () CASH *
- * () CHECK# *
- * () CREDIT CARD
- * () C/B#
- * () CASHIER

 CUSTOMER SIGNATURE
 ***** DUPLICATE INVOICE *****



MICHELLE 694 3118 01/11/06 9,275 MED RED/LT 80537

HOPKINSVILLE, KY

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34
1 G N D S 1 3 S 6 5 2 7055
01/05/06

LABOR & PARTS

946 HOURS TECH(S) 946 WARRANTY

CUST STATES THERE IS A WIND NOISE WHILE DRIVING VEH
CAN NOT TELL WHERE IT IS COMING FROM
TEST DRIVE AND CONFIRM BAD NOISE STOPPED AND MOVED LUGGAGE
RACK AS PER BULLITTIN STILL NO HELP CHECKLED SOME GAP BETWEEN
DOORS AND WEATHERSTRIP ALIGNED DOORS AND DRIVE NOISE STILL
THERE BUT BETTER USE TESTER HAVE NOISE AT REAR QUARTER
GLASSES NEED TO REPLACE BOTH QUARTER GLASSES
ORDER PARTS OLN ON BACK OF TICKET FOR DIAG
1.59

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	15191755	WDO B/SID 16.460		WARRANTY
			PART ON SPECIAL ORDER		
			** QUANTITY 1 IS SPECIAL ORDERED **		
JOB # 1	0	15157226	WDO B/SID 16.460		WARRANTY
			PART ON SPECIAL ORDER		
			** QUANTITY 1 IS SPECIAL ORDERED **		
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	

946 HOURS TECH(S) 946 WARRANTY

CUST STATES THE PASS SIDE FRONT DOOR TRIANGLE IS COMING
AWAY FROM THE BODY
PASS SIDE DOOR PANEL IS WARPED
ORDER PASS SIDE DOOR PANEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	0	15808465	PANEL 16.165		WARRANTY
			PART ON SPECIAL ORDER		
			** QUANTITY 1 IS SPECIAL ORDERED **		
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

TECHNICIAN CERTIFICATION
946 J ADRIAN LENEAVE ASE MASTER CERT



MICHELLE

694

3118

01/11/06



9,275

MED RED/LT

80537

HOPKINSVILLE, KY

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB

06/17/05

34

1 G N D S 1 3 S 6 5 2

17055

01/05/06



TOTALS.....

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE
NEEDS--Customer satisfaction is very important to us.We
want to make sure we have met all your expectations,and if
so,TELL YOUR FRIENDS!!!!
The manufactor of your vehicle may send you a survey about
this visit.If any of the questions can't be answered-
COMPLETELY SATISFIED-Please don't hesitate to call us before
you mail the survey.

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

- * () CASH
- * () CHECK#
- * () CREDIT CARD
- * () C/B#
- * () CASHIER

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****



[Redacted]
[Redacted]
HOPKINSVILLE, KY 40504

MICHELLE 694 51 11/28/05 [Redacted]
8,448 MED RED/LT 80537
05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34
1 G N D S 1 3 S 6 5 2 [Redacted] 7055
11/28/05

LABOR & PARTS

CUST STATES THE PASS SIDE FRONT WINDOW IS EXTREMELY SLOW
CK OPERATION OF WINDOW-WINDOW SQUEALS GOING UP AND DOWN
INSPECT WINDOW AND FOUND FRONT OF WINDOW NOT IN TRACK AND
WILL NOT GO ALL THE WAY UP
REMOVE DOOR PANEL AND INSTALL WINDOW IN THE CHANNEL AND
RECHECK OPERATION WORK OK REINSTALL DOOR PANEL

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE
NEEDS---Customer satisfaction is very important to us.We
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so,TELL YOUR FRIENDS!!!!
The manufacturer of your vehicle may send you a survey about
this visit.If any of the questions can't be answered-
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you mail the survey.

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

- * () CASH
- * () CHECK#
- * () CREDIT CARD
- * () C/B#
- * () CASHIER

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****

MICHELLE 694 1671 11/11/05
 7,798 MED RED/LT 80537
 05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34
 1 G N D S 1 3 S 6 5 2 3 17055
 11/11/05

HOPKINSVILLE, KY

LABOR & PARTS

#1 38CVZ SEAT ASSEMBLY HOURS: 0.20 TECH(S): 946 WARRANTY
 CUST STATES THE PASS SIDE FRONT SEAT BEZEL IS LOOSE SOP IS
 IN
 CONFIRM AND CHECK BEZEL CAME APART WHERE SCREW HOLDS IT ON
 REPLACE BEZEL OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	89042242	COVER 16.682		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

#2 36CVZ DOOR LOCKS HOURS: 0.20 TECH(S): 946 WARRANTY
 CUST STATES THE PASS SIDE DOOR PANEL IN THE CORNER IS LOOSE
 AND IS FALLING DOWN SMALL TRIANGULAR PIECE
 PANEL CLIP IS TWISTED
 REMOVE DOOR PANEL AND STAIGHTEN CLIPS AND REINSTALL PANEL

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

#3 36CVZ DOOR HINGE HOURS: 0.20 TECH(S): 946 WARRANTY
 CUST STATES THE DRIVER SIDE SMALL TRIANGULAR PIECE ON THE
 INSIDE DOOR PANEL ON THE FRONT DOOR IS LOOSE
 PANEL CLIP IS TWISTED
 REMOVE PANEL AND STAIGHTEN CLIPS AND REINSTALL PANEL

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

COMMENTS
NEED BY 2:00

TECHNICIAN CERTIFICATION-----
 946 J ADRIAN LENEAVE ASE MASTER CERT

[REDACTED]
[REDACTED]
[REDACTED]
HOPKINSVILLE, KY [REDACTED]

MICHELLE 694 1671 11/11/05 [REDACTED]
7,798 MED RED/LT 80537
05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34
1 G N D S 1 3 S 6 5 2 [REDACTED] 17055
11/11/05

270-886-3701

TOTALS.....

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE
NEEDS---Customer satisfaction is very important to us.We
want to make sure we have met all your expectations,and if
so,TELL YOUR FRIENDS!!!!
The manufacturer of your vehicle may send you a survey about
this visit.If any of the questions can't be answered-
COMPLETELY SATISFIED-Please don't hesitate to call us before
you mail the survey.

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

- * () CASH *
- * () CHECK# *
- * () CREDIT CARD
- * () C/B#
- * () CASHIER

CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

MICHELLE 694 864 10/14/05 6,804 MED RED/LT 80537

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB 06/17/05 34
1 G N D S 1 3 S 6 5 2 17055
10/14/05

HOPKINSVILLE, KY

LABOR & PARTS

FREE OIL CHANGE
Patriot Chevrolet Buick GMC Customer Protection Plan
Includes 120 days of complimentary roadside assistance
and road hazard tire protection.
See your service consultant for details.
Restrictions may apply.
Perform oil change

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89017342	FILTER 1.836	5.00	5.00
JOB # 1	5	GWOIL		1.60	8.00
JOB # 1	1	KGR120RT	LUBRICANT	6.00	6.00
JOB # 1	0	89042242	COVER 16.682	22.07	0.00

PART ON SPECIAL ORDER

** QUANTITY 1 IS SPECIAL ORDERED **

JOB # 1 TOTAL PARTS 19.00

JOB # 1 TOTAL LABOR & PARTS 26.70

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		0.77
JOB # 1	12	ENVIRONMENTAL CHARGE		1.50
TOTAL - MISC				2.27

COMMENTS
WAITING

TOTALS

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE
NEEDS--Customer satisfaction is very important to us,We
want to make sure we have met all your expectations,and if
so.TELL YOUR FRIENDS!!!!
The manufacturer of your vehicle may send you a survey about
this visit.If any of the questions can't be answered-
COMPLETELY SATISFIED-Please don't hesitate to call us before
you mail the survey.

TOTAL LABOR....	7.70
TOTAL PARTS....	19.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.27
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.28

TOTAL INVOICE \$ 30.25

- * () CASH
- * () CHECK#
- * () CREDIT CARD
- * () C/B#
- * () CASHIER

CUSTOMER SIGNATURE

DUPLICATE INVOICE

10

WENDY

386

2364

05/05/05

PATRIOT CHEVROLET BUICK GMC
4401 FT CAMPBELL BLVD
P.O. BOX 1384
HOPKINSVILLE, KY 42240

2 MED RED/LT

80537

05/CHEVROLET TRUCK/TRAILBLAZR/TRAILB

06/17/05

34

1 G N D S 1 3 S 6 5 2 3 3 2 3 0 4

17055

138076

04/29/05

270-886-1207

270-886-1207

LABOR & PARTS

SERVICE FOR DELIVERY
SERVICED VEHICLE FOR DELIVERY TO CUSTOMER

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR CHOOSING PATRIOT CHEVROLET FOR YOUR SERVICE
NEEDS--Customer satisfaction is very important to us,we
want to make sure we have met all your expectations,and if
so,TELL YOUR FRIENDS!!!!
The manufacturer of your vehicle may send you a survey about
this visit.If any of the questions can't be answered-
COMPLETELY SATISFIED-Please don't hesitate to call us before
you mail the survey.

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

- * () CASH
- * () CHECK#
- * () CREDIT CARD
- * () C/B#
- * () CASHIER

CUSTOMER SIGNATURE

DUPLICATE INVOICE

2005 TRAILBLAZER LS 2WD /L6G CHEVROLET MOTOR DIVISION
 44U MEDIUM RED METALLIC GENERAL MOTORS CORPORATION
 28H LIGHT GRAY 100 RENAISSANCE CENTER
 ORDER NO. JBMWM1/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1GN DS13 S6 52 [REDACTED] VEHICLE INVOICE 1 [REDACTED]

*****13*17055S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	26465.00	23950.83	INVOICE 04/18/05
BVE RUNNING BOARDS	375.00	322.50	SHIPPED 04/18/05
C4D GVW RATING - 5550 LBS	N/C	N/C	EXP I/T 04/25/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 04/25/05
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 04/18/05
LL8 VORTEC 4200 SFI I6	0.00	0.00	KEYS S995B S995B
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	WFP-S QTR OPT-1
AND ELECTRONIC CONTROL			BANK: GMAC - 340
PDC SEAT, 8-WAY POWER DRIVER	300.00	258.00	CHG-TO 17-055
U2K XM SATELLITE RADIO - OVER 130	325.00	279.50	
CHNLS OF DIGITAL ENTERTAINMENT.			SHIP WT: 4353
SERVICE FEE EXTRA.1ST 3MOS.INCL			HP: 32.1
1SB LS PREFERRED EQUIPMENT GROUP 2	1185.00	1019.10	GVWR: 5550
* POWER MIRRORS, HEATED			GAWR.FT: 2950
* FLOOR MATS, FRONT & REAR			GAWR.RR: 3200
* REAR WINDOW DEFOGGER			GMS: 25730.43
* DEEP TINTED GLASS			SUPPLR: 26884.92
* BODY SIDE MOLDING			MRM: 29335.00
* LUGGAGE RACK CROSS BARS			NTR: 1/2
* TRAILER WIRING CONNECTOR			DAN: 0318
* REMOTE KEYLESS ENTRY			MEMO 1357.50
* THEFT DETERRENT SYSTEM			

TOTAL MODEL & OPTIONS	28650.00	25829.93	ACT 237	25655.43
DESTINATION CHARGE	685.00	685.00	H/B 261	859.50
LAM DEALER CONTRIBUTION		143.25	ADV 261	143.25
LAM GROUP CONTRIBUTION		143.25	EXP 65A	143.25

TOTAL 29335.00 26801.43 PAY 310 26801.43

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25544.95

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

PATRIOT CHEVROLET BUICK GMC
 REMIT TO GMAC NO. 340
 VIN 1GNDS13S652 [REDACTED]
 \$ 26801.43 INV 1 [REDACTED]
 DUE 04/25/05 DEALER 17-055



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY - 270-885-5617

May 26, 2006

Mr. Jerry James
PATRIOT CHEVROLET BUICK GMC
PO BOX 1384
HOPKINSVILLE , KY 42241-1384

Re: [REDACTED]
Siebel Request [REDACTED]
2005 Chevrolet TrailBlazer
VIN # 1GNDS13S6[REDACTED]

Dear Mr. James:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Alice Blair
BRC Customer Relationship Manager
Ph# 866-790-5600 extension 10176
FAX# 866-827-1136



Council of Better Business Bureaus, Inc.

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

AGREEMENT TO ARBITRATE

Date: 06/12/06 Case Number [REDACTED]
Customer: [REDACTED]
Business: Chevrolet [REDACTED]
Mfr-Info: 1716 KY 1GND513S652 [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Trailblazer
Year : 2005

All parties named above submit to arbitration the following:

- * Molding is coming off both windows
- * Both front seats are broken
- * Wind noise is coming into both doors
- * window not going up/down properly
- * lights go off inappropriately

The parties have come to agreement on the following: n/a

Each party requests the arbitrator(s) render the following decision:

Consumer : Repurchase
Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:
Purchase price: (reflects the deduction of a rebate, if applicable)

- *
- *
- *
- *
- *

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: n/a

veh reg

COMMONWEALTH OF KENTUCKY
CERTIFICATE OF REGISTRATION
— Fee and Tax Receipt —



IF BLOCK IS MARKED
SEE REVERSE SIDE

REGISTRATION TYPE
FIRST TIME (NEW)

PLATE NUMBER
03 5383EA AP

EXPIRES 05-31-06
PREV. PLATE NO. [REDACTED]
PREV. DECAL NO. [REDACTED]
SPECIAL REGISTRATION LIMITED LOCATION REGIST. WT. 6.000
REGULAR REGIS.

TAXABLE VALUE	26.225
SALES TAX	573.53
TITLE TAX	0.00
STATE FEE	12.00
CLERK FEE	3.00
STATE FEE	2.00
CLERK FEE	4.00
ASSESSOR VALUE	
CLERK TAX	
PREV. TAX	

VEHICLE TYPE
CLIENT ACTIVE
VEHICLE IDENTIFICATION NO. 1GNDT13567 [REDACTED]
GMAO

VEH. YR. 05
B-STYLE LL
MAKE CHEV
TITLE NO. [REDACTED]

SIGNATURE

OWNER'S NAME (S), ADDRESS, SOC. SEC. NO. (S)
[REDACTED]
115 AVALON HILL
BOOKINGSVILLE KY 42240

DATE OF ISSUE 06-22-05
CLERK I.D. BHB

ISSUED BY [REDACTED]

PAID 1,594.53

15080000 05/06/05 10:50:34
KY TC-86 (6) REV. 006

COUNTY CLERK MINE REM
COUNTY OF JEFFERSON CHRISTIAN

OWNER'S COPY

RETAIL ORDER FOR A MOTOR VEHICLE

PATRIOT

4401 FT. CAMPBELL BLVD
HOPKINSVILLE, KY. 42240
Phone: (270) 866-1207



06/17/05
DATE

██████████
PURCHASER'S NAME
HOPKINSVILLE KY ██████████
██████████
DATE
ZIP
PHONE

VEHICLE BEING PURCHASED CASH DELIVERED PRICE OF VEHICLE \$ 25,226.43

PLEASE ENTER MY ORDER FOR THE FOLLOWING NEW CAR USED TRUCK STOCK NO. 80537 ACCESSORIES NONE

YEAR 2005 MAKE CHEVROLET TRUCK

MODEL OR SERIES TRAILBLAZER BODY TYPE TRAILBLAZER 2WD

COLOR MEDIUM RED TRM LIGHT GRAY

TO BE DELIVERED ON OR ABOUT M.V. OR SERIAL NO. 16ND051356

I state that odometer mileage on VEHICLE BEING PURCHASED described above is 34 at time of transfer.
(Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.
06/17/05

X SIGNATURE OF TRANSFEROR (DEALER OR AUTHORIZED AGENT) DATE

USED VEHICLE TRADED IN AND/OR OTHER CREDITS

YEAR 1997 MAKE CHEVROLET TRUCK STOCK NO.

MODEL OR SERIES S 10 BLAZER BODY OR 4X4 TYPE 2229837

COLOR NEW TRM M.V. OR SERIAL NO. 16ND0713WV

BALANCE OWED TO 131729

ADDRESS

USED TRADE-IN ALLOWANCE	\$ 2500.00	CASH PRICE OF VEHICLE & ACCESSORIES	\$ 26,226.43
BALANCE OWED ON TRADE-IN	NONE	PROCESSING FEE & CUSTOMER SERVICE (SEE PAGE #12)	189.00
NET ALLOWANCE ON USED TRADE-IN	\$ 2500.00	STATE AND LOCAL TAXES	1572.52
DEPOSIT OR CREDIT BALANCE	NONE	LICENSE & REGISTRATION FEE	39.00
CASH WITH ORDER	NONE	TOTAL PRICE OF UNIT	\$ 28,026.95
MANUFACTURER INCENTIVES/REBATES	NONE	TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	\$ 2,500.00
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	\$ 2,500.00	UNPAID CASH BALANCE DUE ON DELIVERY	25,526.95

I HAVE REVIEWED AND FULLY UNDERSTAND THE EXTENDED SERVICE PLAN COVERAGE AND DO NOT WISH TO ENROLL FOR THE PROTECTION PLAN ON THIS VEHICLE

CUSTOMER SIGNATURE

AMCUM'S CHARGE TO CREDIT CARD WILL BE SUBJECT TO A SERVICE FEE. A PURCHASE FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW BUT MAY BE CHARGED TO A BUYER FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE CLOSING OF A SALE.

Federal regulations require the odometer mileage to be stated upon transfer of ownership. An inaccurate statement may make the transferor liable for damages to the transferee, pursuant to section 409(a) of the Motor Vehicle Information and Cost Savings Act of 1972, Public Law 92-517.

The Seller, PATRIOT CHEVROLET GMC, INC., hereby, expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, neither assumed nor implied in any way, in connection with the sale of the vehicle. It is the responsibility of the buyer to read the terms of the manufacturer's warranty.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereon, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order certifies he is of majority age and acknowledges that he has read the terms and conditions of this Order and a copy of this order.

PURCHASER SIGNATURE

ACCEPTED FOR

Customer Claim Form

Contact Date: [REDACTED]

Start Date:

Case Number: [REDACTED]

Have you contacted the mfr regarding your claim? YES NO

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

If yes, name of provider:

Date:

Case Number:

Titled Owner(s) Name&Address

[REDACTED]

HOPKINSVILLE, KY

Day Phone: [REDACTED]

Evening Phone:

Cell Phone: [REDACTED]

Fax Number:

E-mail Address:

Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Paulette Johnson

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

Transmission Type: Automatic Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Trailblazer Model Year: 2005 Current Mileage: 10000

Vehicle Identification Number: 1 G N D S 1 3 S 0 5 2 [REDACTED]

Selling Dealer/City/State: Patriot Chevrolet,

Selling Dealer/City/State: Patriot Chevrolet, Hopkinsville, KY

Insurance Carrier:

Policy Number:

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

Description of Damage:

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

Purchase Date: 2/6/05 Mileage at purchase: 34

Lease Date: Mileage at lease:

Purchased As: New Used Demo

Leased As: New Used Demo

Is the vehicle in your possession? Yes No

Is the vehicle in your possession?

Lienholder's Name: GMAC

Leasing Company's Name:

Address:

Address:

City/St/Zip:

City/St/Zip:

Phone: () -

Phone:

Lienholder Acct #:

Leasing Company's Acct #:

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

The customer would like to have the vehicle repurchased.

Signature of Titled Owner(s): [REDACTED]

Date: 5.2.06

I am submitting this dispute for resolution under the BBB AUTO LINE Arbitration Rules.

I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1828

Privileged and Confidential Information

CASE ASSESSMENT BY: Alice Blair

Siebel/CARS Request No: [REDACTED]

Customer Name: [REDACTED]

Year of Vehicle: 2005 Chevrolet TrailBlazer

Current Mileage: 10,000

Vehicle ID No.: 1GNDS13S65 [REDACTED]

In Service Date: 6/17/2005

Purchased: New

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Lights go out intermittently

Date:	Mileage:	Days Out:	Description of Repair:
None			Cust states after dark she will have to pull over and physically turn her lights on.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Molding Coming Off Both Windows

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

PASSENGER DOOR

11/11/05	7798	*	REP PASS DOOR PANEL FOR FALLING DOWN SMALL TRIANGULAR PIECE
01/05/06	9275	*	ORDER PART FOR PASS DOOR PANEL FALLING APART
02/01/06	10222	*	RPL PASS DOOR PANEL FOR FALLING APART

DRIVER DOOR

11/11/05	7798	*	REP DRVR DOOR PANEL FOR FALLING DOWN SMALL TRIANGULAR PIECE
----------	------	---	-------------------------------------------------------------

OTHER SYMPTOM/CONCERN: Window Noise Both Doors

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

01/05/06	9275	7	ORDERED PARTS FOR BOTTOM QTR GLASS FOR WIND NOISE
02/01/06	10222	1	REORDERED PART FOR WIND NOISE
02/02/06	10222	12	REMOVE REAR DOOR PANELS, RPL BOTH REAR QTR GLASS, WIND NOISE

OTHER SYMPTOM/CONCERN: Front Seats Broken

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

11/11/05	7798	1	REPLACE FRONT SEAT BEZEL FOR LOOSE
----------	------	---	------------------------------------

OTHER SYMPTOM/CONCERN: Window

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

11/28/05	8448	1	REP FRONT OF WINDOW NOT IN TRACK. WILL NOT GO UP ALL THE WAY
----------	------	---	--------------------------------------------------------------

Total Days Out of Service: 22 (excluding days for customer pay reasons such as: Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? KY – REPURCHASE; GM PROGRAM SUMMARY - REPURCHASE

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Cust has left veh at dlrship and refuses to pick veh up, cust has not made pymts. Cust does not understand that her daytime running lights are not her headlights. Cust does not understand how to fill out paperwork for BBB so sent to her atty. Crm believes atty is trying to take cust while proceeding to hearing.

Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [REDACTED]

Request #: [REDACTED]

BBB#: C [REDACTED]

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$26225.43
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$29335.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$ 3109.57

Trade Allowance (from dealer Bill of Sale)	\$2500.00
Actual Cash Value Statement	\$2500.00
Difference (if positive, this is the overallowance)	\$ None

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$ None
Actual Cash Value Statement	\$
Difference (if positive, this is the negative equity)	\$

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$26225.43
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$ None
Overallowance and/or Negative Equity minus	\$ None
Actual price of Vehicle that should be presented to BBB for ATA	\$26225.43

December 12, 2017

[REDACTED]
Cypress, TX [REDACTED]

Service [REDACTED]
Customer Relationship Manager: Brandie Alonso

Dear Mr. Startz:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDS13S6 [REDACTED] 5, is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on May 17, 2006 and ending on May 17, 2008, and begins with 16,535 and ends with 40,535 odometer miles

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

December 12, 2017

[REDACTED]
[REDACTED]
[REDACTED]
Memphis, TN [REDACTED]

Service Request: [REDACTED]
Customer Relationship Manager: Patricia Campenelli

Dear Mr. [REDACTED]

Thank you for your recent comments regarding your 2005 GMC Envoy. Feedback from customers, such as you, as to your experiences, allows us to improve our products and increase customer satisfaction.

Given that your comments indicated that you have concerns with your vehicle, we tried to call you to discuss how we can help. Unfortunately, we have been unable to reach you at the telephone number listed in our records.

We realize that you may already be working with someone at your dealership or our GMC Customer Assistance Center to resolve your concern. If this is not the case and you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you. If you have already contacted the Customer Assistance Center, please disregard this letter.

GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,

GMC Division
General Motors Corporation



Service Satisfaction Survey

Mark's ~ ~ ~



Memphis TN

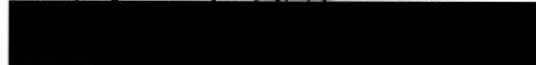


Please make any corrections to your name, address, or telephone number here:

Home telephone:

Change to: () _____

Please provide us with your preferred email address:



Dear Dennis M Bratton:

Our records indicate that you had your **2005 Envoy serviced at Sunrise GMC Truck on March 11, 2006**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Sunrise GMC Truck.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

Please check this box if you no longer own/lease this 2005 Envoy, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MARCH 11, 2006, COMPLETE THIS SURVEY.****

About Your GMC Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------|------------------------------------------------------|---------------------------------------------|-----------------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------|-----------------------------------------------------------------|---------------------------------------------|-----------------------------------------------|------------------------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input checked="" type="checkbox"/> | Don't Know <input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | Completely Satisfied <input type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input checked="" type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | No Time Promised <input checked="" type="checkbox"/> | | | |

1GKDS13S55 [redacted] 53367
025610062652 00000116495 331031

0581

117572
CSI 020260



About Your Service Consultant/Advisor - continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | | | | | |
| <input type="checkbox"/> Work performed did not correct the problem | | | | | |
| <input type="checkbox"/> Service Department could not duplicate problem | | | | | |
| <input type="checkbox"/> Service Department was too busy | | | | | |
| <input type="checkbox"/> Parts not available | | | | | |
| <input type="checkbox"/> I declined repair | | | | | |
| <input checked="" type="checkbox"/> Other (please specify) <i>See attached letter</i> | | | | | |
| <input type="checkbox"/> Don't know | | | | | |

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| | Yes | No | Don't Know/ Not Sure | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-----------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Sunrise GMC Truck? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2005 Envoy? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you ... | | | | | |
| <input checked="" type="checkbox"/> Male | | | | | |
| <input type="checkbox"/> Female | | | | | |
| 20. Your age ... | | | | | |
| <input type="checkbox"/> Under 25 | | | | | |
| <input type="checkbox"/> 25 - 34 | | | | | |
| <input type="checkbox"/> 35 - 44 | | | | | |
| <input type="checkbox"/> 45 - 54 | | | | | |
| <input checked="" type="checkbox"/> 55 - 64 | | | | | |
| <input type="checkbox"/> 65 or older | | | | | |
| 21. May we include your name when providing this survey information to your dealership? | | | | | |
| <input type="checkbox"/> Yes | | | | | |
| <input checked="" type="checkbox"/> No | | | | | |
| 22. Do you have any other comments/recommendations about Sunrise GMC Truck? | | | | | |

See attached

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-462-8782

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
GMC, P.O. BOX 10054, TOLEDO, OH 43699-0054



117572

To Whom It May Concern,

April 17, 2006

I am having trouble with my **2005 GMC Envoy (VIN:1GKDS13S55** [REDACTED] and the service department at Sunrise Pontiac GMC in Memphis, TN apparently can't help me.

PROBLEM:

Every morning around 5AM, I start out for work and about 1 or 2 miles up the road my headlights will dim (up and down) and the gauge will swing back and forth below and above 14 amp and then back to normal. It last for about 5 seconds. This surge only happens in morning, every morning. I actually had the police pull me over thinking I was in trouble.

I have a little over 13,000 miles on this vehicle and I want this problem resolved before going out of warranty. Many have told me it's the regulator in the alternator and once it warms up it would act right. But still, this is not right. I am afraid the vehicle will explode or catch fire!.

Would you please direct this letter to the appropriate department to see what my options are and have them get back with me?

Dennis Bratton
5771 Heartwood Drive
Memphis, TN 38135

Home phone: 901-388-9969

December 12, 2017

██████████
██████████
Memphis, TN ██████████

Service Request: ██████████ 4
Customer Relationship Specialist: Delores Clonce

Dear Mr. ██████████

Thank you for your support of GMC. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2005 GMC Envoy, Vehicle Identification Number 1GKDS13S55██████████ is for the following:

- 60 months or 75,000 miles, whichever occurs first, beginning on 12/28/06 and ending on 12/28/11, and begins with 24,608 and ends with 99,608 odometer miles
- Standard rental
- A \$100.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued GMC customer.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

GMC Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Service Satisfaction Survey

AUG 08 2006

Please make any corrections to your name, address, or telephone number here:

Memphis TN
[Redacted]
[Barcode]

Home telephone:
Change to: ()

Please provide us with your preferred email address:

Dear [Redacted]

Our records indicate that you had your 2005 Envoy serviced at Sunrise GMC on June 21, 2006. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this question about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continuous efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Sunrise GMC.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

Please check this box if you no longer own/lease this 2005 Envoy, and return the question here.

"PLEASE HAVE THE PERSON WHO TOOK THE VEHICLE IN FOR SERVICE ON JUNE 21, 2006, COMPLETE THIS SURVEY."

About Your GMC Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------|------------------------------------------------------|---------------------------------------------|-----------------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | Completely Satisfied <input type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------|------------------------------------------------------|---------------------------------------------|-----------------------------------------------|------------------------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | Completely Satisfied <input type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | No Time Promised <input type="checkbox"/> | | | |

1GKDS13S552 [Redacted] 53367
025625059123 00000116495 336104

0581

116818
CSI 020260

Totally Dissatisfied with GMC

About Your Service Consultant/Advisor - continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?

IF NO, why not? (check all that apply)

- | | |
|-------------------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know |

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-----------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Were you given a copy of the completed repair order/invoice? | <input type="checkbox"/> | <input type="checkbox"/> | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-----------------------------------------------------------------------------------------|-----------------------------------|----------------------------------|----------------------------------|--------------------------------------|----------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Sunrise GMC? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Overall, how satisfied are you with your 2005 Envoy? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Are you ... | <input type="checkbox"/> Male | <input type="checkbox"/> Female | | | |
| 20. Your age ... | <input type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64 |
| | | | | <input type="checkbox"/> 65 or older | |
| 21. May we include your name when providing this survey information to your dealership? | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 22. Do you have any other comments/recommendations about Sunrise GMC? | | | | | |

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the GMC Customer Assistance Center: 1-800-462-8782

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
GMC, P.O. BOX 10054, TOLEDO, OH 43699-0054



PONTIAC
DRIVING EXCITEMENT.



GMC.
Do what you can. Do it well.

1800 COVINGTON PIKE - MEMPHIS, TN 38128 - 901-372-8000
www.sunrisepontiacgmc.com

116818

CUSTOMER NO.	ADVISOR TRUITT J. DAVIS	468	ORG. NO. 6863	INVOICE DATE 07/14/06	
	LABOR RATE	LICENSE NO.	RELEASE 18,060	COLOR STEEL GRAY	STOCK NO.
MEMPHIS, TN	YEAR / MAKE / MODEL 05/GMC/ENVOY/4DR 2ND			DELIVERY DATE 07/06/05	DELIVERY MILES
	VEHICLE ID. NO. 1GKDS13S552			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		DATE 07/12/06	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 18060

LABOR & PARTS
1 57PNZ
CUST STATES EACH MORNING WHEN START DRIVING VEH HEADLIGHTS WILL FLICKER AND VOLTAGE WILL FLUCTUATE WHEN DRIVING HAPPENS EVERY MORNING WITHIN 5 MINUTES OF TAKING OFF WHEN HAPPENS VOLTAGE READS 1.5 NOTCH BELOW CENTER 14 CC-0L/07
NO WORK DONE. UNABLE TO DUPLICATE CUST CONCERN
JOB # 1 TOTAL LABOR & PARTS 0.00

2 90PNZ
CUSTOMER REQUIRES COURTESY TRANSPORTATION WHILE VEH BEING KEPT OVERNIGHT FOR AM DIAGNOSIS
JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INVT INV DATE DESCRIPTION WARRANTY
JOB # 2 73670 694124 07/14/06 2 DAYS RENTAL 0.00

TOTALS
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

We charge an average of \$67.45 per flat rate hour. A flat rate hour is a unit of measure, not a clock hour. "Flat Rate" is determined by industry accepted repair time averages for specific repairs. Automakers compile flat rate averages as do reputable independent data organizations. This data is published in flat rate manuals. This dealership uses these manuals in computing its labor charges. Copies of the flat rate time guide are available for inspection.
Any part with an (*) asterisk beside it is a LIMITED LIFE TIME warranty part. Excludes parts replaced under factory warranty.
THANK YOU FOR CHOOSING SUNRISE PONTIAC-GMC, INC.!!
WE WANT YOU TO BE "COMPLETELY SATISFIED"

SUNRISE PONTIAC-GMC, Inc., DISCLAIMER OF WARRANTY - All warranties on these parts are the manufacturer's. The Seller, SUNRISE PONTIAC-GMC, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and SUNRISE PONTIAC-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, SUNRISE PONTIAC-GMC, Inc. in no way affects the terms of the manufacturer's warranty.

REPAIR WORK DONE ON THIS ORDER WILL BE BASED IN PART UPON A FLAT RATE MANUAL COMPUTATION.

AGREEMENT TO ARBITRATION
The undersigned agrees that upon the demand of either the undersigned or the Dealer that all controversies, claims, demands and disputes between Dealer and the undersigned shall be resolved by arbitration, by filing with the American Arbitration Association a written demand for arbitration along with a statement of the matter in controversy. A copy of the demand for arbitration shall simultaneously be served upon the other party. The undersigned and the Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the city where the Dealer's facility is located. The undersigned and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. The parties agree that such arbitration shall be binding.

CUSTOMER SIGNATURE

December 12, 2017

[REDACTED]
[REDACTED]
Chenoa, IL [REDACTED]

Service [REDACTED]
Customer Relationship Manager: Hollie McIntyre

Dear M [REDACTED]

GMC is pleased to provide service coverage for the alternator on your 2005 GMC Envoy, Vehicle Identification Number 1GKDT13SX52 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 4, 2012, or 100,000 miles, whichever occurs first. GMC will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Alternator

GMC will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Envoy. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized GMC Dealership.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

GMC Division
General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

December 12, 2017

[REDACTED]
Weatherford, OK 7 [REDACTED]

Service Request: [REDACTED]
Customer Relationship Manager: Stephanie Guindon

Dear Mr. [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2004 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S442 [REDACTED] is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on June 21, 2006 and ending on June 21, 2010, and begins with 32,151 miles and ends with 80,151 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Enhanced Dealership Empowerment Template

1. Please complete this template by either typing or legibly writing in all required information.
2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
(It is not necessary to fax in all eleven pages of the template, only those that apply.)
3. Place the template in the service file for future reference

Questions pertaining to the status of the processing can be directed to the AVM Team
@ 1-800-231-1841 prompt 3, prompt 2

Region	<input type="checkbox"/> NE	<input type="checkbox"/> SE	<input type="checkbox"/> NC	<input checked="" type="checkbox"/> SC	<input type="checkbox"/> W
Field Rep's Name Field Rep's Number	Matt Booth (972) 443-3603				
Requestor's Name Requestor's Number	Eric Akers (580) 772-3351				
Dealership Name Dealership BAC	Premier Chevrolet 210118				
Customer Name (Mr., Ms., Mrs., Last, First, MI)	Mrs. [REDACTED]				
Customer Complete Mailing Address	[REDACTED]				
Daytime phone number	[REDACTED]				
Evening phone number	[REDACTED]				
FULL VIN	1GNDT13844 [REDACTED]				
Current Mileage (at least within a 2 week window)	32,151				
Short explanation as to why the goodwill tool was offered to the customer (Mechanical reasons i.e. specific failed components, etc.)	Customer has brought vehicle in three times for the lights flickering and cruise control disengaging. Can not duplicate problem on test drive. Customer states problem happens within two days of being in shop.				
If subsequent owner, indicate date & mileage at time of purchase					

Revised 10-1-05

Model years 2003 – Current

Available GMFF parameters for 2003-2005 (1) apply to the 2003 Model Group (Class 1-2) Golden, Rate Classes 1-2.
In service up to 12 months/over 12,000 miles.
Note: GMFF: Major Guard, Value Guard, & Basic Guard: 40/45,000, 36/54,000, & 18/18,000 miles vs. AVAILABLE for Rate Classes 1A, 1A, 6 & 7 (Miles) vs. 18/18,000 currently. In 2003 LAC ops 2003 (Contract 156) Mileage: 100/100,000, 100/100,000, 100/100,000, 100/100,000, 100/100,000, 100/100,000.

Major Guard Value Guard Basic Guard

36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 45,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 54,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 50,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 70,000
<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 66,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 84,000
<input type="checkbox"/> 75,000	<input type="checkbox"/> 80,000	<input type="checkbox"/> 75,000	<input type="checkbox"/> 90,000	
<input type="checkbox"/> 100,000	<input type="checkbox"/> 100,000	<input type="checkbox"/> 90,000	<input type="checkbox"/> 100,000	
		<input type="checkbox"/> 100,000		

Available Deductible
 \$0 \$100 \$200

Model years 2003 – Current (1) – 21,000 Diameter miles.

Major Guard Value Guard Basic Guard

12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 50,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 70,000
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input checked="" type="checkbox"/> 48,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 75,000		
	<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000	<input type="checkbox"/> 72,000			
		<input type="checkbox"/> 60,000				
		<input type="checkbox"/> 75,000				

Available Deductible
 \$0 \$100 \$200

Model years 2003 – Current (1) – 50,000 Diameter miles.

Major Guard Value Guard Basic Guard

12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 50,000		
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000			
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000				
	<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000				

Mandatory Deductible
 \$50 \$100 \$200

Revised 10-1-05

December 12, 2017

[REDACTED]
Troy, MI 4 [REDACTED]

Service Request: [REDACTED]
Customer Relationship Specialist: Janelle Mond

Dear Mr Forney:

We would like to discuss your request for assistance regarding your 2005 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-790-5700 extension 20091 on Monday through Friday during the hours of 9:00 am to 4:45 pm Eastern Standard Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you have any future questions, please feel free to contact our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

GMC Customer Assistance Center

December 12, 2017

[REDACTED]
Troy, MI [REDACTED]

Service Request [REDACTED]
Customer Relationship Specialist: Janelle Mond

Dear [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

GMC Customer Assistance Center

North American Operations

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



CHECK No. 900869058

50-937
213

DATE
08/14/06

*****99 DOLLARS

*****97 CENTS

AMOUNT

*****99.97

PAY
TO THE
ORDER
OF

1019 W NEVADA ST
GLENWOOD IL

North American Operations
General Motors Corporation
Disbursement Account

Rachel C. [Signature]
SIGNATURE

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

AUDIT



North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000081

CHECK NO. [Redacted]

VENDOR NAME TYREECE RICHARDSON

PAYMENT
DATE 08/14/06

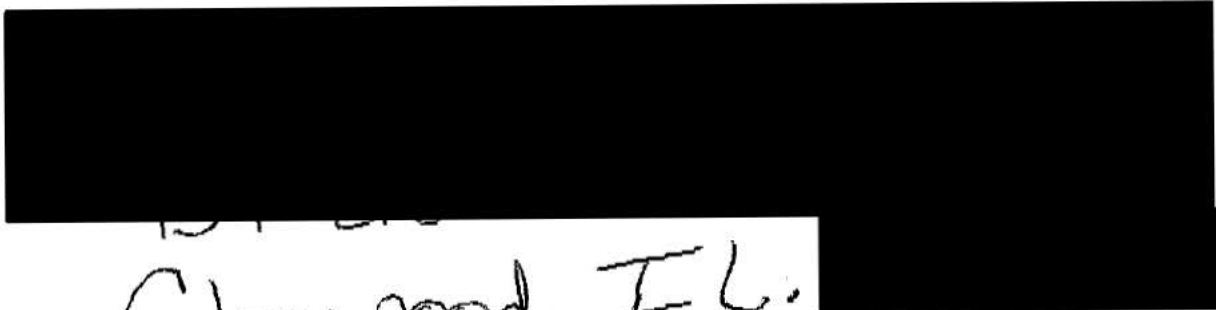
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDT13S92 [Redacted]	08/11/06 1-4202061	VM-1-70YFDB 1-70YFDB	00.0000	99.97	.00	99.97
TOTAL				99.97	.00	99.97

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

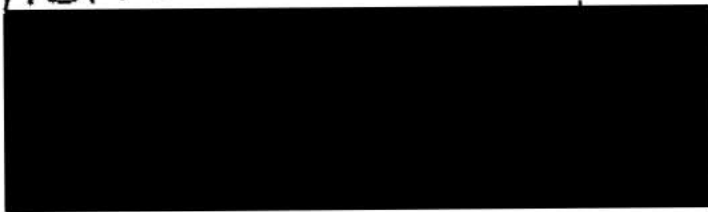
W3

10114

CASE NUMBER



Glenwood, IL.



2006 Illinois Registration Identification Card

Jesse White, Illinois Secretary of State

RENEE RICHARDSON

HTEM08/31/05 101:5711:1 78.00 CR
4178228134 E 80230899-8
GLENWOOD, IL 60425-1463806

Vehicle Year 2002	Vehicle Make CHEVROLET	VIN 1GNDY13S922
Weight or CC's	Body Style CARRYALL	Application Type PASSENGER
Axes	Leased/Rental	Unit Number
File Number	County COOK	018
Driver's License Number(s) or FEIN(s)	Expiration date 08/31/2006	Plate Number
Renewal Fee Due \$78.00	IF PAID AFTER 09/30/05 FEE IS \$98.00	

This Identification Card must be carried at all times in those vehicles designed to carry more than 10 persons or to pull or carry property, freight, or cargo; those that are designed or used for living quarters and school buses. (625 ILCS 5/2-411). If you travel outside Illinois, you may be required to show the ID card as proof of ownership.

- STICKER INSTRUCTIONS:**
- 1) Remove the old sticker if possible.
 - 2) Clean indented area on the rear plate.
 - 3) Affix the renewal sticker. Press firmly.

CAUTION: After sticker has been applied, it cannot be removed without destroying it.

Glenwood, IL.

GLENWOOD IL
JUL 24 2006

HAPPY 39th
BIRTHDAY
JUL 24 2006
60425

JUL 26 2006

1-420-206-130

CHEVROLET

P.O. Box 33170

Detroit, MI 48232-5170

48232+5170-505

ORIGINAL

INVOICE



PAGE 1

GLENWOOD, IL
HOME:
CELL:

BNS:

SERVICE ADVISOR: 8177 LOUIS GUTIERREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	02	CHEVROLET TRAILBLAZE	1GNDT13S922		76467/76469		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN02 IS			18:00 17JUL06		0.00	CASH	17JUL06

R.O. OPENED	READY	OPTIONS:	ENG:4.2_LITER, L6, MFI, DOHC TRN:A
08:58 17JUL06	18:09 17JUL06		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A C/S BOTH LOW BEAMS INOP WHEN DARK OUT AND WILL NOT COME ON TURNING ON MANUALLY-CUST.HAS TO USE HIGH BEAMS FOR NIGHT DRIVING							
N4808	REPROGRAM	BCM	CONTROL	MODULE		99.97	99.97
J9995	CUSTOMER CONCERN	NOT	DUPLICATED				(N/C)
76469 CK FOR CODES AND REPROGRAM BCM 1.0 UNABLE TO DUPLICATE COMPLAINT AT THIS TIME CHECK FOR BCM TROUBLE CODES NONE FOUND HISTORY OR CURRENT CHECK FOR BCM REPROGRAM REPROGRAM BCM AND RELEARN THEFT DETERENT SYSTEM OPERATIONAL AS DESIGNED BOTH BCM CONTROL AND MANUAL OVERRIDE							

EST: 99.97 17JUL06 08:58 SA: 817



PAID

Date 7-17-06
Method of Payment USA
Initials gm

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

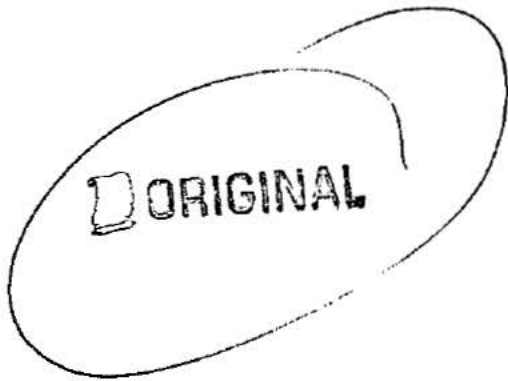
STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither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

DESCRIPTION	TOTALS:
LABOR AMOUNT	99.97
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.97
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	99.97

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

CUSTOMER SIGNATURE

CUSTOMER COPY



SUNRISE CHEVROLET
14640-C SOUTH CICERO AVE.
MIDLOTHIAN, IL 60445
(708) 389-0600

Sale

Merchant ID: 542929802403105

Term ID: LK447285

07/17/06 18:12:01
Batch#: 000196 Inv #: 000007
Ticket: 22214

VISA Entry Method: S

XXXXXXXXXX [REDACTED]

Seq.#: 0007 Appr Code: 017049

Total: \$ 99.97

APPROVED

Customer Copy



MULTI-POINT VEHICLE INSPECTION

ORIGINAL

Name: _____

Year/Model: 02 TJB

Date: 7-17-02

Repair Order # _____

VIN (last 8 digits) _____

Odometer: 76467 MI: _____ MII: _____



Checked and OK **May Require Attention Soon** **Requires Immediate Attention**

INTERIOR

OnStar Subscription activated

Remaining engine oil life: _____ % Reset: _____ N/A: _____

WIPER BLADES



LF RF
Rear (if applicable)
Windshield condition
Cracks _____ Chips _____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)



LF 8/32 or Greater
 7/32 to 4/32
 3/32 or Less
Front PSI set to: _____
LR 8/32 or Greater
 7/32 to 4/32
 3/32 or Less
Rear PSI set to: _____

RF 8/32 or Greater
 7/32 to 4/32
 3/32 or Less
Front PSI set to: _____
RR 8/32 or Greater
 7/32 to 4/32
 3/32 or Less
Rear PSI set to: _____

Lowest Tread Depth: _____/32

Rotation needed Alignment needed Balance needed
 Rotation performed Alignment performed Balance performed
LF LR Wear Pattern/Damage RF RR

CHECK BATTERY



Battery condition
 Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine oil	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Brake fluid reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission (if equipped w/dipstick)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Power steering	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input checked="" type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF	<input checked="" type="checkbox"/> 7 mm (9/32) or greater <input checked="" type="checkbox"/> 6 mm (8/32) to 4 mm (5/32) <input type="checkbox"/> 3 mm (4/32) or less	RF <input type="checkbox"/>
LR	<input checked="" type="checkbox"/> 7 mm (9/32) to 5 mm (3/16) <input checked="" type="checkbox"/> 4 mm (5/32) <input type="checkbox"/> 3 mm (4/32) or less	RR <input type="checkbox"/>
Lowest Front Lining		Lowest Rear Lining
<input checked="" type="checkbox"/> Brake system (also including lines, hoses and parking brake)		

ADDITIONAL CHECKS

Inspect for visible leaks:	
<input checked="" type="checkbox"/>	<input type="checkbox"/> Fuel system (also including gas cap seating)
<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine, transmission, drive axle, transfer case
<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine cooling system
<input checked="" type="checkbox"/>	<input type="checkbox"/> Shocks and struts - also check operation
Inspect visual condition:	
<input checked="" type="checkbox"/>	<input type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive
<input checked="" type="checkbox"/>	<input type="checkbox"/> Hoses: engine, power steering and HVAC
<input checked="" type="checkbox"/>	<input type="checkbox"/> Engine air filter and cabin air filters
<input checked="" type="checkbox"/>	<input type="checkbox"/> Steering components and steering linkage
<input checked="" type="checkbox"/>	<input type="checkbox"/> CV drive axle boots or driveshafts and U-joints
<input checked="" type="checkbox"/>	<input type="checkbox"/> Exhaust system components

COMMENTS

Consultant: _____
Technician: _____

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____
Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI Required Performed

MII Required Performed

CASE NUMBER



Glenwood, IL.



2006 Illinois Registration Identification Card

Jesse White, Illinois Secretary of State

RENEE RICHARDSON

HTEM08/31/05:01:5711:1 78.00 CR
417822834 E BIRCH 98
GLENWOOD IL 60425-1463806

Vehicle Year 2002		Vehicle Make CHEVROLET		VIN 1GNDT13S92	
Weight or CC's		Body Style CARRYALL		Application Type PASSENGER	
Axes	Leased/Rental	Unit Number	File Number	County COOK	018
Driver's License Number(s) or FEIN(s)			Expiration date 08/31/2008		
Renewal Fee Due \$78.00			Late Renewal Fee \$98.00		
IF PAID AFTER 08/30/05 FEE IS					

This Identification Card must be carried at all times in those vehicles designed to carry more than 10 persons or to pull or carry property, freight, or cargo; those that are designed or used for living quarters and school buses. (625 ILCS 5/3-411). If you travel outside Illinois, you may be required to show the ID card as proof of ownership.

STICKER INSTRUCTIONS:

- 1) Remove the old sticker if possible.
- 2) Clean indented area on the rear plate.
- 3) Affix the renewal sticker. Press firmly.

CAUTION: After sticker has been applied, it cannot be removed without destroying it.

December 12, 2017

[REDACTED]
[REDACTED]
Glenwood, IL [REDACTED]

Service [REDACTED]
Customer Relationship Specialist: William Naabe, Jr.

Dear Ms [REDACTED]

We sincerely regret that you experienced a concern with your 2002 Chevrolet TrailBlazer, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$99.97. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

Home telephone: (586) 247-1152

Change to: () _____

Please provide us with your preferred email address:

Dissatisfied Customer

Macomb MI

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

D. [Redacted]

Our records indicate that you had your **2005 Envoy serviced at Shelton GMC Truck on April 12, 2006**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Shelton GMC Truck.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

Please check this box if you no longer own/lease this 2005 Envoy, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON APRIL 12, 2006, COMPLETE THIS SURVEY.****

About Your GMC Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------|-----------------------------|--------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | | |

Please complete other side

About Your Service Consultant/Advisor - continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-------------------------------------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?

Yes No

IF NO, why not? (check all that apply)

- | | |
|-------------------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know |

13. How satisfied are you that your vehicle was fixed right on this service visit?

Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

Yes No

14. Were you given a copy of the completed repair order/invoice?

Yes No

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?

Yes No Don't Know/Not Sure

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Shelton GMC Truck?

Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

Definitely Would Probably Would Might/Might Not Probably Not Definitely Not

17. Would you recommend this dealership for service?

18. Overall, how satisfied are you with your 2005 Envoy?

Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

19. Are you ... Male Female

20. Your age ... Under 25 25 - 34 35 - 44 45 - 54 55 - 64 65 or older

21. May we include your name when providing this survey information to your dealership?

Yes No

22. Do you have any other comments/recommendations about Shelton GMC Truck?

MC *I have a little over 4000 miles and my Envoy has been in service three times. 1st time all the lights went out during at night. 2nd time, sensor on the generator went out - 3rd time sensor on fuel injector port. I have a lemon!*

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the

GMC Customer Assistance Center: 1-800-462-8782

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

GMC, P.O. BOX 10054, TOLEDO, OH 43699-0054

I will not lease any GMC product I am afraid to drive the Envoy when the engine shuts right off while driving -



STATE OF WEST VIRGINIA
 OFFICE OF THE ATTORNEY GENERAL
 DARRELL V. McGRAW, JR.
 CONSUMER PROTECTION AND ANTITRUST DIVISIONS
 PO BOX 1789
 CHARLESTON, WV 25326-1789

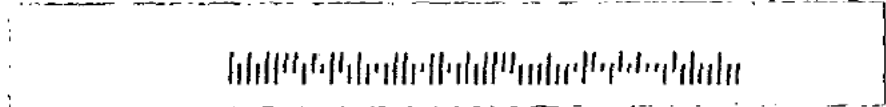


UNITED STATES POSTAGE
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 MAILED FROM ZIP CODE 25301

SEP 28 2006

Chevrolet Motor Division
 General Motors Corporation
 PO Box 33170
 Detroit, MI 48232-5170

SEP 28 2006



DARRELL V. McGRAW, JR.
ATTORNEY GENERAL

PHYSICAL ADDRESS:
812 Quarrier St.
Charleston, WV 25301

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

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



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL

September 26, 2006

Consumer Protection
and Antitrust Division
(304) 558-8986

Preneed Funeral Services
(304) 558-8986

Consumer Hotline
1-800-368-8808

FAX: (304) 558-0184

Chevrolet Motor Division
General Motors Corporation
PO Box 33170
Detroit, MI 48232-5170

Re: [REDACTED]

Kenna, WV [REDACTED]

Dear Sir or Madam:

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

Our office urges both you and the consumer to be conciliatory so that a fair and reasonable settlement can be reached. Please submit your written response within ten (10) days of receipt of this letter. Include with your response a copy of all documents pertaining to this matter or that you rely upon in your response.

Your prompt attention to this matter is greatly appreciated.

Very truly yours,

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

Donna Runion
Mediator
Consumer Protection and
Antitrust Division

ijs

Enclosure



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



http://www.wvago.us

E-Mail: consumer@wvago.gov

MOTOR VEHICLE CONSUMER COMPLAINT

1. PARTY COMPLAINING

Mr. Mrs. Ms.

Name: [REDACTED]

Mailing Address: [REDACTED]

City: Kenna State: WV

County: JACKSON Zip Code: [REDACTED]

Home Telephone: [REDACTED]

Work Telephone: [REDACTED]

Cell Telephone: [REDACTED]

Email: _____

Best time to contact me: work 6-2 AM Home 5-7 pm

2. COMPLAINT AGAINST

Business Name: Tom Peden Chevrolet

Address: PO BOX 527 475 Church St

City: Ripley State: WVA

County: JACKSON Zip Code: 25271

Telephone: 372-2844 1-800-822-0411

Name of person you dealt with: _____

Title: _____

3. Purchased: New Used

Vehicle Identification Number (VIN): 1GNDT13S38 [REDACTED]

4. Car Make (manufacturer): Chevrolet

Car Model: TrailBlazer Year: 2005

5. Mileage at time of purchase: 29

Present Mileage: _____

6. Date of Purchase: _____

Total Purchase Price: _____

7. Terms of Payment: Cash Loan Installment
 Check Credit Card Wire Transfer
 Debit Card PayPal Western Union
 Other _____

Loan - Installment
 Finance Company name: M&T Bank
 Address: PO BOX 42082
Baltimore MD 21264

8. Did you purchase the vehicle from the business you are complaining about? Yes No

9. Have you complained to the business? Yes No

If Yes, date you complained: Numerous Dates - have called service manager several times.

What action was taken by the business: papers included will inform you of action

10. Does the complaint involve the safety condition of the vehicle at the time it was sold to you? Yes No

11. Have you contacted the manufacturer about your vehicle complaint? Yes No

If Yes, what action was taken: told to contact BBB Auto Line

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

If Yes - Identify organization: _____

What action was taken? _____

13. Describe any legal action you have taken: NONE

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

- Warranty Buyer's Guide Purchase Agreement
- Odometer Statement Repair Orders Loan Contract – Retail Installment Agreement
- Title

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

Papers Attached

16. How do you want your complaint resolved? I want the problem fixed or put me in a comparable vehicle. I can not afford to trade in and lose on this vehicle I lost to much when I bought this vehicle

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

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

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

SIGNATURE (Required)



DATE 9-16-06

Optional:

AGE: _____
 Male Female

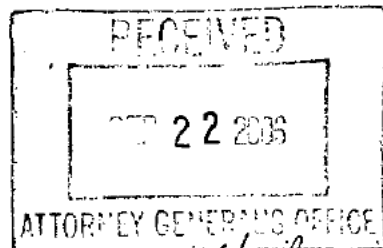
MARITAL STATUS:
 Married Single
 Divorced Widowed

RACE:
 Caucasian African American
 Hispanic Other: _____

Return this form and copies of your papers to:

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

I want to state that we have not had the vehicle in for service every time the lights flicker, dim or go out. But Mr Wilkinson ~~has been called almost every time it has occurred~~ was called several times to let him know that it was happening. We no longer call him because there is no reason to



The complaint I have with my vehicle is an ongoing problem with the headlights and also sometimes the dash lights dimming, flickering and sometimes the headlights have momentarily went out. This has been an ongoing problem since I purchased the vehicle new in April of 2005. I do not have records of every time we have spoken with the service manager at Tom Peden Chevrolet about this problem. Also I want you to know that the reason why it has taken me ^{so long} to contact you is because I was led to believe that the factory representative would help me. I have finally realized that nothing is going to be done by GM or Mr. Peden to help me with this dangerous problem.

I have had my Trailblazer to the service dept several times for this problem but because the lights don't flicker, dim or go out while they have it in their dept, they say they can't do anything to fix it. We have contacted the customer relations manager twice (JoAnn Bruner) she told us that the factory rep would contact us. (This never happened). Mr. Wilkinson the Service Dept manager for Tom Peden told us that several times that the factory rep would be contacting us. As of today we still have not spoken with the factory representative. Mr. Wilkinson told us several times that he felt that the factory rep would help us with this problem.

We have been told that because the service dept. can't duplicate the problem they can not spend money trying to find out what is wrong.

It is GM's policy that if they can't duplicate the problem they will not spend money trying to find it. (Even though there is a known problem with the Trailblazer's lights)

I ask Mr. Wilkinson to leave the testing equipment in the vehicle while I drove it and he said he couldn't do that because the computer cost too much money.

Mr. Wilkinson sent us a questionnaire to fill out (a copy is enclosed). We were told that the factory rep. wanted us to answer these questions to help determine what to do. After we returned these papers we never heard anything from Mr. Wilkinson until we finally called him to see what was happening. Once again we were told that he thought the factory rep. had contacted us.

In the meantime time while we are being strung along I have to deal with never knowing when my lights are going to go crazy on me. It can go 8 weeks and not happen then it will start doing it again. It seems to happen more when it is raining or damp but it has also happened when it is dry.

This is a very dangerous situation for myself and people driving around me. Sometimes the lights flicker and dim from Goldtown to So. Chas and when this happens in the rain or snow it is very upsetting.

We have requested to speak with Mr. Peden several times and we have always been put

off. We finally did have the understanding that we had an appointment with Mr. Peden but when we arrived we was told Mr. Peden was busy and couldn't talk with us. I have also enclosed a letter that I wrote and sent to Tom Peden. He received the letter and read it (Mr. Wilkinson told us that he knew Mr. Peden had read the letter). Mr. Peden never acknowledged or responded to my letter.

I would also like for you to know that it is Chevrolet's policy to send service satisfaction surveys to the customer after they have had service work done. I haven't received a survey since the time I ^{filled} one out and said how dissatisfied I was with how this problem has been handled. We was told that Mr. Peden received a copy of this survey and we have not received one since then.

I work full time, I have a long drive to work, my job starts at 5:15 AM. I need a safe dependable vehicle. That is why I traded my old one in. So I could have something safe and dependable to drive. It has been nothing but a hassle since I bought this Trailblazer. My husband is disabled and we have two teenagers I do not need to be dealing with this problem. Please help me if you can.

Thank You.

July 21, 2006

[REDACTED]
Kenna WV [REDACTED]

Dear Mr. Peden;

I am writing this letter hoping that you may be able to help with a problem that I have been having with a 2005 Trailblazer that I purchased new at your dealership in April 2005. Ever since I bought this vehicle there has been an ongoing problem with the headlights and dashboard lighting flickering and dimming. The headlights have actually completely gone out several times while I'm driving on the road. There does not seem to be any certain condition that causes these problems although it does seem to happen more during inclement weather but has also occurred during perfectly good weather.

I have had this vehicle in your service department several times (I have all copies of paperwork for this if you would like to see), but we have been told because the problem cannot be duplicated and happens randomly, there is nothing that can be done. My husband has spoken with the customer assistance program several times and we get the same answer from them. We have also asked to speak to the factory representative several times. Your service manager Mr. Wilkinson thought the factory representative has spoken with us but this has never happened. Also, we have asked to set up a meeting with yourself to discuss this problem and this has never happened.

Mr. Peden, this is a very serious and dangerous situation not only for me and my family, but also possibly for other traffic around when this happens. How would you like for a loved one to be driving down the road at 4:30 am in rain, snow or even perfect conditions and the headlights flickering or completely going out? I don't think you would be happy with that situation and neither am I.

I feel we have been fair and reasonable in asking for help several times with this problem yet to no avail. I work full time, my husband is disabled and we have 2 teenage children so the time taking to deal with this has been a hassle and I need your help to resolve this situation before a real problem occurs. If you cannot help me with this problem I feel my only choice will be to ask for assistance from Consumer Protection although I am hoping with your help, we can resolve this without going that route.

I thank you for taking the time to read this letter and anxiously await a response.

Sincerely,

[REDACTED]



CHEVROLET

Customer Assistance Center

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

December 16, 2005

[REDACTED]
Kenna, WV [REDACTED]

Service Request [REDACTED]
Customer Relationship Manager: Joanne Bruner

Dear Mr. [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division
General Motors Corporation

This shows that GM is aware of a problem with the Headlamps.

I was told by Mr Wilkinson to answer the questions on page one. Then he would send my answers to the factory rep. The factory rep never ~~contacted~~ contacted us.



TOM PEDEN

CHEVROLET-PONTIAC-BUICK, INC.
P.O. Box 527 • 475 South Church Street
RIPLEY, WEST VIRGINIA 25271



West Virginia's #1 Chevy, Pontiac, Buick, And Custom Van Dealer.

WEB SITE ADDRESS www.tompeden.com

COPY

CUSTOMER NO.	ADVISOR DELMER L MURRAY JR	TAG NO. 7309	INVOICE DATE 10/10/05	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 13,630	COLOR BLACK/LT CA
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4	DELIVERY DATE 04/13/05	DELIVERY MILES 29	STOCK NO. 5T198
KENNA, WV	VEHICLE I.D. NO. 1 G N D T 1 3 S 3 5 2	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/10/05	
BUSINESS PHONE	COMMENTS C# DT	E# LL8		

LABOR & PARTS
J# 1 14CVZ ELECTRICAL DEPART. HOURS: TECH(S):7028 WARRANTY
 CUST STATES THE LIGHT ARE FLICKERING BAD FLASHING
 ON AND OFF.IT WAS REALY BAD SOME DAYS
 ORDER ALT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	10464468	GEN REM 2.275		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 16CVZ *FRONT SUSPENSION HOURS: TECH(S):7028 WARRANTY
 CUST STATES WHEN MAKING A SHARP LEFT TURN VEH HAS A LOUD
 SQUEELING NOISE
 ORDER PARTS PER BULLITIN 05-02-35-006A
 E

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	0	15155707	SHAFT 6.525		WARRANTY
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 TOTALS

THANK YOU FOR YOUR PATRONAGE AT TOM PEDEN.
 WE WOULD LIKE TO MAKE YOU AWARE OF SOME OF OUR SPECIALS
 4 WHEEL ALIGNMENT FOR ONLY \$69.95 !
 ASK ABOUT OUR MAINTENANCE SPECIALS, WE AIM TO PLEASE!
 WE WOULD APPRECIATE SERVING YOU AGAIN IN THE NEAR FUTURE

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



SERVICE DEPT. HOURS

MONDAY - FRIDAY

7:30 A.M. TO 6:00 P.M.

BODY SHOP HOURS

MONDAY - FRIDAY

7:30 A.M. TO 6:00 P.M.

Phone

RIPLEY TOLL FREE
372-2844 1-800-822-0417

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," IN DESCRIBING YOUR SERVICE EXPERIENCE WITH US, PLEASE CONTACT YOUR SERVICE ADVISOR SHOWN BELOW.
 TOM PEDEN
 CHEV.-PONT.-BUICK, INC.
 PH. 304-372-2844

"SERVICE IS OUR MOTTO"

CUSTOMER SIGNATURE

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TOM PEDEN

CHEVROLET-PONTIAC-BUICK, INC.
P.O. Box 527 • 475 South Church Street
RIPLEY, WEST VIRGINIA 25271



West Virginia's #1 Chevy, Pontiac, Buick, And Custom Van Dealer.

WEB SITE ADDRESS www.tompeden.com

COPY

CUSTOMER NO.	ADVISOR PAUL B EDWARDS	TAG NO. 7301 1225	INVOICE DATE 11/03/05
LABOR RATE	LICENSE NO.	MILEAGE 15,441	COLOR BLACK/LT CA
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4	DELIVERY DATE 04/13/05	STOCK NO. 5T198
KENNA, WV	VEHICLE I.D. NO. 1 G N D T 1 3 S 3 5 2	SELLING DEALER NO.	DELIVERY MILES 29
BUSINESS PHONE	F. T. E. NO.	P. O. NO.	PRODUCTION DATE
	COMMENTS C# DT	E# LL8	11/03/05

J# 1 14CVZ ELECTRICAL DEPART. HOURS: TECH(S):7339 WARRANTY
 CUST STATES HEAD LIGHTS ARE FLICKERING AND FLASHING AT TIMES
 INSP AND REPALCED THE ALT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10464468	GEN REM 2.275		WARRANTY
JOB # 1	-1	10464468	CORE RETURN		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 17CVZ *STEERING DEPARTMENT HOURS: TECH(S):7339 WARRANTY
 CUST STATES VEH IS MAKING A SQUEEKING NOISE WHEN TURNING LEFT
 FOUND BULLITIN 050235006A REPLACED THE STEERING SHAFT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	15155707	SHAFT 6.525		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 PARTS IN

TOTALS

THANK YOU FOR YOUR PATRONAGE AT TOM PEDEN
 WE WOULD LIKE TO MAKE YOU AWARE OF SOME OF OUR SPECIALS

4 WHEEL ALIGNMENT FOR ONLY \$69.95 !

ASK ABOUT OUR MAINTENANCE SPECIALS, WE AIM TO PLEASE!

WE WOULD APPRECIATE SERVING YOU AGAIN IN THE NEAR FUTURE

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

CUSTOMER SIGNATURE



SERVICE DEPT. HOURS

MONDAY - FRIDAY
 7:30 A.M. TO 6:00 P.M.

BODY SHOP HOURS

MONDAY - FRIDAY
 7:30 A.M. TO 6:00 P.M.

Phone
 RIPLEY TOLL FREE
 372-2844 1-800-822-0417

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," IN DESCRIBING YOUR SERVICE EXPERIENCE WITH US, PLEASE CONTACT YOUR SERVICE ADVISOR SHOWN BELOW.

TOM PEDEN
 CHEV.-PONT.-BUICK, INC.
 PH. 304-372-2844

"SERVICE IS OUR MOTTO"



TOM PEDEN

CHEVROLET-PONTIAC-BUICK, INC.
P.O. Box 527 • 475 South Church Street
RIPLEY, WEST VIRGINIA 25271



West Virginia's #1 Chevy, Pontiac, Buick, And Custom Van Dealer.

WEB SITE ADDRESS www.tompeden.com

COPY

CUSTOMER NO.	ADVISOR DAVID L SHEETS JR 7319	TAG NO. 2896	INVOICE DATE 11/14/05	INVOICE NO.
KENNA, WV	LABOR RATE	LICENSE NO.	MILEAGE 16,312	COLOR BLACK/LT CA
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4	DELIVERY DATE 04/13/05	DELIVERY MILES 29	PRODUCTION DATE
	VEHICLE I.D. NO. 1 G N D T 1 3 S 3 5 2	SELLING DEALER NO.	R.O. DATE 11/14/05	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# DT	E# L18	

LABOR		HOURS:	TECH(S):	
J# 1 01CVZ	*LUBE OIL FILTER		7028	8.09
	LUBE, CHANGE OIL AND FILTER			
	23.95			
	Oil & Filter Change W/ Lube 4.2L 02/05			
J# 2 01CVZROTAT	*ROTATE TIRES		7028	15.95
	AIR UP TIRES AS NEEDED			
	15.95			
	Rotate Tires All			
J# 3 14CVZCKDI1	CHECK & DIAGNOS 1		7028	WARRANTY
	CUST STATES THAT THE HEADLIGHTS ARE FLICKERING AND FLASHING WHILE DRIVING			
	THE LIGHTS ALMOST GO CLEAR OUT			
	UNABLE TO VERIFY THE CONCERN			

WE HONOR:



SERVICE DEPT. HOURS

MONDAY - FRIDAY
7:30 A.M. TO 6:00 P.M.

BODY SHOP HOURS

MONDAY - FRIDAY
7:30 A.M. TO 6:00 P.M.

Phone

RIPLEY TOLL FREE
372-2844 1-800-822-0417

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	89032612	FILTER 1.836	4.82	4.82
				TOTAL - PARTS	4.82

G.O.G. & SUPPLIES					
JOB # 1	6.0 OIL	@	1.840 /UNIT	11.04	
				TOTAL - GOG	11.04

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		0.72	
				TOTAL - MISC	0.72

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

THANK YOU FOR YOUR PATRONAGE AT TOM PEDEN. WE WOULD LIKE TO MAKE YOU AWARE OF SOME OF OUR SPECIALS

4 WHEEL ALIGNMENT FOR ONLY \$69.95 !

ASK ABOUT OUR MAINTENANCE SPECIALS. WE AIM TO PLEASE!

WE WOULD APPRECIATE SERVING YOU AGAIN IN THE NEAR FUTURE

TOTAL LABOR	24.04
TOTAL PARTS	4.82
TOTAL SUBLET	0.00
TOTAL G.O.G.	11.04
TOTAL MISC CHG.	0.72
TOTAL MISC DISC	0.00
TOTAL TAX	2.44

TOTAL INVOICE \$ 43.06

IMPORTANT

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TOM PEDEN
CHEV.-PONT.-BUICK, INC.
PH. 304-372-2844

"SERVICE IS OUR MOTTO"

CUSTOMER SIGNATURE

*OK # 2929
11/14/05*



TOM PEDEN

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RIPLEY, WEST VIRGINIA 25271



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WEB SITE ADDRESS www.tompeden.com

COPY

CUSTOMER NO.	ADVISOR DAVID I SHEETS JR	TAG NO. 7319	INVOICE DATE 12/16/05	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR BLACK/LT CA	
		MILEAGE 18,601	DELIVERY DATE 04/13/05	DELIVERY MILES 5T198
YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER 4DR 4	VEHICLE I.D. NO. 1 G N D T 1 3 S 3 5 2	SELLING DEALER NO.	PRODUCTION DATE	29
F. T. E. NO.	P. O. NO.	R. O. DATE 12/12/05		
RECIPIENT PHONE	BUSINESS PHONE	COMMENTS C# DT		E# LL8

LABOR # 1-08CVZ *ENGINE ELECTRICAL HOURS TECH(S): 7028 WARRANTY
 CUST STATES HEADLIGHTS AND DASH LIGHTS ARE GOING OUT WHILE DRIVING
 TEST DROVE VEH FOR A TOTAL OF 191 MILES OVER FOUR NIGHTS AND COULD NOT DUPLICATE CUST CONCERN NO DTC VEH HAD A P0622 STORED IN PCM ON RD 304921 11:10:05 CODE HAS NOT SET AGAIN

J# 2-32CVZ SUBLET HOURS TECH(S): 7028 WARRANTY
 RENTAL

SUBLET PO# VEND INV# INV DATE DESCRIPTION WARRANTY
 JOB # 2 165823 12/16/05 RENTAL WARRANTY
 TOTAL LABOR 0.00
 TOTAL SUBLET 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 TOTALS

THANK YOU FOR YOUR PATRONAGE AT TOM PEDEN WE WOULD LIKE TO MAKE YOU AWARE OF SOME OF OUR SPECIALS
 4 WHEEL ALIGNMENT FOR ONLY \$69.95!
 ASK ABOUT OUR MAINTENANCE SPECIALS, WE AIM TO PLEASE!
 WE WOULD APPRECIATE SERVING YOU AGAIN IN THE NEAR FUTURE



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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

Tom Dobbis



SERVICE DEPT. HOURS

MONDAY - FRIDAY

7:30 A.M. TO 6:00 P.M.

BODY SHOP HOURS

MONDAY - FRIDAY

7:30 A.M. TO 6:00 P.M.

Phone

RIPLEY TOLL FREE
372-2844 1-800-822-0417

IMPORTANT

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 TOM PEDEN
 CHEV. PONT. BUICK, INC.
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WEB SITE ADDRESS www.tompeden.com

COPY

CUSTOMER NO.	ADVISOR DAVID T WILKINSON	TAG NO. 7028	2662	INVOICE DATE 08/03/06	INVOICE NO.
KENNA, WV	LABOR RATE	LICENSE NO.	MILEAGE 35,087	COLOR BLACK/LT CA	STOCK NO. 5T198
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE 04/13/05	DELIVERY MILES 29
	VEHICLE I.D. NO. 1 G N D T 1 3 S 3 5 2			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O.	R.O. DATE 07/31/06
BUSINESS PHONE	COMMENTS C# DT		E# LL8		

LABOR					
J# 1 20CVZ	*DRIVEABILITY	HOURS:	TECH(S):7475	WARRANTY	
THE CUSTOMER STATES THAT AT TIMES THE HEADLAMPS WILL FLICKER FLASH OR DIM AND SOMETIMES THEY WILL EVEN GO OFF WHILE DRIVING, THIS MAY BE WORSE IN WET WEATHER. SEE LETTER. DTW. NO ABNORMAL CONDITION FOUND TEST DRIVE 40 MILES					
J# 2 17CVZ	*STEERING DEPARTMENT	HOURS:	TECH(S):7052 7475	WARRANTY	
THE CUSTOMER STATES THAT WHILE MAKING LEFT TURNS AT SPEEDS OF ABOUT 25-40MPH THERE IS A HI-PICED SQUEEL NOISE. REPLACED THE STEERING GEAR 7052 ALIGNED					
J# 3 02CVZ	GLASS & TRIM DEPART.	HOURS:	TECH(S):7475	WARRANTY	
THE CUSTOMER STATES THE THE HEADLINER IS LOW NEAR THE DOME LAMP. CK AND ADVISE. BODYSHOP					
J# 4 05CVZ	*REAR SUSPENSION	HOURS:	TECH(S):7475	WARRANTY	
THE CUSTOMER STATES THAT WHILE DRIVING AT LOW SPEEDS OVER BUMPS THERE IS A RATTLE SOUND FROM THE REAR. NOISE COMING FROM REAR CALIPERS REPLACED PINS BUSHINGS AND BRAKE SLIDE SHIMS					
J# 5+26CVZ	GET READY DEPARTMENT	HOURS:	TECH(S):7475	WARRANTY	
RENTAL					



SERVICE DEPT. HOURS

MONDAY - FRIDAY
7:30 A.M. TO 6:00 P.M.

BODY SHOP HOURS

MONDAY - FRIDAY
7:30 A.M. TO 6:00 P.M.

Phone

RIPLEY 372-2844 TOLL FREE 1-800-822-0417

				TOTAL - LABOR	0.00
PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1		88965356	GR KT REM 6.508	
JOB # 2	-1		88965356	CORE RETURN	
JOB # 2	1		12345866	FLUID-POW 8.800	
JOB # 4	4		88935804	SPRING KI 4.665	
JOB # 4	4		88935808	BOOT KIT 4.670	
JOB # 4	4		88935807	ROD KIT 4.668	
				TOTAL - PARTS	0.00
SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
JOB # 5	169794	568485		08/03/06	RENTAL
				TOTAL - SUBLET	0.00

IMPORTANT

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TOM PEDEN
CHEV.-PONT.-BUICK, INC.
PH. 304-372-2844

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Document ID# 1619135

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Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving #05-08-42-001 - (Mar 7, 2005)

Diagnostic Information on Headlamps Flicker or Momentarily Dim While Driving

2004-2005 Buick Rainier

2002-2005 Chevrolet TrailBlazer

2002-2005 GMC Envoy

2003-2004 Oldsmobile Bravada

with 4.2L Engine (VIN S -- RPO LL8)

A concern regarding headlamps flicker or become dim while driving may be easily mis-diagnosed. It is very important to capture as much information from the customer as possible. Below is a guideline to assist with diagnostics.

Verify the customers specific concern.

- What time of day does this occur (is it light or dark outside) ?
- What driving conditions (vehicle speed, engine speed, throttle position, etc...)?
- What was the outside ambient temperature when the condition occurred?
- What accessories was the driver using when this condition occurred (A/C, heated seats, rear defogger, etc...)?
- If the concern is at dusk, could it be the automatic headlamps changing from DRL to Headlamp mode and possibly back to DRL again?
- Are there any other relevant operating conditions?

Diagnostic Information

- Service Bulletin - 02-06-03-008A - Info - Low Voltage Display on IP Gauge, Lights Dim at Stop Lights, Battery Discharged, No Start, Slow Cranking, Dim Lights at Idle, Low Generator Output (SI Document ID #1540541)
- Service Bulletin - 02-06-03-006B - No Start, No Crank, Battery, Batteries, Generator, Gages, SES, SIR, Brake, Security, Theft, ABS, Hot, DIC Messages, Lamp, Light, Battery and Generator

Diagnostic Testing and Cadillac Roadside Service (SI Document ID # [REDACTED])

- Service Information - Exterior Lighting Systems Description and Operation (SI Document ID [REDACTED])
- Service Information - Battery Inspection/Test (Non-HP2) (SI Document ID [REDACTED])
- Service Information - Charging System Test (SI Document ID #1468059)
- Service Information - Inspect for aftermarket devices that could affect the operation of the system. Refer to Checking Aftermarket Accessories in Wiring Systems (SI Document ID [REDACTED])

Important:

- Keep in mind high current draw items may cause a noticeable dimming of lights and a fluctuation in the voltmeter may be noted and is a normal operating characteristic of the vehicle.
- For 2004-2005 TrailBlazer, Envoy, Rainier and Bravada with the LL8 4.2L engine only, the Secondary Air Injection (AIR) pump activation is thought to be the main contributor to this high current draw condition and is a normal operating characteristic of the vehicle. Refer to Secondary Air Injection System Description (SI Document ID [REDACTED])

For customers whose driving habits tend to run the AIR pump diagnostic test that leads to concerns with the headlight flickering, if the vehicle is allowed to idle for 20 seconds prior to driving, this should allow the passive test to pass and prevent from running the active test that may dim the lights. The passive test should/will usually pass 99 percent of the time, and by allowing the 20 second idle period, it should almost eliminate the active test. Be sure to check for codes and correct related concerns if this condition repeats.

Additional high current draw items are rear window defogger, HVAC blower motor, rear air suspension pump along with other components.

For easier diagnostics, it may be possible to control or monitor these components with a scan tool.

It is important to inspect all related connections, grounds and battery terminals for integrity . A loose or corroded connection may exaggerate the concern, and may cause other symptoms. Refer to Testing for Intermittent Conditions and Poor Connections (SI Document ID # [REDACTED]).

Corrections/repairs should only be made for specific concerns identified and not related to characteristic of high current draw components.

DO THIS	DON'T DO THIS
<p>Verify the customer concern.</p> <p>Repairs should ONLY be made if a specific concern is identified.</p>	<p>DO NOT replace the Generator P/N's:</p> <p>10464468</p> <p>10464476</p> <p>unless a specific concern is Identified.</p>

Generators replaced and returned to the Warranty Parts Center (WPC) for review have been tested with

No Trouble Found (NTF).

Attempts to repair this condition WITHOUT pinpointing a specific concern may lead to a repeat repair and a dissatisfied customer.

General Motors encourages dealers to share this information with concerned customers.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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1. Every time it has occurred it has been completely dark. Such as between the times of 4:30 a.m. and 5:45 a.m. I have no way to determine if it is happening while there is light outside.
2. It has occurred at various speeds such as on the interstate between 60-70 mph, and on single lane roads traveling 15-20 mph. Also, it has occurred on two lane roads at approximately 40 mph.
3. The temperature varies. This has been an ongoing problem since we bought this vehicle in April 2005. This has happened in the spring, summer, fall and winter.
4. It happens with accessories on, such as the A/C or radio, but it also occurs when there are no accessories on.
5. I have not noticed it at dusk. It has occurred with the manual lights on and the automatic lights on.
6. There doesn't seem to be anything in particular that causes the lights to flicker and dim. I have noticed it does happen sometimes when you use the brakes.

I want to state that on several occasions when driving to work in the morning, when it is dark, I have had the head lights and dash lights dim and flicker constantly for approximately 15 miles. I have also had the lights go completely out momentarily. I believe this is a very dangerous situation for the driver of this vehicle and anyone around this vehicle while this occurring.

CHEVY

2005 TRAILBLAZER LS 4WD

Equipment

CHARGE in the Standard Vehicle Price Shown at Right

- 16 INCH BRIGHT ALUMINUM WHLS
- ALL-SEASON TIRES
- AUTO HEADLAMP, FLASH TO PASS
- FRONT AND REAR 5 MPH BUMPERS
- SOLAR RAY GLASS
- *** INTERIOR ***
- AIR CONDITIONING, DUAL ZONE
- AM/FM STEREO RADIO/CD PLAYER
- TACHOMETER
- LIFTGATE AJAR WARNING
- HEADLAMPS ON WARNING CHIME
- FRT BUCKET STS & FLR CONSOLE
- 65/35 FOLDING 2ND ROW SEAT
- REAR CARGO TIE DOWN HOOKS
- CUPHOLDERS & PWR OUTLETS
- FULL CARPET - COLOR KEYED
- ENTRY / MAP LAMPS
- UNDERFLR STORAGE/CARGO AREA

www.chevy.com

FUEL ECONOMY GUIDE available at the dealer



HIGHWAY MPG

20

FOR COMPARISON SHOPPING,
ALL VEHICLES CLASSIFIED AS

SPECIAL PURPOSE

HAVE BEEN ISSUED
MILEAGE RATINGS
RANGING FROM

11 TO 36 MPG CITY
AND
14 TO 31 MPG
HIGHWAY.

ER 4WD
INE
AUTOMATIC
VIC TRANS
BACK FUEL SYSTEM

UAL FUEL COST: \$1,588

TSA

[economy.gov](http://www.economy.gov)



ORDER NO. SALES CODE E
SALES MODEL CODE CT15506
DEALER NO 09309
FINAL ASSEMBLY MOR/INE, OH U.S.A.
VIN 1GNDT13S35

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options or accessories not listed above, local taxes or license fees.

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Last Change: 08/01/2004

Reissue

Options & Pricing

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE **\$28,645.00**

Options installed by the Manufacturer (may replace standard equipment shown at left)

LS PREFERRED EQUIPMENT GROUP 2 **1,225.00**

- POWER MIRRORS, HEATED
- FLOOR MATS, FRONT & REAR
- REAR WINDOW DEFOGGER
- DEEP TINTED GLASS
- BODY SIDE MOLDING
- TOW HOOKS
- LUGGAGE RACK CROSS BARS
- TRAILER WIRING CONNECTOR
- REMOTE KEYLESS ENTRY
- THEFT DETERRENT SYSTEM

ONSTAR PLUS PACKAGE **970.00**

- ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND
- CRUISE CONTROL

P235/75R16 FOUR ALL SEASON WOL TIRES **140.00**

GVW RATING - 5750 LBS **INC.**

REAR AXLE 3.42 RATIO **INC.**

LICENSE PLATE FRAME, FRONT **INC.**

• EXTERIOR-BLACK **INC.**

• INTERIOR-LIGHT CASHMERE/EBONY **INC.**

TOTAL OPTIONS **\$2,335.00**

TOTAL VEHICLE & OPTIONS **\$30,980.00**

DESTINATION CHARGE **685.00**

TOTAL BEFORE SAVINGS **\$31,665.00**

PREFERRED EQUIPMENT SAVINGS **-900.00**

TOTAL VEHICLE PRICE* **\$30,765.00**



General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

October 2, 2006

State of West Virginia
Office of the Attorney General
Consumer Protection Division
Attention: Donna Runion

Customer [REDACTED]
Service request [REDACTED]
Customer Relationship Specialist: Tamika Alexander

Dear Mediator Runion:

Thank you for your recent correspondence regarding Mr. and Mrs. [REDACTED]. We are sorry they are dissatisfied with their 2005 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive from their vehicles.

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

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

Sincerely,

Chevrolet Customer Assistance Center





General Motors Corporation
Customer and Relationship Services
Customer Assistance Center
PO Box 33170
Detroit, MI 48232-5170

October 23, 2006

State of West Virginia
Office of the Attorney General
Consumer Protection Division
Attention: Donna Runion

Customer: [REDACTED]
Service request [REDACTED]
Customer Relationship Specialist: Tamika Alexander

Dear Mediator Runion:

Thank you for your recent correspondence regarding Mr. and Mrs. [REDACTED]. We are sorry they are dissatisfied with their 2005 Chevrolet TrailBlazer. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience they may have experienced.

The inspection of Mr. and Mrs. [REDACTED]'s vehicle at Tom Peden Chevrolet-Olds-Pontiac-Buick, Inc. revealed it is operating within General Motors specifications. Although we would like to increase their satisfaction with their vehicle, we do not feel additional repairs or adjustments are appropriate at this time. If the condition the customer is experiencing should change, we will be happy to review the matter further.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center



December 12, 2017

[REDACTED]
[REDACTED]
Paragould, AR [REDACTED]

Service [REDACTED]
Customer Relationship Specialist: Sarah Harris

Dear [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center



Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

Home telephone [redacted]

Change to: () _____

Please provide us with your preferred email address:

Dissatisfied Customer

[redacted]
Paradise, AK
[redacted]



De [redacted]

Our records indicate that you had your **2005 Trailblazer serviced at Tom Kirk Chevrolet on June 20, 2006**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Tom Kirk Chevrolet.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

Please check this box if you no longer own/lease this 2005 Trailblazer, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 20, 2006, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------|------------------------------------------------------|---------------------------------------------|-----------------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------|---------------------------------------------|-----------------------------------------------|------------------------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you <u>offered</u> transportation options? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input checked="" type="checkbox"/> | Don't Know <input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | Completely Satisfied <input checked="" type="checkbox"/> | Very Satisfied <input type="checkbox"/> | Satisfied <input type="checkbox"/> | Somewhat Satisfied <input type="checkbox"/> | Not At All Satisfied <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | No Time Promised <input type="checkbox"/> | | | |

Please complete other side

About Your Service Consultant/Advisor - continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|-------------------------------------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

12. Were ALL of your service concerns corrected on this service visit?

IF NO, why not? (check all that apply)

- | | |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input checked="" type="checkbox"/> Other (please specify) <i>Don't know how to fix problem</i> |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know |

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

14. Were you given a copy of the completed repair order/invoice?

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Tom Kirk Chevrolet?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. Would you recommend this dealership for service?.....

18. Overall, how satisfied are you with your 2005 Trailblazer?

19. Are you ... Male Female

20. Your age ... Under 25 25 - 34 35 - 44 45 - 54 55 - 64 65 or older

21. May we include your name when providing this survey information to your dealership?

22. Do you have any other comments/recommendations about Tom Kirk Chevrolet?

My Trailblazer has an Electrical problem that Tom Kirk Chev. Cant fix. They need Eng. help from G.M. (Light Flicker)

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

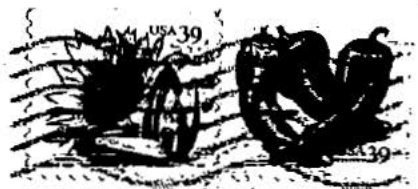
0399



Ft. Worth, TX

FORT WORTH TX 761

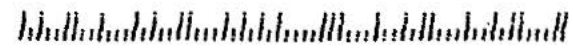
27 OCT 2006 PM 5 T



OCT 30 2006

GMC
P.O. Box 33172
Detroit, MI 48232-5172

48232+5172



To Whom it may Concern:

Please find attached documents to backup request for reimbursement of \$98.⁰⁰ charged for rental vehicle while Envoy was being serviced.

Thank you,

[REDACTED]
Ft. Worth, TX
[REDACTED]
[REDACTED]

file # [REDACTED]

JERRY'S
 WEATHERFORD, TEXAS
 CHEVROLET • CADILLAC • BUICK • PONTIAC • GMC
 JERRY'S GM, LTD.
 3100 FORT WORTH HIGHWAY • P.O. BOX 839 • WEATHERFORD, TEXAS 76086
 817-597-1490 800-421-9129

CUSTOMER NAME AND ADDRESS
 [REDACTED]
 FT WORTH, TX [REDACTED]

JOB #	MILEAGE	P.O. #	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
4544	49002		[REDACTED]	[REDACTED]	[REDACTED]	00/00/00	RANDY	TRIPLET	[REDACTED]
VEHICLE IDENTIFICATION			STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	R.O. DATE	PAGE	
1GKDS13S252			[REDACTED]	2005	GMC ENVOY	41MHZ2	09/06/06	1	
SALESMAN	POLICY	DEDUCTIBLE	PRINT DATE	CROSS REF R.O. #					
		[REDACTED]							

LINE	TECH	TYPE	DESCRIPTION	QTY	NET AMOUNT
1			CUSTOMER STATES HEADLAMPS GO OFF AT TIMES WHILE DRIVING CAN TURN SWITCH OFF & BACK ON AND THEY COME BACK ON NO PROBLEMS FOUND AT THIS TIME		----CUSTOMER----
02	00	MT	OPER/CODE: DESC:		
2			CUSTOMER STATES WHEN FILLED WITH FUEL GAS GAUGE GOES TO EMPTY & LOW FUEL LIGHT COMBUSTION SENDER BAD - CUSTOMER DECLINED		----CUSTOMER----
05	00	MT	OPER/CODE: DESC:		
3			CUSTOMER STATES FRONT SWAY BAY NOT INSTALLED PROPERLY, NO PROBLEM FOUND AT THIS TIME		----CUSTOMER----
04	00	MT	OPER/CODE: DESC:		
4			CUSTOMER STATES ON BUMPY ROADS VEHICLE GETS REAL LOOSE HARD TO CONTROL NO PROBLEMS FOUND, ACTS NORMAL		----CUSTOMER----
04	00	MT	OPER/CODE: C/O DESC: CHECK OUT		
5			CUSTOMER STATES WHEN GOING FROM REVERSE TO DRIVE TRANS TAKES TO LONG TO GO INTO GEAR WORKING PROPERLY AT THIS TIME		----CUSTOMER----
08	00	MT	OPER/CODE: DESC:		
6			CHEVY RENTAL 3 DAYS RENTAL		----CUSTOMER----
14	MT		OPER/CODE: RENT CAR RENTAL	30.00	30.00
				3	90.00

CRD: #VMC 90.00

PAID
 SEP 12 2006

AUTHORIZED BY
 STATE OF POWER OF ATTORNEY COUNTY OF
 I KNOW ALL MEN BY THESE PRESENTS that I (or we), the undersigned, do hereby constitute and appoint as my (or our) true and lawful agent and attorney in fact to endorse in the name, place and stead of the undersigned any check or draft issued by (insurance company) to cover all or part of repairs to my (or our) automobile which are authorized by me (or us) in whatever manner is necessary to negotiate such a check or draft for the purpose of paying for such repairs. I (or we) hereby ratify and confirm whatever action said agent and attorney-in-fact may take in such regard by virtue hereof.
 X

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I HEREBY AUTHORIZE THE REPAIR WORK HEREINAFTER SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. PAYABLE IN WEATHERFORD TX, PARKER COUNTY, TEXAS. X
 NOTICE PURSUANT TO PROPERTY CODE §19.01
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I HEREBY AGREE TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR CREDIT CARD (AS INDICATED IS STOPPED, DISCONTINUED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED).
 Signature of the Repair Order or Agent for Repair: [Signature]
 I HEREBY AUTHORIZE THE REPAIR WORK HEREINAFTER SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. PAYABLE IN WEATHERFORD TX, PARKER COUNTY, TEXAS. X
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and shall neither assume nor authorize any other person to assume for it any liability in connection with the sale of said products.
 Supplies-A 50% down charge equivalent to 10% of the total labor charge is included for supplies used on your vehicle. Maximum charge \$25.00. Applicable supply items are Nuts, bolts, washers, tape, pins, mercury, electric, solvent, resin, conformal coating, towels, solder, battery cleaner, wire, window sealer, etc.
 Customer Copy

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	90.00
MISC. CHARGES	
SALES TAX	
TOTAL CHARGES	90.00
LESS INSURANCE	
TOTAL:	90.00

CRED CARD

ORIGINAL

file# [REDACTED]
[REDACTED]

JERRY'S CHEVROLET-BUICK I
3118 FORT WORTH HWY
WEATHERFORD, TX 760870773
800-445-3779
4301348466122142

DATE: 09/13/06 TIME: 18:05:06
MER#: 348400122142 STR#: 4301 TERM: 0003
S-A-L-E-S D-R-A-F-T

REF: 0026
BATCH: 014
CD TYPE: VISA
TR TYPE: PR

TOTAL: \$90.00

ACCT: ***** [REDACTED] EXP: ****
AP: 01377A

NAME: [REDACTED]

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

THANK YOU.

[REDACTED]

file #

Saturday

1-22-05



JAMES WOOD MOTORS INC.



P.O. Box 479
Decatur, Texas 76234
Phone (940) 627-2177
or Metro (817) 430-0600
www.jameswood.com

ADDRESS
Fe. Worth, Tx
CITY STATE ZIP
RES PHONE
E. MAIL ADDRESS MOBILE PHONE

NEW CAR TRUCK YEAR 05 MAKE GMC MODEL OR SERIES Envoy
BODY TYPE FS 15506 VEHICLE IDENTIFICATION NO. 1GK0S13825
COLOR 6262 TRIM 2PH MILES 18 STOCK NO. 50400

Table with 3 columns: Description, Amount, Unit. Includes rows for GM Supp (29662.06), BNSF, Owner Loyalty (1500.00), and Rebate (2000.00).

COPY

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE.

THE DEALER'S INVENTORY TAX CHARGE IS INTENDED TO REIMBURSE THE DEALER FOR AD VALOREM TAXES ON ITS MOTOR VEHICLE INVENTORY. THE CHARGE, WHICH IS PAID BY THE DEALER TO THE COUNTY TAX ASSESSOR-COLLECTOR, IS NOT A TAX IMPOSED ON A CONSUMER BY THE GOVERNMENT, AND IS NOT REQUIRED TO BE CHARGED BY THE DEALER TO THE CONSUMER.

REFERENCE #

CUSTOMER ACCEPTS PROTECTION PACKAGE AT THIS TIME YES NO

CUSTOMER SIGNATURE

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes my prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

SOCIAL SECURITY NO.

PURCHASER DATE

SOCIAL SECURITY NO.

PURCHASER DATE

Table with 3 columns: Description, Amount, Unit. Includes rows for TRADE-IN MILES (97,926), LIC. # (4kk), STK# (V01), YEAR (00), MAKE (Chev), MODEL (X-cab), V.N. (2-6-C-E-C-197-X-1), BAL. OWED TO, PHONE #, ACCT. #, USED TRADE-IN ALLOWANCE (9000.00), NET ALLOWANCE ON USED TRADE-IN (9000.00), SHOW LIEN (Unity One Fed C.U.), ADDRESS, CITY, STATE, ZIP, DRAFT ON: ADDRESS, CASH SALE OF MOTOR VEHICLE (29662.06), DEALER'S INVENTORY TAX (66.48), STATE AND LOCAL TAXES (1072.63), LICENSE WT. (61.06), TRANS., TITLE, REG., STATE INSP. (4975), DOCUMENTARY FEE (50.00), TOTAL PRICE OF UNIT (30,956.98), DOWN PAYMENT CONSISTING OF: REBATE (3500.00), NET TRADE-IN (9000.00), CASH, GMPP/CL-AH REFUNDS, TOTAL DOWN PAYMENT (12500.00), BALANCE DUE ON DELIVERY (18,456.98), GMPP, DRAFT.

Bill Costman SALESMAN

ACCEPTED BY: DEALER OR AUTHORIZED REPRESENTATIVE

December 12, 2017

[REDACTED]
[REDACTED]
[REDACTED]
Jackson, MI [REDACTED]

Service Request: [REDACTED]
Customer Relationship Specialist: Michelle Willius

Dear Mr. [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

GMC Customer Assistance Center

December 12, 2017

██████████
Millington, TN ██████████

Service Request ██████████
Customer Relationship Specialist: Penny Lance

Dear Ms. ██████████

Thank you again for making us aware of the situation with your 2005 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

2005 ENVOY SLT 4WD (4-DOOR) PONTIAC/GMC DIVISION
 67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS CORPORATION
 482 EBONY 100 RENAISSANCE CENTER
 ORDER NO. HNWDFN/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1GK DT13 S9 5 VEHICLE INVOICE

*****48*26460S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TT15506 ENVOY SLT 4WD (4-DOOR)	36135.00	32702.18	INVOICE 09/27/04
BVE RUNNING BOARDS	375.00	322.50	SHIPPED 09/27/04
C5N GVW RATING - 5,750 LBS	N/C	N/C	EXP I/T 10/03/04
DT4 ASHTRAY AND LIGHTER	30.00	25.80	INT COM 10/04/04
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 09/27/04
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C	KEYS XXXXX XXXXX
JF4 ELECTRIC ADJUSTABLE PEDALS	150.00	129.00	WFP-F QTR OPT-1
LL8 VORTEC 4200 INLINE 6 CYL ENGINE	0.00	0.00	BANK: GMAC - 010
M30 4-SPD AUTO TRANS W/ OVERDRIVE	0.00	0.00	CHG-TO 26-460
AND ELECTRONIC CONTROL			
N80 POLISHED ALUMINUM WHEELS	495.00	425.70	SHIP WT: 4685
PCK ONSTAR PLUS PACKAGE	970.00	834.20	HP: 32.1
* ONSTAR SYSTEM			GVW: 5750
INCLUDES 1YR SAFE & SOUND			GVWF: 2950
* CRUISE CONTROL			GVWR: 3200
PCR SUN, SOUND, AND ENTERTAINMENT	1370.00	1178.20	GMS: 33905.23
PACKAGE			SUPPLR: 35427.59
* POWER SUNROOF			MRM: 41290.00
* XM SATELLITE RADIO - 120			NTR: 1/2
CHANNEL OF GO ANYWHERE			MEMO 1822.75
ENTERTAINMENT SERVICE FEE			
EXTRA 1ST 3MOS. INCL.			
* AM/FM STEREO W/6DISC CD			
CHANGER (REPLACES CD/CASSETTE			
RADIO)			
PDB LUXURY PACKAGE	1080.00	928.80	
* HEATED SEATS			
* HEADLAMP WASHERS			
* CONTENT THEFT ALARM			
* BTR AM/FM STEREO, CD/CASSETTE			
(REPLACES STD/OPT PKG RADIO)			
* RAIN SENSING WIPERS			
* BOSE PREMIUM SOUND SYSTEM			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 FRONT LICENSE PLATE BRACKET	N/C	N/C	
1SZ OPTION PACKAGE DISCOUNT	2650.00-	2279.00-	

** CONTINUED ON PAGE 2 **

67U LIQUID SILVER METALLIC /L6G GENERAL MOTORS CORPORATION
 482 EBONY 100 RENAISSANCE CENTER
 ORDER NO. HNWDNF/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1GK DT13 S9 521 VEHICLE INVOICE
 *****48*26460S
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	37955.00	34283.88	ACT 237	33830.23
DESTINATION CHARGE	685.00	685.00	H/B 261	1138.65
LAM DEALER CONTRIBUTION		379.55	ADV 261	379.55
LAM GROUP CONTRIBUTION		379.55	EXP 65A	379.55

TOTAL 38640.00 35727.98 PAY 310 35727.98

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 34047.30

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

CLASSIC BUICK-OLDSMOBILE-PONTIAC-GMC REMIT TO GMAC NO. 010
 VIN 1GKDT13S95 \$ 35727.98 IN

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
23955

Customer Name
[REDACTED]

Worksheet Filled Out By:
Kellie Skalnek

Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1GKDT13S952168716

Date:
November 29, 2006

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE			
1	To calculate usage:	1	Base Price	\$0.00	1	Down Pmt / Cap Cost Reduction	\$0.00
2	Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state	2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$0.00
3		3	Reg./Lic./Title Fees	\$0.00	3	Reg/Lic/Title Fees (leases only)	\$0.00
4		4	State Fees	\$0.00	4	Tax (leases only)	\$0.00
5	A. USAGE USING L.L. FORMULA	5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00
6	Base Price/Total Repurch Price \$0.00	6	Sales Tax	\$0.00	6	Dealer Contribution to Cust.	\$0.00
7	Mileage 0	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator 100,000	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00
9	Usage \$0.00	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00
10		10	Total Purchase Price \$0.00		10	Total Additions \$0.00	
11	B. USAGE - NEGOTIATED \$0.00	11			11		
12		12	* Usage/Depreciation \$0.00		12	* Usage/Depreciation \$0.00	
13		13	Damage	\$0.00	13	Damage	\$0.00
14	C. USAGE USING CENTS/MILE	14	Late charges	\$0.00	14	Late charges	\$0.00
15	Mileage 0	15	Over-Allowance	\$0.00	15	Over-Allowance	\$4,119.66 (7323.98/4)
16	Cents per mile \$0.000	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00
17	Usage \$0.00	17	Incentives	\$0.00	17	Incentives	\$0.00
18		18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00 Per Sheldo
19		19	Other-Explain	\$0.00	19	Extended Service Contract	\$0.00
20	D. USAGE-CALIFORNIA ONLY	20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when NOT financed.	21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$2,062.22
22	"Actual Price Paid" (Base) \$0.00	22	Total Deductions \$0.00		22	Total Deductions \$6,181.88	
23	Mileage 0	23			23		
24	Usage \$0.00	24	Repurchase Subtotal \$0.00		24	Total Refund to Customer -\$6,181.88	
25	OR	25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$32,074.12
26	Payment/Lease-Used when financed.	26	Total Refund to Customer \$0.00		26	(GMAC=DL quote) good thru 12/30/06	
27	"Actual Price Paid" (Pmt/Lease) \$32,074.12	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage 0	28	Total Repurchase \$0.00		28	Total Repurchase \$25,892.24	
29	Any ext service contract (CA only) 0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	Usage \$0.00	30	Estimated Auction Value \$0.00		30	Estimated Auction Value \$0.00	
31		31	Projected Loss \$0.00		31	Projected Loss \$25,892.24	
	PURCHASE PRICE (before t/t) \$ 41,079.50		TRADE ALLOWANCE \$ 25,823.98			PURCHASE PRICE \$ 41,079.50	
	MSRP (FROM BARS INVOICE) \$ 38,640.00		PAYOFF OF TRADE \$ 27,723.72			INCENTIVE* (from BARS) \$ 2,500.00	
	DIFFERENCE \$ 2,439.50		DIFFERENCE \$ (1,899.74)			OVERALLOWANCE \$ 7,323.98	
	if positive look for over allowance		if negative=negative equity			ACTUAL PRICE \$ 31,255.52	
			TRADE ALLOWANCE \$ 25,823.98				
			ACV OF TRADE \$ 18,500.00			Do not include fuel fill credit	
	Authorized Signature	Date	DIFFERENCE \$ 7,323.98			Include GM card points	
			ACV=actual cash value				

WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)

Do not give back Sales Tax in Illinois

Do not give back finance charges in Minnesota

PAYMENTS (CA, FL & WV)

Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, should be separately included.
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE (obtain info below from left-hand column of the lease agreement)

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance

Less Late Charges
Less Damage



71 MURFORD AVE
WASHINGTON, PA 15301
PHONES: (724) 222-0700 • (412) 380-6888

68530

DEAL# 65022



PLEASE ENTER MY ORDER FOR THE FOLLOWING		DATE
<input type="checkbox"/> NEW or <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input checked="" type="checkbox"/> CAR <input type="checkbox"/> TRUCK	PRICE	03/31/05
MAKE	MODEL	TYPE
05 GMC	ENVOY	SW
COLOR	TRIM	MPGS
LIQUID SILVER		3473
VIN	SALES TAX	STATE
1 6 K B T 1 3 S 9 5 2		PA 15322
TRUCK NO	SALES TAX	DATE ON ORDER
25-3-057	DUGAN, DANIEL T	41 06/03/63
DESCRIPTION OF TRADE		37345.00
MAKE	MODEL	TYPE
05 CHEVROLET	VAN	SDN
COLOR	TRIM	MPGS
WHITE		12169
VIN	SALES TAX	STATE
2 C N D L 7 3 E 2 S 6		
TRUCK NO	SALES TAX	DATE ON ORDER
		09
SALES TAX	SALES TAX	DATE ON ORDER
		00-553-2149
MAKE	MODEL	TYPE
LITTLE ROCK AR		
SALES TAX	SALES TAX	DATE ON ORDER
		04-26-05
COLLISION COVERAGE		
NAME OF AGENT	PHONE	
WALKER MCCARTNEY INS SVC	724-663-7704	
ADDRESS		
304 MAIN ST BOX R CLAYSVILLE PA 15323		
AGENT NUMBER	AGENT LICENSE	
0060405510P		
INSURANCE CO	INSURANCE TYPE	
ERIE		
STARTING DATE	END DATE	
03-31-05	06-04-05	
WARRANTY INFORMATION		
<input checked="" type="checkbox"/> FACTORY WARRANTY - The manufacturer's warranty applies to all of the components listed in the details of this window. The dealer hereby expressly warrants all accessories, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the dealer neither warrants nor makes any other statement or promise for any other party to be covered by the dealer's warranty.		
<input type="checkbox"/> USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may wish to purchase an extended warranty.		
<input type="checkbox"/> AS IS - This motor vehicle is sold as is, with all defects known or unknown.		
PURCHASER'S SIGNATURE X		
USED CAR BUYER GUIDE - THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA SEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA. If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of \$ _____ PURCHASER'S SIGNATURE X		
Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.		
This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.		
<input checked="" type="checkbox"/> BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.		
BUYER HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS IN THIS AGREEMENT.		
BUYER SIGNS X		DATE 03/31/05
CO-BUYER SIGNS X		DATE

*48 mo lease / 15000 mi per year
\$640.00/mo including tax*

Costs Price of Vehicle & Accessories

REGISTRATION	TITLE	TRANSFER	DISCOUNTS	SALES TAX
46.00	22.50	6.00	-5.00	79.50
				Documentary Fee 55.00
				Messenger Fee
				PTA TIRE TAX 14.00
				Maturity Fee
				D.L.R.F. & O.L.D.F. 28.00
Total Price				
Trade-In				
Lease Payoff				
Net Trade In				
Deposit				
Cash on Delivery				
Total Down Payment				
Unpaid Balance of Total Price 0.00				



CHEVROLET PONTIAC BUICK GMC Oldsmobile SATURN

Monday, December 11, 2006

[Redacted]

Claysville, PA [Redacted]

Straight Lease Settlement Letter

Subject: Repurchase of 2005 GMC Envoy
VIN: 1GKDT13S9[Redacted]
Ref SR [Redacted]

Dear James L. Galloway:

We regret that you are dissatisfied with your 2005 GMC Envoy, VIN 1GKDT13S9[Redacted] and that our attempts to resolve your concerns have not met your expectations. GMC will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for \$25,892.24. This offer was calculated by using the following figures:

Total Repurchase Amount	\$25,892.24
Less Over-Allowance	\$4,119.66
Less Over Mileage Penalty	\$2,062.22
Less Payoff of Original Vehicle-Good until 12/30/06	\$32,074.12
Total Amount Customer/Dealer Owes	\$6,181.88

****AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. If you have any questions or concerns, please contact me at 855-887-6625 x3200.

[Redacted Signature]

12/13/06

Customer's and Co-Customer's Signature(s) and Date

[Redacted Name]

12/13/06

Customer's and Co-Customer's Printed Name(s)

[Redacted]

WARNING - FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE (ODOMETER READING) IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

IMPORTANT NOTICE

Please be advised that in lieu of notarization on this form, verification of a person's signature by an issuing agent who is licensed as a vehicle dealer by the Pennsylvania State Board of Vehicle Manufacturers, Dealers and Salespersons, or its employee is acceptable. The signature and printed name of the issuing agent or the issuing agent's employee, date of verification, the issuing agent/licensed dealership's dealer identification number (DIN) and business name, must be listed in the space provided for notarization. Vehicle seller and purchaser must sign only in the presence of an officer empowered to administer oaths or an authorized agent as identified above.

A. ASSIGNMENT OF TITLE - Registered dealers must complete forms MV27A or MV27B as required by law. If purchaser is NOT a registered dealer, Section D on the front of this form must be completed.

<p>I/We certify, to the best of my/our knowledge that the odometer reading is <u>TENTHS</u> <input checked="" type="checkbox"/> miles and reflects the actual mileage of the vehicle, unless one of the following boxes is checked:</p> <p><input type="checkbox"/> Reflects the amount of mileage in excess of its mechanical limits. <input type="checkbox"/> Is NOT the actual mileage. WARNING: Odometer discrepancy.</p> <p>I/We further certify that the vehicle is free of any encumbrance and that ownership is hereby transferred to the person(s) or the dealer listed.</p> <p>SUBSCRIBED AND SWORN TO BEFORE ME: MO: DAY: YEAR:</p> <p>_____ SIGNATURE OF PERSON ADMINISTERING OATH</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">LAST</td> <td style="width: 15%; text-align: center;">FIRST</td> <td style="width: 15%; text-align: center;">M.I.</td> </tr> <tr> <td colspan="3">PURCHASER OR FULL BUSINESS NAME</td> </tr> <tr> <td colspan="3">CO-PURCHASER</td> </tr> <tr> <td colspan="3">STREET ADDRESS</td> </tr> <tr> <td colspan="3">CITY</td> </tr> <tr> <td>STATE</td> <td>ZIP</td> <td>PURCHASE PRICE OR DIN</td> </tr> <tr> <td colspan="3">PURCHASER SIGNATURE</td> </tr> <tr> <td colspan="3">CO-PURCHASER SIGNATURE</td> </tr> <tr> <td colspan="3">PURCHASER AND/OR CO-PURCHASER MUST HANDPRINT NAME HERE</td> </tr> <tr> <td colspan="3">SIGNATURE OF SELLER</td> </tr> <tr> <td colspan="3">SIGNATURE OF CO-SELLER</td> </tr> <tr> <td colspan="3">SELLER AND/OR CO-SELLER MUST HANDPRINT NAME HERE</td> </tr> </table>	LAST	FIRST	M.I.	PURCHASER OR FULL BUSINESS NAME			CO-PURCHASER			STREET ADDRESS			CITY			STATE	ZIP	PURCHASE PRICE OR DIN	PURCHASER SIGNATURE			CO-PURCHASER SIGNATURE			PURCHASER AND/OR CO-PURCHASER MUST HANDPRINT NAME HERE			SIGNATURE OF SELLER			SIGNATURE OF CO-SELLER			SELLER AND/OR CO-SELLER MUST HANDPRINT NAME HERE		
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B. RE-ASSIGNMENT OF TITLE BY REGISTERED DEALER - If purchaser listed in Block A is NOT a registered dealer Section D on the front of this form must be completed.

<p>I/We certify, to the best of my/our knowledge that the odometer reading is <u>TENTHS</u> <input checked="" type="checkbox"/> miles and reflects the actual mileage of the vehicle, unless one of the following boxes is checked:</p> <p><input type="checkbox"/> Reflects the amount of mileage in excess of its mechanical limits. <input type="checkbox"/> Is NOT the actual mileage. WARNING: Odometer discrepancy.</p> <p>I/We further certify that the vehicle is free of any encumbrance and that the ownership is hereby transferred to the person(s) or the dealer listed.</p> <p>SUBSCRIBED AND SWORN TO BEFORE ME: MO: DAY: YEAR:</p> <p>_____ SIGNATURE OF PERSON ADMINISTERING OATH</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">LAST</td> <td style="width: 15%; text-align: center;">FIRST</td> <td style="width: 15%; text-align: center;">M.I.</td> </tr> <tr> <td colspan="3">PURCHASER OR FULL BUSINESS NAME</td> </tr> <tr> <td colspan="3">CO-PURCHASER</td> </tr> <tr> <td colspan="3">STREET ADDRESS</td> </tr> <tr> <td colspan="3">CITY</td> </tr> <tr> <td>STATE</td> <td>ZIP</td> <td>PURCHASE PRICE OR DIN</td> </tr> <tr> <td colspan="3">PURCHASER SIGNATURE</td> </tr> <tr> <td colspan="3">CO-PURCHASER SIGNATURE</td> </tr> <tr> <td colspan="3">PURCHASER AND/OR CO-PURCHASER MUST HANDPRINT NAME HERE</td> </tr> <tr> <td colspan="3">SIGNATURE OF SELLER</td> </tr> <tr> <td colspan="3">SELLER MUST HANDPRINT NAME HERE</td> </tr> </table>	LAST	FIRST	M.I.	PURCHASER OR FULL BUSINESS NAME			CO-PURCHASER			STREET ADDRESS			CITY			STATE	ZIP	PURCHASE PRICE OR DIN	PURCHASER SIGNATURE			CO-PURCHASER SIGNATURE			PURCHASER AND/OR CO-PURCHASER MUST HANDPRINT NAME HERE			SIGNATURE OF SELLER			SELLER MUST HANDPRINT NAME HERE		
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C. CHECK HERE IF APPLICATION FOR DEALER TITLE AND COMPLETE SECTION D, TITLING FEES \$ _____



Case Number

Originator Name

Created Date: 11/17/2006

Vehicle Info

* VIN: 1GKDT13S95 MSRP: 37345.0
 Year: 2005 Make: GMC Model: Envoy
 * TAC Number: Vehicle Comments & TAC Explanation: Vehicle's dash and head lights flicker intermittently. TAC advised dealer like cases for UBEC and BCM replacement for this concern. TAC advised dealer to locate another vehicle on the lot with
 * Date Reviewed with Customer: 11/17/2006 * Repurchase Mileage: 38863
 Original Purchase Date: * Original Purchase Condition: New

Vehicle Owner(s)

Entity Type: Person
 * Name(s) on Title: * Title: PA
 * Primary Owner: * State: PA
 * Address: * ZIP Code:
 * City: Claysville * State: PA * ZIP Code:
 * Day Phone: Evening Phone: Cell Phone:
 E-mail: Fax Phone:

Repurchase

* Reason: Intermittent dash lights flicker and head lights flicker

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
 r1203 n3404

Vehicle Lien Holder

Type of Secured Interest: Lease Buyout * Company Name: GMAC Account #:
 Contact or Attention:



Address:

City: State: PA ZIP Code:
*** Day Phone:** 555 555 5555 **Fax:** E-mail/Web:

Original Selling Dealer

*** Dealer Number:** 118170 **Dealer Name:** BUDD BAER BUICK **Region:** 40 **District:** 2151
*** Phone:** (724) 222-0700 **Fax:** (724) 222-0701
*** Contact Name:** Greg Cron *** Contact Title:** Sales Manager **E-mail:** gcron@buddbae

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

*** Contact Name:** Kevin Konik *** Contact Title:** Service Manager

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #: 1-434732504 *** Disposition:** Unselected Auction
*** Transaction State:** PA *** Transaction Type:** Straight Repurchase
*** Transaction Source:** AVM Voluntary
Replacement VIN:
MSRP: 36065.0

Repurchase

*** Processing Instructions:** Lease termination, Customer Leasing new GM vehicle after termination, customer responsible for taxes and fees along with negative equity and mileage overage. Call with any question. Bob- 724 272 4058

Disposition

*** Disposition Instructions:** ready for auction

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	review with Greg Cron	Sales Tax	0
State/Gov Fees	Customer	review with Greg Cron	Fees	0

After Market Item (s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	review with Greg Cron	Negative Equity	3169.26
Over Allowance Amount	Customer	.15 per mile over contract	Over Allowance	2062.22

[Print](#) [Close](#)



CHEVROLET PONTIAC BUICK ~~Oldsmobile~~ GMC Oldsmobile SATURN ~~PONTIAC~~

December 11, 2006

Dealer Confirmation Letter-Straight

BUDD BAER BUICK
71 MURLAND AVE
WASHINGTON, PA 15301

Subject: 2005 GMC Envoy
Customer: [REDACTED]
VIN: 1GKDT13S9 [REDACTED]
Ref SF [REDACTED]

Dear Greg Cron:

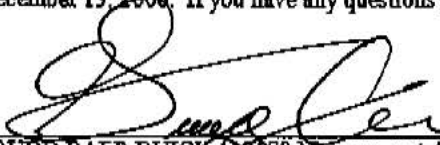
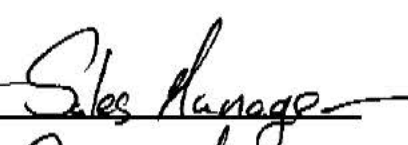
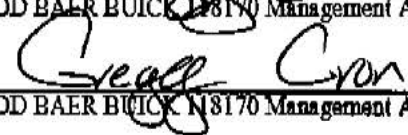
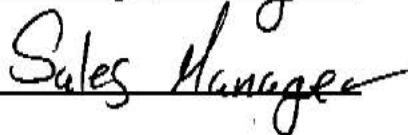
Budd Baer Buick will issue a check in the amount of \$6,181.88 to General Motors. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$32,074.12 to GMAC. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase, do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Wednesday December 13, 2006. If you have any questions you may reach me at 866-802-6625 x 2209.

	
BUDD BAER BUICK Management Agent's Signature and Title.	Sales Manager
	
BUDD BAER BUICK Management Agent's Printed Name and Title.	Sales Manager

23955

December 12, 2017

[REDACTED]
Louisville, GA 3 [REDACTED]

Service Request: 1-434878926
Customer Relationship Specialist: Felicia Davis

Dear Ms [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

December 12, 2017

[REDACTED]
[REDACTED] t
Macon, GA [REDACTED]

Service Request: [REDACTED]
Customer Relationship Specialist: Samantha Kerr

Dear Mr [REDACTED]

We would like to discuss your request for assistance regarding your 2003 GMC Envoy, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our GMC Customer Assistance Center at 1-800-462-8782 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

GMC and your dealer's mutual goal is your total satisfaction with GMC products and services. We look forward to talking with you soon.

Sincerely,
Samantha Kerr
GMC Customer Assistance Center

December 12, 2017

[REDACTED]
Goldsboro, NC [REDACTED]

[REDACTED]
Customer Relationship Specialist: Shelia McGhee

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2005 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

December 12, 2017

[REDACTED]
Clarkston, WA [REDACTED] 6

Service [REDACTED]
Customer Relationship Specialist: Jennifer Decan

Dear Ms. Hall:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2005 Chevrolet TrailBlazer, Vehicle Identification Number 1GNDT13S252 [REDACTED], is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 10/26/2006 and ending on 10/26/2008, and begins with 33,073 and ends with 57,073 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmLink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

December 12, 2017

[REDACTED]
[REDACTED]
Scottsburg, IN [REDACTED] 4

Service Request [REDACTED]
Customer Relationship Specialist: Candie Fonseca

Dear Mrs. [REDACTED]

Thank you again for making us aware of the situation with your 2005 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a Chevrolet customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

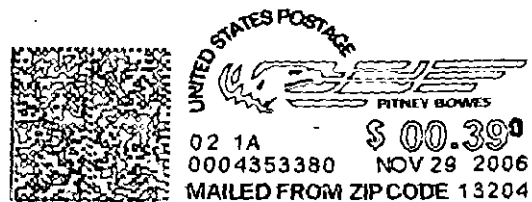
Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

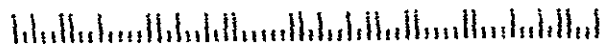
State of New York
Office of the Attorney General
Syracuse Regional Office
615 Erie Boulevard West, Suite 104
Syracuse, NY 13204-2465



DEC 05 2006

General Motors Corporation
Chevrolet Division
MSX International
1464 John A. Papalas Drive
Lincoln Park, MI 48146

48146+1460-64 0004





STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

REGIONAL OFFICE DIVISION
SYRACUSE REGIONAL OFFICE

November 29, 2006

General Motors Corporation
Chevrolet Division
MSX International
1464 John A. Papalas Drive
Lincoln Park, MI 48146

Our File Number: [REDACTED]

Consumer: [REDACTED]

Liverpool, NY [REDACTED]

Dear Sir or Madam:

Enclosed please find a copy of a complaint filed by the above consumer.

Attorney General Eliot Spitzer's Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates consumer complaints. Our purpose in handling individual complaints is to assist in settling disputes fairly and amicably.

Since we now know only the consumer's side, I request that you review the complaint and state your position in writing. I enclose our response form. Kindly attach copies of any relevant documents.

Of course, if the consumer is entitled to a refund or other adjustment, it should be made promptly and you should advise us accordingly.

Please send your reply within seven business days.

I look forward to your cooperation.

Very truly yours,

Tracy Burt

Tracy Burt
BUREAU OF CONSUMER FRAUDS
AND PROTECTION

Enclosure



ATTORNEY GENERAL ELIOT SPITZER
 STATE OF NEW YORK
 OFFICE OF THE ATTORNEY GENERAL
 BUREAU OF CONSUMER FRAUDS AND PROTECTION
 615 Eric Boulevard West
 Syracuse, NY 13204-2465
 Tel. (315) 448-4848 Fax (315) 448-4851

COMPLAINT FORM
 RECEIVED For Hearing Impaired
 Consumer Hotline
 1 (800) ATTORNEY GENERAL'S OFFICE (682) 788-9898
 http://www.oag.state.ny.us
NOV 21 2006
 SYRACUSE DISTRICT
 CONSUMER FRAUDS BUREAU

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER		
YOUR NAME	HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER
CITY/TOWN LIVERPOOL	COUNTY ONONDAGA	STATE NY
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES Bresee Chevrolet		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS old Liverpool Rd		STREET ADDRESS
CITY/TOWN Liverpool	STATE NY	ZIP
TELEPHONE NUMBER		TELEPHONE NUMBER
DATE OF TRANSACTION 2/23/05	COST OF PRODUCT OR SERVICE \$ 29,000	HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input type="checkbox"/> Other <u>Lease</u>
DID YOU SIGN A CONTRACT? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT? Bresee Chevrolet	DATE SIGNED 2/23/05
WAS PRODUCT OR SERVICE ADVERTISED? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE WAS IT ADVERTISED? Newspaper	DATE ADVERTISED
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) CAR		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL 10/06	PERSON CONTACTED ANDY LANE EVANS	JOB TITLE MANAGER (Bresee) GMAC
NATURE OF RESPONSE Told problem was "normal"		DATE OF RESPONSE
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
IS COURT ACTION PENDING? (Please describe as necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT Chevrolet		PRODUCT MODEL OR SERIAL NUMBER BLAZER
ADDRESS		WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <u>GMAC</u>		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

HEADLIGHTS DIM ON/OFF ALL (FLICKER)

BY THEMSELF. Sometimes its only for a few seconds other times it can last up till 10 min. BRESCE chevrolet diagnosed the problem, but stated there was a bulletin from chevrolet which stated it was "normal" and not to fix or attempt to fix it. After speaking with multiple people at chevrolet I got the same response. I WAS NOT TOLD OF THIS "normal" problem when I purchased (leased) the vehicle. I HAVE A COPY OF THE BULLETIN AND SERVICE ORDER FROM BRESCE, IF NEEDED

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

Repair or money back with lease discontinued.

WHO REFERRED YOU TO THIS OFFICE?

NOBODY, I WAS ALREADY AWARE OF THIS OFFICE

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the

Signature:

[Redacted Signature]

Date:

11/21/06

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
615 Erie Boulevard West
Syracuse, NY 13204-2465



ATTORNEY GENERAL ELIOT SPITZER

State of New York

Office of the Attorney General

Bureau of Consumer Frauds and Protection

615 Erie Blvd. W., Syracuse, N.Y. 13204

fax - (315) 448-4851

Staff: **Tracy Burt**

File No. [REDACTED] **RESPONSE FORM** Bresee Chevrolet

Name of consumer: [REDACTED]

Legal name of company: _____

Executive office address: _____

Mailing address (if different): _____

If a corporation, names of president and general manager: _____

If a partnership, names of partners: _____

If a sole proprietorship, name of owner: _____

Name, address and telephone number of person to contact for additional information:

RESPONSE TO COMPLAINT:

(Enclose copies of documents in support of your position. Use additional pages if necessary.)

In order to resolve this matter, we offer to: _____

I understand that any false statements made on this form are punishable as a Class A Misdemeanor under §175.30 and/or §210.45 of the Penal Law.

Name (printed): _____ Title: _____
Signature: _____ Date: _____

December 12, 2017

[REDACTED]
[REDACTED]
[REDACTED]
Liverpool, NY 1 [REDACTED]

Service Request: [REDACTED]
Customer Relationship Specialist: Carole Schneeberger

Dear Mr. [REDACTED]

Thank you again for making us aware of the situation with your 2005 Chevrolet TrailBlazer. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

Customer

██████████
 ██████████
 Call Any

Vehicle

2009 GMC Envoy
 1GKDT33S292██████████
 Mileage now: 80000 mi

Status of vehicle/concern

A GM Dealer has NOT diagnosed current concern
 Repairs have not been scheduled
 Vehicle is currently operable & can be driven

Key Points

Customer states: Vehicle is having headlamps issues. Total cost at the dealership is \$1,000. The HDM's needs to be replaced. The only working light is the high beams. Not scheduled Apt at this time.

Customer Seeks: cost assistance

S.A advised: I will reach out to the CEM at the dealership to address your vehicle concerns.

Supporting Factors	Limiting Factors
<p>First time GM buyer (verified)</p>	
<p><i>Please consider these additional questions:</i> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><i>Please consider these additional questions:</i> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

This customer has purchased these GM vehicles (verified): Envoy

Reference

CAC SR#: ██████████
 CAC advisor: Jesse M--> (866) 790-5700, Ext # 5911564

Connecting.....A live chat agent is now entering the chat.

Caller English

System [1:17:56 PM]:

Welcome to chat.

Shlita [1:18:08 PM]:

Thank you for contacting Chevrolet Customer Assistance, [REDACTED] My name is Shlita. How may I help you today?

[REDACTED] [1:20:23 PM]:

i have a 2007 chev trailblazer that I am having a headlight issue with

Shlita [1:21:17 PM]:

I'm sorry to hear that you are having a concern with the headlights. To better assist you regarding your concern, can you provide me your VIN and approximate mileage?

Shlita [1:24:34 PM]:

I am happy to assist if you still need assistance. Are you there?

[REDACTED] [1:25:10 PM]:

1gnds135s17 [REDACTED] I have been on the telephone with a customer service rep who says cannot help me with this issue

[REDACTED] [1:26:33 PM]:

I see online that there is a recall #14291 for this problem. It seems to be an ongoing problem with this model of vehicle. I have been a loyal Chevy customer for years. I have only owned GM products and never experienced this problem before

Shlita [1:28:06 PM]:

Thank you for provided the VIN. I was able to locate your information. After going over you case, you were escalated to a Senior Advisor that is in the best position to assist you. Recalls are VIN specific. There is a recall on your vehicle for the Driver Door Switch Short Circuit. That is the only recall on the vehicle. Therefore, there wouldn't be any assistance for the concern that you are having with the headlights, due to there not be a recall for his on your specific vehicle. I do apologize.

[REDACTED] [1:29:45 PM]:

Then my vehicle must have been missed because it is having the same problem

[REDACTED] [1:30:53 PM]:

I don't go out late often but when I do, I would like to be able to see my way back home. It is a bit scary to be driving and suddenly be in the dark

Shlita [1:31:02 PM]:

Recalls are based on where parts were made and the vehicle built. Therefore, if your vehicle had the component that was affected under the recall it would be attached to your VIN. Unfortunately since you don't have the recall, due to the age and mileage of the vehicle any repairs would be at your expense. I do apologize.

[REDACTED] [1:33:35 PM]:

I have called the local dealership and was told that they would order the relay which they seem to think is the fix for this ongoing chevrolet trailblazer problem. The cost to fix would be \$115

Shlita [1:35:12 PM]:

Have you had the vehicle diagnosed by the dealership?

[REDACTED] [1:36:43 PM]:

Without looking at my vehicle they seemed to know what would be the fix, that tells me that this is any ongoing problem. Yes my vehicle has age and mileage but is a dependable vehicle which I keep in very good condition. The fact that it is still on the road and has been reliable means that my faith in Chevrolet's product is no misplaced. But apparently my faith in Chevrolet to repair their defects must be.

Shlita [1:38:33 PM]:

I'm happy to hear that the vehicle has been reliable. Unfortunately since there is no recall and the vehicle has no warranty coverage, then any repairs would be at your expense. I do apologize.

Shlita [1:43:56 PM]:

Is there anything else that I can assist you with?

[REDACTED] [1:44:30 PM]:

I do not want any apology I want a fix. I do not want to bring my vehicle in for a maybe fix, then have to bring it back for the real fix. According to Chevrolet and the National Highway Traffic Safety Administration there is a pending recall. For customer relations I would think that Chevrolet would know and honor this regardless if the VIN # is listed but it is the same model year and all the other affected Trailblazers. I have had to replace wheel hubs, speakers, gas caps, all at my expense which are also ongoing problems. I will be buying another vehicle due to the mileage and age, but if this continues I will have to consider another type of vehicle after owning General Motors problems since 1983.

[REDACTED] [1:45:34 PM]:

So yes you can pass that onto your supervisors for me. I am quite disappointed. thank you

Shlita [1:46:34 PM]:

You're loyal is appreciated. At this point there is no recall on your vehicle, therefore, you would be responsible for any repairs. If at any point your vehicle is included in a recall, you would be notified by mail. If you receive a recall and the specific component has been repaired, then you are able to apply for reimbursement.

Shlita [1:46:46 PM]:

*loyalty

Shlita [1:47:04 PM]:

Your complaint has been documented. Is there anything else that I can assist you with?

[REDACTED] [1:50:49 PM]:

No I have nothing further to say. Except how disappointed that I feel.

Shlita [1:52:19 PM]:

I'm sorry to hear that you feel that way based on your current concern. Your complaint has been documented under Service Request [REDACTED] Thank you for chatting in. Have a wonderful day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.



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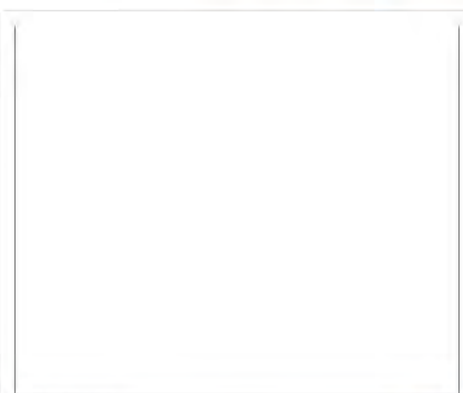
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Good Condition

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Instant Cash Offer

Find dealers ready to buy your car - today!

[Get your offer](#)

Tell Us About This Car

Owners like you rated the 2005 TrailBlazer 8.2 out of 10.

[Write your own review](#)

Next Steps to Selling Your Car

Benchmark Local Prices

See what dealers and private sellers in

[See listings](#)

your area are asking for your car.

Give Buyers Confidence

Show them a clean AutoCheck vehicle history report and close the deal fast.

Enter VIN (optional)

List It for Sale

Reach millions of in-market shoppers on KBB.com and AutoTrader.com.

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Get the best price and be more prepared with your free, no-obligation price quote

Chevrolet Model ZIP Code

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION |

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [Redacted]

Original Author: Maureen Nancarrow

New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 113023

Service Agent: ED BOZARTH CHEVROLET AND BUICK, INC

Contact Name: [Redacted]

Phone Number: [Redacted]

Fax Number: 8662337029

Contact Email Address: [Redacted]

Job Card*: 422429

Job Card Date: 08/31/2015

Reference Number: 8 [Redacted]

VIN: 1GNET16S756 [Redacted] [Investigate Vehicle History](#)

Odometer: 135947

- Transaction Flag:
- Customer Enthusiasm - Non Warrantable Repair
 - Special Coverage
 - Policy
 - None

Customer Complaint Category*: 09--No Customer Complaint

Complaint Code*: 0090--No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description*: Other-Field Action/Tech Bulletin

Correction Description*: Repair Vehicle

Labour Operation*: 0600006

Labour Time: 1 Supp Time: 0 OLH Time: 0

Labour Rate: 113.96 Common GM Division - Mechanical

Labour Total: 113.96

Parts Total: 396.63

Part Numbers:

Net Item Type	Amount		
Sublet	19.29	+	-
<Make Selection>		+	-

Net Item Total: 19.29

Tax: 0

Deductible: 0

Total Before Taxes: 529.88

Auth Code:

Accept Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Mon Sep 21 13:14:15 EDT 2015	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse...

ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNET16S75 [REDACTED]	295061200000	2015-09-21

CANCEL

SAVE

Product Assistance Center
Preliminary Technical Consultant Report

Date: 8/21/2015

VIN: 1GNET16S75 [REDACTED]

SR #: 8- [REDACTED]

Customer Name: Merritt Brad

Case Matter #: [REDACTED]

PAC Advisor: Tony Gerbasi

Report/Recommendation:

Based upon available information, the customer's statements, and photos, it appears that the origin of the fire is consistent with field action 14291. 14291 is not associated with this vehicle. The customer stated the incident occurred on 8/18/2015 and the vehicle mileage is stated as 135,000.

Based on the available information, it is recommended that the vehicle be repurchased or repaired as appropriate.

If any additional information becomes available, this report may be revised.

Mickey Sabol

PAC Technical Consultant

**Ed Bozarth Chevrolet
and Buick**

2595 Highway 6 & 50
Grand Junction CO 81501
Phone: 970-243-3131
Fax: 970-241-1870

FAX

Fax Transmittal Form

To -

FAX 1-866-233-7029

From

**Kellie Yurick
Warranty Administrator
1-970-248-5559
1-970-250-6267**

Date sent: 9/18/15

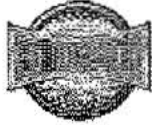
Time sent: 2:30 PM

of pages including cover page: 6

kyurick@edbozarth.com

**JOB CARD 422429
WE NEED GM PRE-AUTHORIZATION FOR THIS CLAIM
FAXED AS PER BEN TRUITT – SERVICE MANAGER
SEE ATTACHED E/MAIL CASE # 8-1539526957**

9/18/2015 Ed Bozarth Chevrolet Mail - Fwd: Vehicle Repair Estimate-Case 8-1539526957 Brad Merritt 2005 Chevrolet Trailblazer VIN 1GNET16S756138214



Kellie Yurick GJ <kyurick@edbozarth.com>

Fwd: Vehicle Repair Estimate-Case 8-1539526957 Brad Merritt 2005 Chevrolet Trailblazer VIN 1GNET16S756 [REDACTED]

1 message

Ben Truitt GJ <btruitt@edbozarth.com>
To: kyurick <kyurick@edbozarth.com>

Fri, Sep 18, 2015 at 11:55 AM

----- Forwarded message -----

From: "Anthony Gerbasi (C)" <anthony.gerbasi@gm.com>
Date: Fri, 21 Aug 2015 20:47:37 +0000
Subject: Vehicle Repair Estimate-Case [REDACTED] Brad Merritt 2005 Chevrolet Trailblazer VIN 1GNET16S756 [REDACTED]
To: "Benjamin Truitt (Ed Bozarth Chevrolet And Buick Inc.)" <btruitt@edbozarth.com>

Ben,
Please contact Mr. Merritt at 970-812-2598 and set up an appointment to get a repair estimate for his burned fuse box. GM will pay you for your inspection time at your warranty rate using Labor Op code 0600016. Please email me the repair estimate once it is completed. Thanks for your help on this case.

Tony Gerbasi PAC Specialist
866-446-6963 ext.11544
Fax Number 866-233-7029
Email-Anthony.Gerbasi@GM.com

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

~
Thank You,
Ben Truitt
Service Manager
Ed Bozarth Chevrolet-Buick
2595 Hwy 6&50
Grand Junction, CO 81501
w.970-243-3131
c. 720-261-6835



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Ed Bozarth Chevrolet
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Aurora, Colorado 80014
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Ed Bozarth Chevrolet
9351 Parkway Drive
LoneTree, Colorado 80124
(303) 754-0123

Ed Bozarth Chevrolet
3731 South Topoka Blvd
Topoka, Kansas 66609
(785) 268-5151

Ed Bozarth Chevrolet
5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE
[REDACTED]	PATTY HOLLOWAY	2000 517	08/31/15
BRAD MERRITT AUTO REPAIR 2757 HIGHWAY 50 UNIT B GRAND JUNCTION, CO 81503-2398	LABOR RATE	LICENSE NO	STOCK NO.
		667QVW	
	YEAR MAKE / MODEL	MILEAGE	DELIVERY DATE
	05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4	135,947	
	VEHICLE ID NO		DELIVERY MILES
	IGNET16S756		
	FTE NO	P.O. NO.	SELLING DEALER NO
			PRODUCTION DATE

REPAIR PHONE: 970-243-0966 BUSINESS PHONE: COMMENTS: MO: 135949

LABOR & PARTS

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
-------	------	-------	--------	-----	------	-------------

481	08/24/15	8.30	9.40	1.10	0.00	HOLD AUTHORIZATION
481	08/25/15	13.50	17.00	2.80	0.00	NON WORKING
481	08/26/15	7.90	7.90	0.00	0.00	HOLD PARTS
481	08/26/15	10.80	11.10	0.30	0.00	FINISHED
481	08/26/15	0.00	0.00	0.00	0.00	FINISHED
481	08/31/15	0.00	0.00	0.00	1.00	ENTERED IN INVOICING
TOTAL TECH TIME				4.20	1.00	

CUST STS HDM RELAY CAUGHT FIRE UNDER HOOD AT FUSE BLOCK. RELAY IS IN TRUCK ENVELOPE ON PASS SEAT. VEH IS PARKED OUT FRONT. PLEASE CHK AND ADV
REMOVED FUSE BLOCK AND INSPECTED WIRING AND CONECTORS GOING TO FUSE BLOCK. FUSEBLOCK INTERNALLY SHORTED. REPLACED UNDERHOOD FUSE BLOCK AND RETESTED OKAY.

POLICY ADJUSTMENT AS PER GM PRODUCT CARE. USE OP CODE 0600006

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	15210962	BLOCK 2.483 Y	283.31	283.31	396.63
			WARRANTY RETURN 08/31/15			
JOB # 1 COST TOTAL				283.31		
JOB # 1 TOTAL PARTS						396.63
JOB # 1 TOTAL LABOR & PARTS						510.59

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	33F	FREIGHT	
TOTAL - MISC			19.29

COMMENTS: DROP OFF
8/31/15 GAVE RO TO 481 TO TURN IN PART - KY

RECOMMENDATIONS:
RECOMMEND TIRES
RECOMMEND ALIGNMENT
RECOMMEND WIPER WASHER RESEVOIR
RECOMMEND DIAG REAR WASHER INOP.

R/O TAX	0.00
R/O TOTALS	529.88

CLAIM#	TOTAL
422429-1	529.88
CLAIM TOTALS	529.88



FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MONDAY THRU FRIDAY:
7:00 A.M. to 6:00 P.M.
SATURDAY: 8:00 A.M. TO 4:00 P.M.

TERMS:
CASH OR CHECK • MASTERCARD • VISA
DISCOVER • AMERICAN EXPRESS

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"Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire."



Thank You!

We Appreciate Your Business

The Reynolds and Reynolds Company EBINTWICE: C08632592 0 (04/13)



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 Fax (970) 248-5550
 www.edbozarth.com

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 Lonetree, Colorado 80124
 (303) 754-0123

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 3731 South Topeka Blvd
 Topeka, Kansas 66609
 (785) 266-5151

Ed Bozarth Chevrolet
 5501 Drexel Road
 Las Vegas, Nevada 89130
 (702) 967-5500

CUSTOMER NO	PATTY HOLLOWAY		2000	TAG NO 517	INVOICE #	08/31/15
BRAD MERRITT AUTO REPAIR 2757 HIGHWAY 50 UNIT B GRAND JUNCTION, CO 81503-2398	LABOR RATE	6670VW	MILEAGE	135,947	COL. OR	STOCK NO
	YEAR / MAKE / MODEL	05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.	TGNET16S756			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O.			R.C. DATE	08/24/15
REGISTRATION #	BUSINESS PHONE	COMMENTS				MO: 135949
970-243-0966						

APPROVED BY SIGNATURE



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 MONDAY THRU FRIDAY:
 7:00 A.M. to 6:00 P.M.
 SATURDAY: 8:00 A.M. TO 4:00 P.M.

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(785) 266-5151

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Las Vegas, Nevada 89130
(702) 967-5500

CUSTOMER NO.	PATTY HOLLOWAY		2000	TAG NO. 517	INVOICE DATE	08/31/15
BRAD MERRITT AUTO REPAIR 2757 HIGHWAY 50 UNIT B GRAND JUNCTION, CO 81503-2398	LABOR RATE	667QVW	MILEAGE	135,947	COLOR	STOCK NO.
	YEAR MAKE MODEL	05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE	DELIVERY MILES
	VEHICLE NO.	1GNET16S756			SELLING DEALER NO.	PRODUCTION DATE
	F T E NO.	P O NO.			08/24/15	
REPAIR PHONE 970-243-0966	BUSINESS PHONE	COMMENTS				MO: 135949

DCS AUDIT SLIP

JOB CARD 422429

VIN	1GNET16S756136214	REPAIRING BAC	113023
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/24/2015
ODOMETER	135947	SERVICE ADVISOR GMIN	464143836
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG	VPOL	422429-1		

JOB COMPLETION DATE: 08/31/2015
TECHNICIAN GMIN: 437055351

LABOR OPERATION	BASE HOURS
0600006	1.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0090

COMPLAINT DESCRIPTION: CUST STS HDM RELAY CAUGHT FIRE UNDER HOOD AT FUSE BLOCK. REL AY IS IN TRUCK ENVELOPE ON PASS SEAT. VEH IS PARKED OUT FRONT. PL . PLEASE CHK AND ADV

CAUSE CODE: 9090

CAUSE DESCRIPTION: REMOVED FUSE BLOCK AND INSPECTED WIRING AND CONECTORS GO ING TO FUSE BLOCK.FUSEBLOCK INTERNALLY SHORTED.

CORRECTION DESCRIPTION: REPLACED UNDERHOOD FUSE BLOCK AND RETESTED OKAY. - POLICY ADJUSTMENT AS PER GM PRODUCT CARE. USE OP CODE 0600006 -

CAUSAL PART: 15210962

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
15210962	1	283.31			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
19.29	NIE					

SERVICE MANAGEMENT AUTHORIZATION CODE: A
REASON FOR AUTHORIZATION: POLICY ADJUSTMENT, NO XSC, NO CUSTOMER PARTICIPATIO N PER GM PRODUCT CARE. SUBMIT CLAIM WITH 0600006.

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	113.32		
PARTS	283.31	0.00	396.63
LABOR	113.96	0.00	113.96
NET ITEMS	19.29	0.00	19.29
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	529.88	0.00	529.88



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(702) 967-5500

CUSTOMER NO.	PATTY HOLLOWAY		2000	TAC NO. 517	INVOICE DATE	08/31/15
LABOR RATE	VEHICLE NO.	667QVW	FAILEAGE	135,947	COLOR	STOCK NO.
YEAR / MAKE / MODEL	05/CHEVROLET TRUCK/TRAILBLAZER/4DR 4				DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO.	IGNET16S756				SELLING DEALER NO.	PRODUCTION DATE
FTE NO.	P D NO.	R O DATE		08/24/15		
RE	BUSINESS PHONE	COMMENTS				MO: 135949

***** DUPLICATE INVOICE *****



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Thank You!

We Appreciate Your Business

Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Monday, September 21, 2015 2:13 PM
To: 'btruitt@edbozarth.com'
Subject: Pre-Repair Authorization ID for payment using labor op 0600006/Preauthorization Number [REDACTED] repairs to Brad Merritt's Vehicle

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount.

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and list all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Car Rental/Hire, Towing, Sublet, etc). The pre-authorization # is listed below. If this claim rejects, please contact the Warranty Support Center at 1-866-446-5900.

Servicing Dealer BAC-113023
Dealer Contact-Ben Truitt
Dealer [Email-btruitt@edbozarth.com](mailto:btruitt@edbozarth.com)
Dealer Fax-8662337029
Job Card number-422429
Job Card Date-8/31/15
VIN-1GNET16S756 [REDACTED]
Odometer-135,947

Labor Op-0600006
Labor Time (hrs) estimate-1 hour
Dealer's mechanical warranty rate per hour-\$113.96
Total Labor Estimate -\$113.96
Parts total-\$396.63
Car Rental/Hire (if applicable) -N/A
Sublet (if applicable)-\$19.29(supplies)
Claim total-\$529.88

Claim total before taxes: \$529.88

Customer Compliant Category:09
Complaint Code: 0090
Description: No customer complaint-Other issues
Cause Code:9090
Description: Other-Field Action/Tech Bulletin
Correction Description: Repair Vehicle

Pre Authorization [REDACTED]

Approved
Date Entered: 9/21/2015
Entered By: Maureen Nancarrow
Tony Gerbasi
PAC Specialist

866-446-6963 ext. 5911544

Fax- 866-233-7029

Email-Anthony.Gerbasi@gm.com

Templa

Type of case	
Status	IE. O
SR Number	
Customer Name (Last name/First Name)	
Year/Make/Model	
VIN	
Incident Date	
Purchase Date	Date vehic
Titled in who's name	
Purchase Price	
Open/Closed Recalls (If closed include closed Transaction History)	Product S Noncomplia - 09/09/2003 AND TORQU
Mileage	
Purchased From	Private part
Vehicle Insured	
MSRP/KBB (Trade-in Good Value)	
Loaner Vehicle (yes/no from drop down and enter date issued)	Yes/No
Information included in this	
PARTS RETURN INFO	

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos been attached in Seibel

please review to ensure photos are clear and show c
Must include at least one close up showing damage/

One Call Handling: Please include in body of email v

If necessary include copy of any additional fire/polic

If you are handling a case that requires **ESISQFYI act**

All fire cases with ESISQFYI requires email notificatio

te Instructions

Fire , Smoke , Melt	Case Summary
Open/Closed/Photos/Inspection/Escalate to ESIS/UTC	IE;
SR#*****	Customer allegation:
██████████	Photos in SIEBEL
2014 Chevrolet Cruze	Ordered Raytheon 11/11/2014
1ABC234DEF ██████████	Ordered Dealer Inspection/diagnosis & Repair Estimate
Date that the incident occurred	Inspection Complete 11/21/2014 document in SIEBEL
Vehicle was purchased (If unknown, customers best judgement)	Case closed pending customer action
██████████ /Husband	Case closed UTC
\$10,000/Unknown/Estimate is fine.	
Safety Recall N140350 14350 UNINTENDED IGNITION KEY ROTATION 08/30/2014 Open	
Service Recall N030045 03045 RIGHT REAR BRAKE HOSE FITTING 08/28/2003 Closed	
3 067852 ZFAT----Field Action Recall V1056 - 03045 - INSPECT REAR RIGHT REAR BRAKE HOSE 1,841 MI (information available in Transaction History)	
10,000	
Company, Used Car Lot or GM Dealership. (specific names required)	
Yes or No	
\$7,800.00	
Date issued	

Additional Information as requested by TC/TL

This box is for information requested as the case progresses. With examples such as below

ADDITIONAL INFORMATION, EG: Job Card Number: 63172,BAC: 114850, Labor Op Code: 0600006

Or

Customer 360 information ETC.

Damage

Fire, Overall of damaged area, Broad view to show the environment surrounding the area and a photo of all four
why case is being closed on the first "new email".
e reports, dealer inspections, and copy of title and registration as necessary.

ivity please confirm that this activity has been completed in Siebel prior to sending the Fire Case Initial Email to the
TC and TCL regardless if case remains open or closed on first contact.

To: Mickey.sabol@gm.com

Cc: Kimberly.horvath@gm.com

This button will copy the to, cc,
subject

Subject: IE. Open/Closed/Photos/Inspection/Escalate to ESIS/UTC - Fire , Smoke , Melt SR# SR#*****

These buttons will copy and reset the
template

PASTE TEMPLATE IN EMAIL USING CTRL+V

IT'S VERY IMPORTANT TO
FOLLOW THIS STEP!

sides of vehicle exterior.

ne Fire Team.

, and

Fire Case

Smoke Case

Melt Case

New

Reopen

Photos

Update

Inspection receiver

Question

Closed

Estimate is OK

Yes

No

d

Fire Case template

Type of case	Fire Case	
Status	New	
SR Number	[REDACTED]	
Customer Name (Last name/First Name)	Merritt, Brad	
Year/Make/Model	2005 Chevrolet Trailblazer	
VIN	1GNET16S7561 [REDACTED]	
Incident Date	8/18/2015	
Purchase Date	11/1/2014	
Titled in who's name	[REDACTED]	
Purchase Price	\$12,000.00	
Open/Closed Recalls (If closed include closed Transaction History)	<i>no field actions</i>	
Mileage	135,000	
Purchased From	<i>Hyundai Dealership</i>	
Vehicle Insured	No	
MSRP/KBB (Trade-in Good Value)	KBB \$3585.00	
Loaner Vehicle (yes/no from drop down and enter date issued)	No	
Additional Information as requ		

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos been attached in Seibel

please review to ensure photos are clear and show damage

Must include at least one close up showing damage/fire, Overall of damaged area, Broc
One Call Handling: Please include in body of email why case is being closed on the fire
If necessary include copy of any additional fire/police reports, dealer inspections, and c

If you are handling a case that requires **ESISQFYI activity** please confirm that this activi
All fire cases with ESISQFYI requires email notification to the TC and TCL regardless if ca

Case Summary

Allegation;

Customer states-on 8/18 at 10:30 PM he had driven the vehicle for a few minutes and the headlights went out, then smoke came out thru the vents, he pulled over and opened the hood and observed a small fire which he put out himself-the customer is a mechanic and he says the fire was in the fuse box connected to the HDM-he would like GM to pay for repairs since he feels the fire is the result of a product defect, photos of the vehicle and fire damage have been attached in Siebel

Requested by TC/TL

ad view to show the environment surrounding the area and a photo of
st "new email".
:opy of title and registration as necessary.

ty has been completed in Siebel prior to sending the Fire Case Initial Err
ase remains open or closed on first contact.

To: Mickey.sabol@gm.com

Cc: Kimberly.horvath@gm.com

Subject: New - Fire Case SR# [REDACTED]

PASTE TEMPLATE IN EMAIL USING CTRL+V

all four sides of vehicle exterior.

ail to the Fire Team.

Fire Case

Smoke Case

Melt Case

New

Reopen

Photos

Update

Inspection received

Question

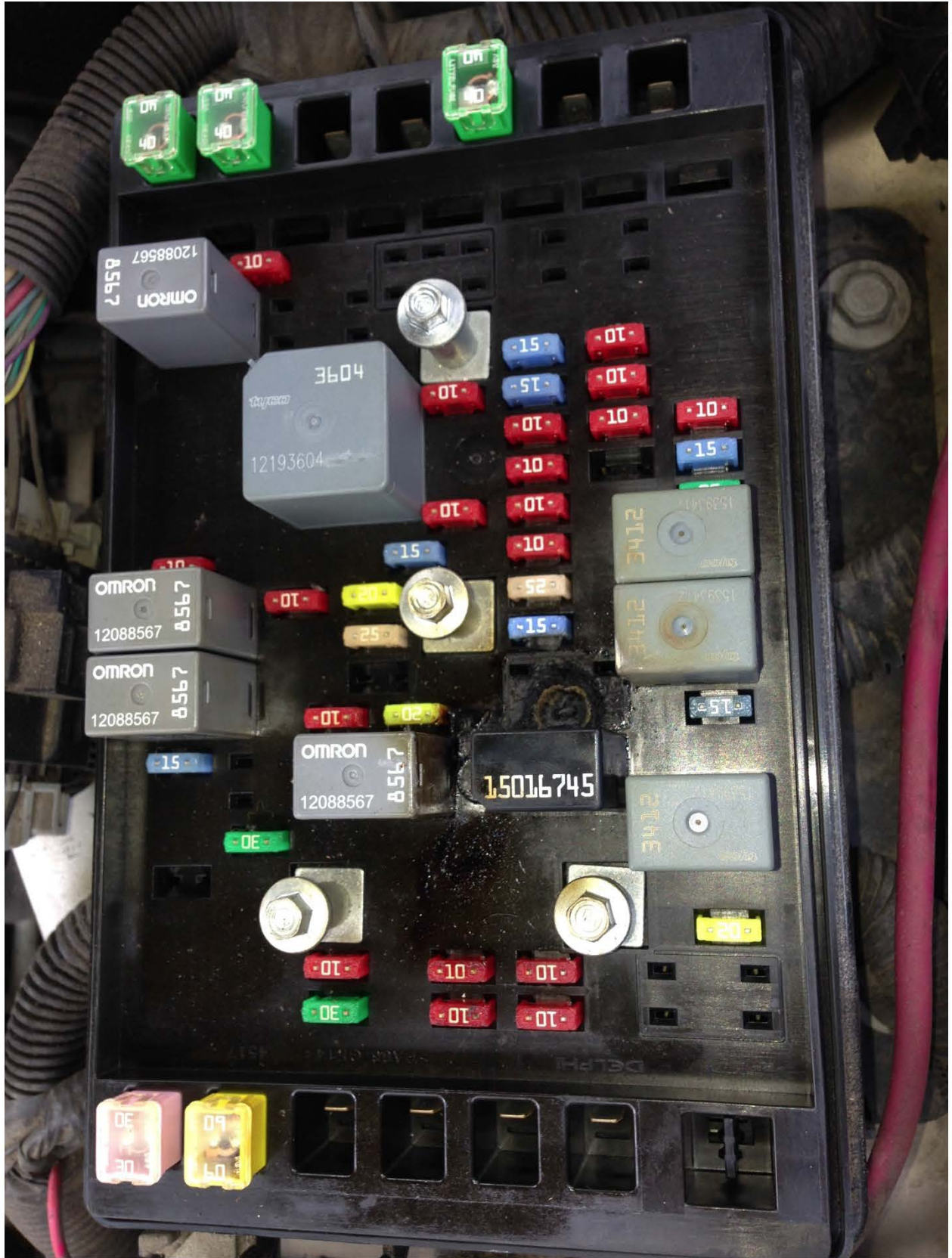
Closed

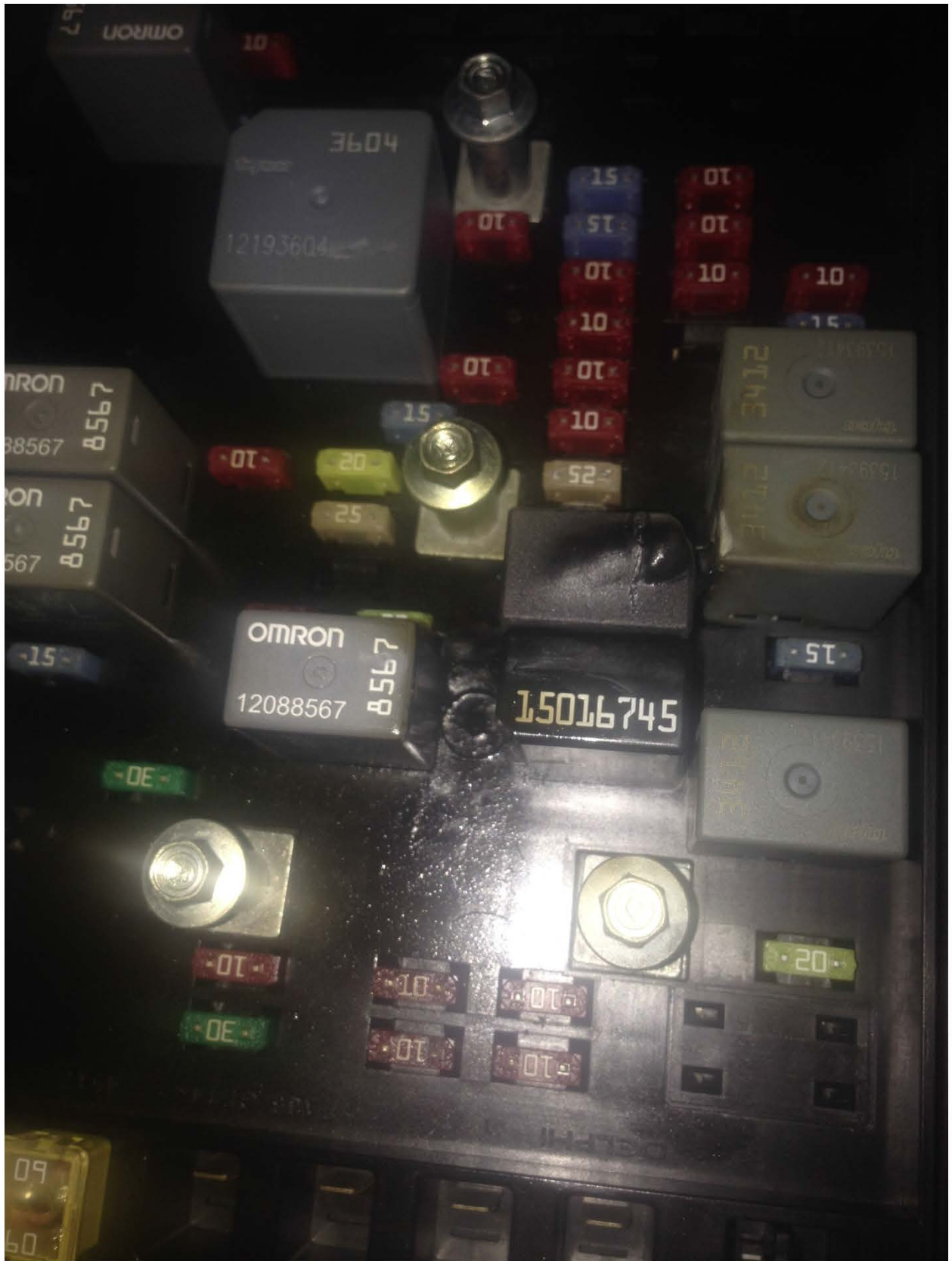
Estimate is

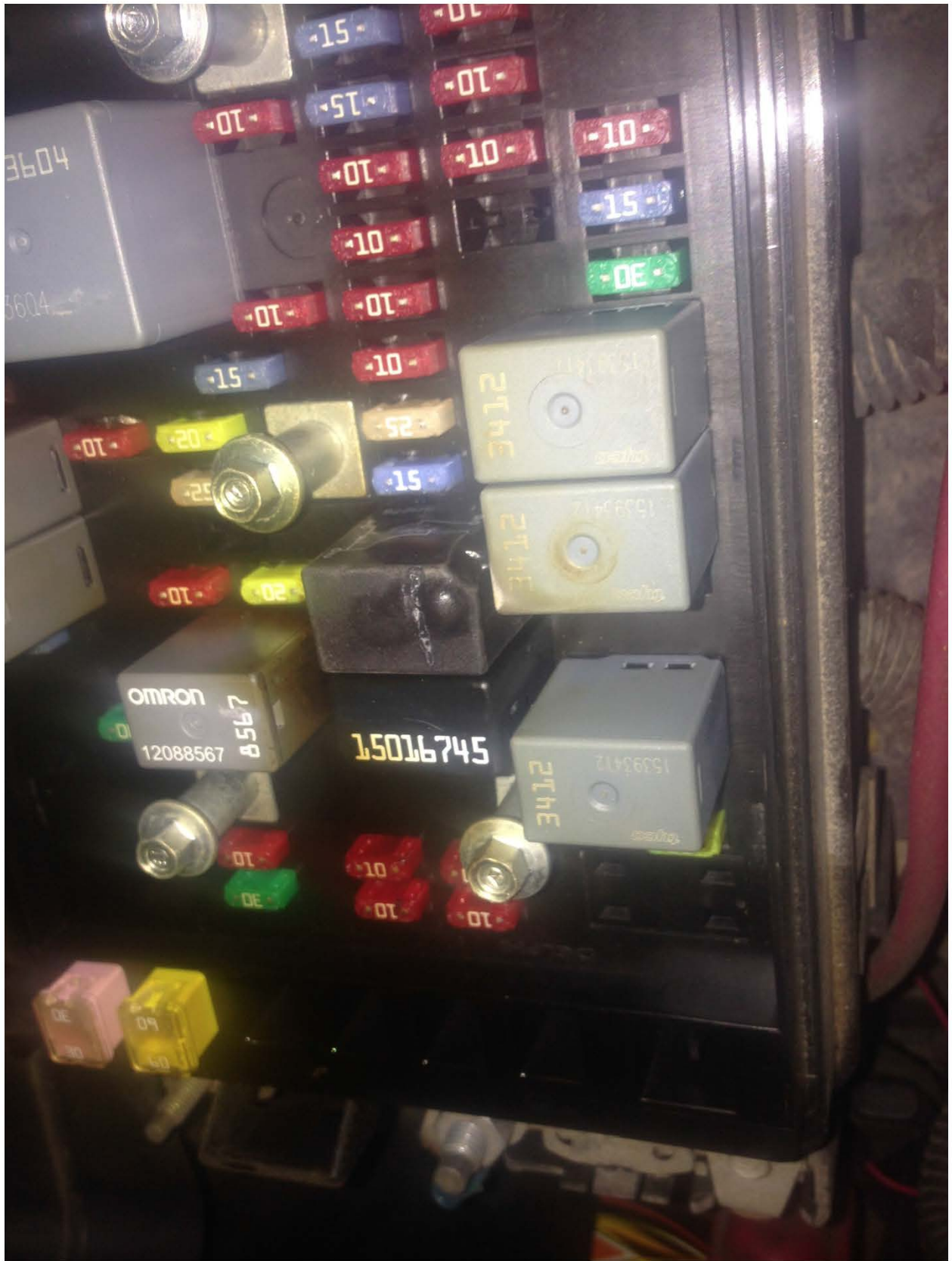
Yes

No













⚠ DANGER/POISON

SHIELD EYES FROM SPARKS
EXPLOSION HAZARD
DANGER FOR FLAME
PROTECTER LES YEUX
DANGER POUR LA BRULURE
DANGER POUR LES YEUX
DANGER POUR L'EXPLOSION

DO NOT OPEN BATTERY COVER
WHEN CHARGING BATTERY
GET MEDICAL HELP FAST
DO NOT TOUCH BATTERY TERMINALS
IF YOU DO NOT KNOW HOW TO
REPAIR BATTERY, CONTACT
A QUALIFIED TECHNICIAN

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WHEN CHARGING BATTERY
GET MEDICAL HELP FAST
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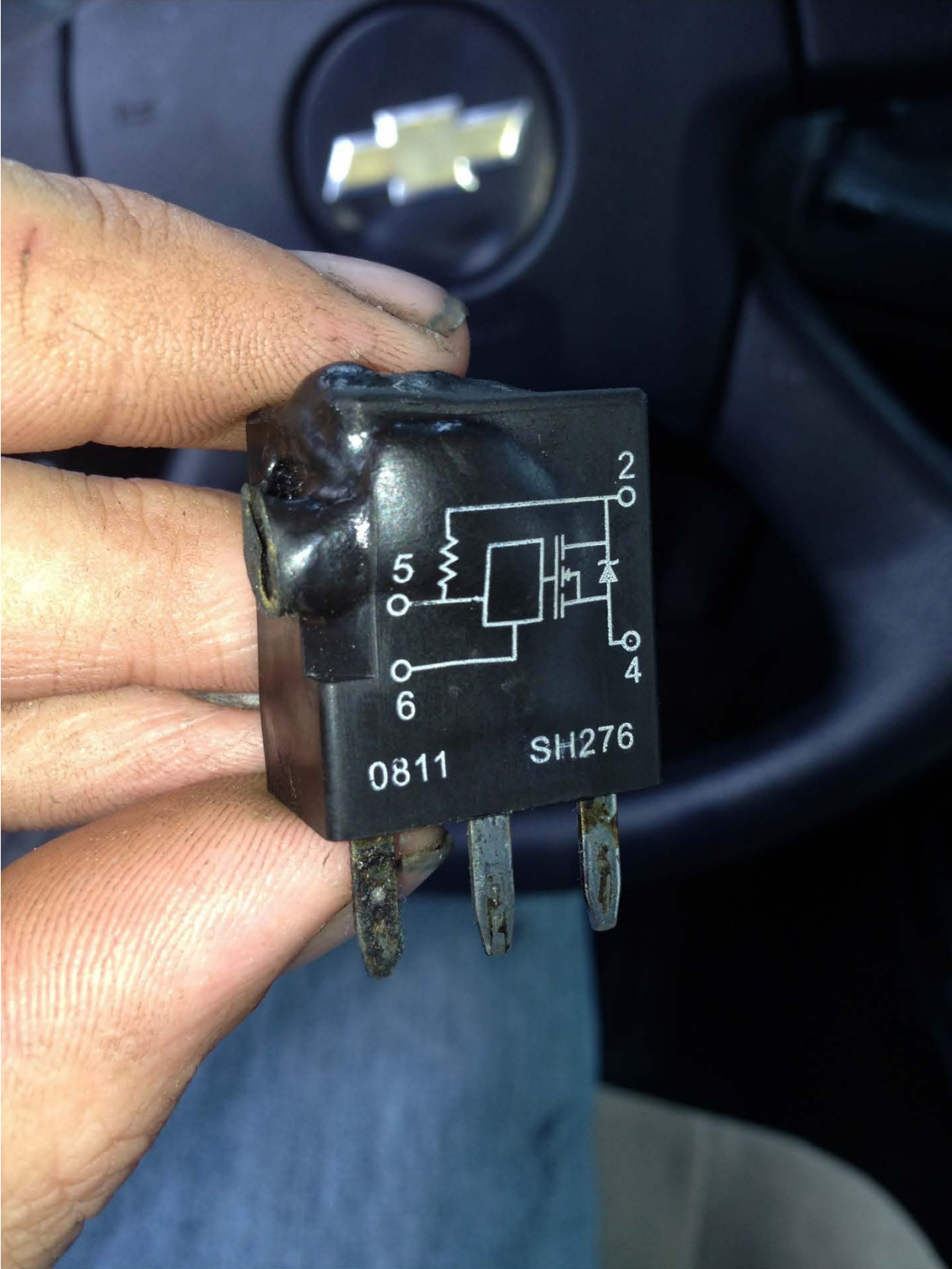
DO NOT OPEN BATTERY COVER
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MFD BY GENERAL MOTORS CORP.

10/04

GVWR
2903KG(6400LB)

GAWR FRT
1452KG(3200LB)

GAWR RR
1542KG(3400LB)

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1GNET16S75



TYPE: M.P.V.

MODEL: T15806

TPMA TIRE SIZE SPEED RTG

FRT P245/65R17 S

RR P245/65R17 S

SPA P245/65R17 S

RIM

17X7J

17X7J

17X7J

COLD TIRE PRESSURE

210KPA(30PSI)

240KPA(35PSI)

240KPA(35PSI)

SEE OWNER'S MANUAL



FOR MORE INFORMATION.

Deliv
sub
9
0
11
12 Rec
13



Connecting.....A live chat agent is now entering the chat.

Caller English

System [3:57:03 PM]:

Welcome to chat.

Regina [3:57:23 PM]:

Thanks for contacting Chevrolet Customer Assistance, [REDACTED] My name is Regina. How can I assist?

[REDACTED] [3:57:45 PM]:

Hello Regina,

[REDACTED] [3:59:05 PM]:

I was looking to see if there is or was a recall for the 2006 trailblazer about the lights going out when driving at night.

Regina [3:59:36 PM]:

We can check for recalls with the VIN. May I have the VIN?

[REDACTED] [4:00:25 PM]:

I have already done that, but the VIN is 1GNET16S366 [REDACTED]

Regina [4:02:48 PM]:

I checked the VIN, there are not any recalls currently associated with this vehicle.

[REDACTED] [4:06:54 PM]:

It is getting to where I am unable to drive at night because of this. Also according to Elliott Chevrolet they performed the recall for the Driver door modual in June of 2014. In May of 2015 the electronics in the driver door and the windows stopped working. I took it to Elliott Chevrolet and they had to replace the driver door modual due to a short. I found online that a recall had been issued but no solutions had been found to the lights going out. This includes the headlights and taillights, parklights, etc.

Regina [4:08:39 PM]:

At this time, there is not a recall released on this issue. We recommend if your are having this issue we recommend allowing a Chevrolet dealership to diagnose the problem and resolve with their technical resources.

[REDACTED] [4:09:40 PM]:

Can you tell me what recall # 14V755000 is?

Regina [4:10:03 PM]:

That is not a GM recall number, we would not have information on that number.

[REDACTED] [4:10:47 PM]:

Do you know whos recall it is

Regina [4:10:57 PM]:

We would not have information on that number.

[REDACTED] [4:12:21 PM]:

Ok, that seems funny. There are other complaints about this situation. Do you know if GM is going to do something about it?

Regina [4:12:59 PM]:

We have recommended to resolve the issue, to allow a Chevrolet address the concerns to resolve.

Regina [4:13:26 PM]:

Do you have plans on allowing a Chevrolet dealership diagnose the vehicle complaint?

[REDACTED] [4:16:09 PM]:

They told me that they would not be able to diagnose it unless it happened at the time it was in there. My husband took it to Elliott Chevrolet yesterday. They said they could do an extensive diagnostic but it would cost me 99.98 an hour plus.

Regina [4:16:55 PM]:

I understand that you have contacted the dealership about getting the issue diagnosed. At this time, there is not any recall for coverage.

Regina [4:17:07 PM]:

Is there anything else we can assist with?

[REDACTED] [4:17:21 PM]:

no I guess not.

Regina [4:18:03 PM]:

[REDACTED], is your reference for the chat and vehicle complaint.

Regina [4:18:24 PM]:

Thanks for contacting GM Customer Assistance, [REDACTED] If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday 12:00 p.m. to 9:00 p.m. Eastern time. Or you may call in at 1-866-790.3600. Thanks for visiting us

Caller [REDACTED] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Recipient Data:

Time Finished: 2015-08-24 11:41:13

IP: 198.208.159.17

ResponseID: R_6Ph96eY6fAxsSBn

Link to View Results: [Click Here](#)

<https://gm.az1.qualtrics.com/CP/Report.php?SID=SV_1N3L3Zk4GNdVajb&R=R_6Ph96eY6fAxsSBn>

URL to View Results:

https://gm.az1.qualtrics.com/CP/Report.php?SID=SV_1N3L3Zk4GNdVajb&R=R_6Ph96eY6fAxsSBn

Response Summary:

Family / Friend Information (Required)

Customer First Name [REDACTED]

Customer Phone Number 7 [REDACTED]

Involved Dealership West Herr, Williamsville NY

Vehicle Identification Number (VIN) 1GNDT33S59 [REDACTED]

Customer Email [REDACTED]

Employee Information

Employee First Name Thomas

Employee Last Name Carberry

Employee Phone Number 716-879-5245

Employee Email tom.carberry@gm.com

Customer

██████████
 ██████████
 Call Anytime

Vehicle

2003 Chevrolet Trailblazer
 1GNDT13S632██████████
 Mileage now: 63000 mi

Status of vehicle/concern

A GM Dealer has NOT diagnosed current concern
 Repairs have not been scheduled
 Vehicle is currently operable & can be driven

Key Points

CUST. STATES: My husband contacted the dealership and they informed me it was a relay. They said the part is going to be about 55\$. I was wondering if GM would be able to purchase the part and we can go about putting it in ourselves.

CUST. SEEKS: Purchasing the part.

CRS ADVISED: GM would NOT be able to purchase the part for you unfortunately. You are more than welcome to put it in yourself but we do prefer our customers to take their vehs. to a GM dealership and allow our trained techs to put it in.

Supporting Factors	Limiting Factors
<p>First time GM buyer (verified)</p> <p>Customer has incurred costs due to this concern</p>	<p>Vehicle is > 8 years old (verified)</p>
<p><i>Please consider these additional questions:</i> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><i>Please consider these additional questions:</i> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

Per the customer, this vehicle was bought (used) at a GM Dealership

This customer has purchased these GM vehicles (verified): 1GNDT13S632██████████

Reference

CAC SR#: ██████████
 CAC advisor: Laci--> (866) 790-5700, Ext # 5921885

CAC SR Data Share

Save XLSM to Desktop

Save PDF to Desktop

Clear Form

After completing the SRDS, do this:

- 1) Grey 'Spellcheck' button to check spelling (at the bottom)
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- 6) Attach the PDF file (.pdf) to the A02 SRDS email to the CEMs
- 7) Red 'Clear Form' button
- 8) Complete a new SRDS. Be sure save using the buttons!!

Customer's name (for filename saving purposes):

[Redacted]

Key Points:

What is the customer's concern?
What help is the customer seeking?
What expectations did you set for the customer?

The customer states that the dealership installed a part to correct a situation in which the headlight low-beams stopped working in an intermittent basis six to eight months ago. The problem persisted. He expressed that he feels that this may be the same defect as covered under recall 14291 which he received notice of for his 2007 Pontiac Grand Prix. The customer seeks repair and information as to the problem. He expressed that he lives 45 minuets to one hour from the dealership and works daytime hours. The customer was advised that the CRS will contact the dealership and he should expect to hear from them within two to three days.

You are empowered to deliver **Exceptional Customer Experiences!**

Customer's preferred phone #:	[REDACTED]
Best time to call customer:	After 6 PM
Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has diagnosed the current concern
What is the status of the repairs (to address the current concern)?	Repairs have not been scheduled
How many times has vehicle been serviced for this same concern (at any svc location)?	1
How many <u>days</u> has vehicle been inoperable (down) because of this concern?	0
Current status of the vehicle (operable or inoperable)?	Vehicle is currently operable & can be driven
Has customer spent money out-of-pocket as a result of this concern?	Yes
Current mileage (in <u>miles</u>)?	189,000
Bought brand new?	Yes
<i>(if bought used)</i> Roughly how many <u>miles</u> were on the vehicle at time of purchase?	
<i>(if bought used)</i> Was vehicle bought (used) at a GM Dealership?	
Did customer purchase an Extended Service Contract (GM, Divisional, Aftermarket)?	No

End conversation with the customer here. Complete the rest of the SR Data Share in ACW (After Call Work).

Today's date:	9/16/2015
SR#:	[REDACTED]
CAC advisor's name (first & last):	Ron Barat
CAC advisor's phone #:	(866) 790-5600
CAC advisor's extension #:	5913214
17-digit VIN#:	2G4WC582761 [REDACTED]
Make:	Buick
Model:	LaCrosse
Model Year:	2006
Is this a high-dollar or premium vehicle?	No
Does this VIN have any <u>active</u> Extended Service Contracts?	No
Does Order Type contain the word "FLEET"?	No
Branded Title?	No
Warranty Block?	No

Warranty Start Date for this VIN: 10/13/2006

(if bought used) Is this a GM Certified pre-owned used vehicle?

Is this the original owner? Yes

List of GM vehicles owned by this customer:
(including the vehicle they're calling about now)

2006 Buick LaCrosse and 2007 Pontiac Grand Prix

Total number of GM vehicles this customer has owned:
(including the vehicle they're calling about now)

2

Customer

[Redacted]
 (3 [Redacted])
 Call After 6 PM

Vehicle

2006 Buick LaCrosse
 2G4WC582761 [Redacted]
 Mileage now: 189000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is currently operable & can be driven

Key Points

The customer states that the dealership installed a part to correct a situation in which the headlight low-beams stopped working in an intermittent basis six to eight months ago. The problem persisted. He expressed that he feels that this may be the same defect as covered under recall 14291 which he received notice of for his 2007 Pontiac Grand Prix. The customer seeks repair and information as to the problem. He expressed that he lives 45 minutes to one hour from the dealership and works daytime hours. The customer was advised that the CRS will contact the dealership and he should expect to hear from them within two to three days.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) Vehicle has been serviced for this concern: 1 time(s) Customer has incurred costs due to this concern	Vehicle is > 8 years old (verified) Vehicle has > 100,000 miles
<p><u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

This customer has purchased these GM vehicles (verified): 2006 Buick LaCrosse and 2007 Pontiac Grand Prix

Reference

CAC SR#: [Redacted]
 CAC advisor: Ron Barat--> (866) 790-5600 , Ext # 5913214

General Excel Tips:

Right click on any cell with a comment & choose "Show/Hide Comments" to make the Comment stick (stay visible)
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Ctrl+C to copy; Ctrl+V to paste; Ctrl+X to cut

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even when you click away from that cell).
Comment go away (become hidden from immediate view).

is already there)

Hummer

Yes - This V

Unresolved - Customer No - This is

Diagnosed

No

IN has received goodwill or cost assistance

a new SR

CAC SR Data Share

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Save PDF to Desktop

Clear Form

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- 8) Complete a new SRDS. Be sure save using the buttons!!

Customer's name (for your reference):

Donald Laslie

Key Points:

*Customer states that the low beams are intermittently working.
*Customer states that the high beams would work and low beams would not work. *Now the low beams work but would go out intermitently.
*Customer states that the concern happened 2 times since last year and then the other night. *Customer states that there is no recall on the vehicle. *Customer seeks to have the low beams repaired. *Customer states that the dealership told him that there is no solution to the concern.

What is the customer's concern?

What help is the customer seeking?

What expectations did you set for the customer?

You are empowered to deliver **Exceptional Customer Experiences!**

Customer's preferred phone #:

[REDACTED]

Best time to call customer:

Anytime

Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has NOT diagnosed current concern
What is the status of the repairs (to address the current concern)?	Repairs have not been scheduled
How many times has vehicle been serviced for this same concern (at any svc location)?	0
How many <u>days</u> has vehicle been inoperable (down) because of this concern?	0
Current status of the vehicle (operable or inoperable)?	Vehicle is currently operable & can be driven
Has customer spent money out-of-pocket as a result of this concern?	No
Current mileage (in <u>miles</u>)?	195,000
Bought brand new?	Yes
<i>(if bought used)</i> Roughly how many <u>miles</u> were on the vehicle at time of purchase?	
<i>(if bought used)</i> Was vehicle bought (used) at a GM Dealership?	
Did customer purchase an Extended Service Contract (GM, Divisional, Aftermarket)?	Unsure/Unknown

End conversation with the customer here. Complete the rest of the SR Data Share in ACW (After Call Work).

Today's date:	9/14/2015
SR#:	██████████
CAC advisor's name (first & last):	Scott Cunningham
CAC advisor's phone #:	(866) 790-5700
CAC advisor's extension #:	5921062
17-digit VIN#:	1GNDT13S3224 ██████████
Make:	Chevrolet
Model:	Trailblazer
Model Year:	2002
Is this a high-dollar or premium vehicle?	No
Does this VIN have any <u>active</u> Extended Service Contracts?	No
Does Order Type contain the word "FLEET"?	No
Branded Title?	No
Warranty Block?	No
Warranty Start Date for this VIN:	6/4/2002

(if bought used) Is this a GM Certified pre-owned used vehicle?

No

Is this the original owner?

Yes

List of GM vehicles owned by this customer:
(including the vehicle they're calling about now)

1GNDT13S3224 [REDACTED] BNSR Jun 4, 2002 --- 2002 CHEVROLET
TRAILBLAZER ----- N --- Current Jun 3, 2002 Mar 3, 2016 -----

1G2WH54T9NF25 [REDACTED] 4 BND Apr 15, 1992 May 1, 2001 1992 PONTIAC
GRAND PRIX ----- N

Total number of GM vehicles this customer has owned:
(including the vehicle they're calling about now)

2

Customer

[REDACTED]
Call Anytime

Vehicle

2002 Chevrolet Trailblazer
1GNDT13S322 [REDACTED]
Mileage now: 195000 mi

Status of vehicle/concern

A GM Dealer has NOT diagnosed current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points

*Customer states that the low beams are intermittently working. *Customer states that the high beams would work and low beams would not work. *Now the low beams work but would go out intermitenly. *Customer states that the concern happened 2 times since last year and then the other night. *Customer states that there is no recall on the vehicle. *Customer seeks to have the low beams repaired. *Customer states that the dealership told him that there is no solution to the concern.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified)	#REF! Vehicle is > 8 years old (verified) Vehicle has > 100,000 miles
<p><u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

This customer has purchased these GM vehicles (verified): 1GNDT13S32 [REDACTED] BNSR Jun 4, 2002 --- 2002 CHEVROLET TRAILBLAZER --- --- --- N --- Current Jun 3, 2002 Mar 3, 2016 --- --- ---
 1G2WH54T9NF2 [REDACTED] BND Apr 15, 1992 May 1, 2001 1992 PONTIAC GRAND PRIX --- --- --- N

Reference

CAC SR#: [REDACTED]
 CAC advisor: Scott Cunningham --> (866) 790-5700, Ext # 5921062

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even when you click away from that cell).
Comment go away (become hidden from immediate view).

is already there)

Hummer

Yes - This V

Unresolved - Customer No - This is

Diagnosed

No

IN has received goodwill or cost assistance

a new SR

CAC SR Data Share

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Clear Form

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Customer's name (for filename saving purposes): Brian Nagy

Key Points: The customer contacted CAC for reimbursement for s repair he had for a headlamp in the amount of \$168.00

What is the customer's concern?
What help is the customer seeking?
What expectations did you set for the customer?

You are empowered to deliver **Exceptional Customer Experiences!**

Customer's preferred phone #:	[REDACTED]
Best time to call customer:	7am-10pm
Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has diagnosed the current concern
What is the status of the repairs (to address the current concern)?	Repairs are scheduled
How many times has vehicle been serviced for this same concern (at any svc location)?	0
How many <u>days</u> has vehicle been inoperable (down) because of this concern?	0
Current status of the vehicle (operable or inoperable)?	Vehicle is currently operable & can be driven
Has customer spent money out-of-pocket as a result of this concern?	Yes
Current mileage (in <u>miles</u>)?	111,000
Bought brand new?	No
<i>(if bought used)</i> Roughly how many <u>miles</u> were on the vehicle at time of purchase?	78,000
<i>(if bought used)</i> Was vehicle bought (used) at a GM Dealership?	Yes
Did customer purchase an Extended Service Contract (GM, Divisional, Aftermarket)?	No

End conversation with the customer here. Complete the rest of the SR Data Share in ACW (After Call Work).

Today's date:	9/23/2015
[REDACTED]	[REDACTED]
CAC advisor's name (first & last):	Paul Reyes
CAC advisor's phone #:	(866) 790-5700
CAC advisor's extension #:	5913257
17-digit VIN#:	1GKDT13S772 [REDACTED]
Make:	Chevrolet
Model:	Envoy
Model Year:	2007
Is this a high-dollar or premium vehicle?	No
Does this VIN have any <u>active</u> Extended Service Contracts?	No
Does Order Type contain the word "FLEET"?	No
Branded Title?	No
Warranty Block?	No

Warranty Start Date for this VIN:	8/16/2006
<i>(if bought used)</i> Is this a GM Certified pre-owned used vehicle?	No
Is this the original owner?	No
<u>List</u> of GM vehicles owned by this customer: <i>(including the vehicle they're calling about now)</i>	2005 Chevrolet Cobalt, 2011 Chevrolet Traverse, 2007 GMC Envoy
Total <u>number</u> of GM vehicles this customer has owned: <i>(including the vehicle they're calling about now)</i>	3

Customer

[Redacted]
Call 7am-10pm

Vehicle

2007 Chevrolet Envoy
1GKDT13S7721 [Redacted]
Mileage now: 111000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are scheduled
Vehicle is currently operable & can be driven

Key Points

The customer contacted CAC for reimbursement for s repair he had for a headlamp in the amount of \$168.00

Supporting Factors	Limiting Factors
<p>Loyal GM customer: 3 GM vehicles purchased (verified)</p> <p>Customer has incurred costs due to this concern</p>	<p>Vehicle is > 8 years old (verified) Vehicle has > 100,000 miles</p>
<p><u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

Per the customer, this vehicle was bought (used) at a GM Dealership
 Approximate # of miles on the vehicle when customer purchased it (used): 78000 mi
 This customer has purchased these GM vehicles (verified): 2005 Chevrolet Cobalt, 2011 Chevrolet Traverse, 2007 GMC Envoy

Reference

CAC SR#: [Redacted]
 CAC advisor: Paul Reyes--> (866) 790-5700, Ext # 5913257

General Excel Tips:

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even when you click away from that cell).
Comment go away (become hidden from immediate view).

is already there)

Hummer

Yes - This V

Unresolved - Customer No - This is

Diagnosed

No

IN has received goodwill or cost assistance

a new SR

Customer

██████████
 ██████████
 Call Any

Vehicle

2009 Chevrolet TrailBlazer
 1GNDT33S2921██████████
 Mileage now: 38845 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are all complete
 Vehicle is currently operable & can be driven

Key Points

Cust Sts:

- Headlight was coming on and off intermittently
- Dealership stated that it is a broken wire and they need to put in a black relay
- All of the relays in his vehicle are Gray and if there was a broken wire the light would not work at all but it is an intermittent issue
- Dealer Charged him only \$250 for Diagnosis
- Customer Feels that they did the wrong diagnosis and wants his money back

Cust Sks:

- Dealership Complaint
- Reimbursement

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 3 GM vehicles purchased (verified) Customer has incurred costs due to this concern	Active Extd Svc Contract on record for vehicle (verified)
<p><i>Please consider these additional questions:</i></p> <p><i>Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)</i></p> <p><i>Did cust buy an extd svc contract, but it's expired or n/a?</i></p> <p><i>Is this a loyal service customer? (to involved dealer)</i></p> <p><i>Are high dollar customer-pay ROs on record for this cust?</i></p> <p><i>Is this a conquest buyer?</i></p>	<p><i>Please consider these additional questions:</i></p> <p><i>Is vehicle way beyond all applicable expiration limits?</i></p> <p><i>Does veh have an active <u>aftermarket</u> Extd Svc Contract?</i></p> <p><i>Did customer buy vehicle outside of warranty?</i></p> <p><i>Does it seem customer doesn't take care of the vehicle?</i></p> <p><i>Is cause not normally covered by warranty?</i></p> <p><i>Is cause due to an accident insurance won't cover?</i></p> <p><i>Is cause due to damage by independent repair facility?</i></p>

Additional key points

This customer has purchased these GM vehicles (verified): 05-TrailBlazer, 05-TrailBlazer, 09-TrailBlazer

Reference

CAC SR#: 8██████████
 CAC advisor: Ivan Bimbelov--> (866) 790-5700, Ext # 5921589

Saab CAC Escalation to GM PAC Team

September 22, 2015

Owner [REDACTED]

Who contacted Saab CAC: Michael Bongfiglio (husband)

Address: Vehicle is registered in NY at [REDACTED] Tuckahoe, NY [REDACTED] but they currently live in NC at [REDACTED] Charlotte, NC [REDACTED]

Phone # [REDACTED]

Alternate Phone #:

Vehicle Identification Number (VIN): 5S3ET13S392 [REDACTED]

Current Mileage: about 120,000 or 130,000 miles

Current Location: 8728 Sam Dee Rd, Charlotte, NC 28215

Selling Dealer: purchased used

Servicing Saab Service Center: doesn't service at service center but did contact Saab of Charlotte after this happened

Description of Concern: About 6 days ago while driving, there was smoke from passenger side door, pulled over and claimed that there was flames inside the door and had to blow them out. He said that the switch & wires melted.

He read about recall 15033 & 15034 and claimed that was the issue. However, 15033 and 15034 are for the driver's side door switch and doesn't include model year 2009.

He is looking for this to be repaired at no cost to customer or he will sue.

Date of Incident: about 6 days ago

What is the owner seeking: Spouse is looking for this to be repaired at no cost to the customer or he will sue General Motors.

Warranty: (attaching IRIS warranty printout)

Submitted by: Lisa Konieczka, Saab CAC leader 855-722-2762 ext. 105



Warranty Information

Wty Start Date : 2009-03-09 Branded Title : NO
Expiration Date : 2013-03-09 No Charge Maint : YES
Expiration Mileage : 50000 Wty Status Code :
Pt Expiration Date : Pt Expiration Mileage : 0
Buyback Vehicle : NO

Vehicle Information

Model Year : 2009 Selling Dealer : 2069
Model : BT15506 Key Code : O6243
Ext Code : 41U Engine # :
Int Color : 482 Transmission : A

Certified Pre-Owned(CPO) Information

CPO Vehicle : NO

Recall/Service Campaign History

Campaign Number / Campaign Description	Campaign Complete	Campaign Expires	Repair Dealer	Claim #
----------------------------------------	-------------------	------------------	---------------	---------

NO DATA ON FILE

Warranty Claim History

Repair Date	Mileage	Claim Failed Number	Part	Failed Part Description	Repairing Dealer
2010-05-21	31153		11203	SERVICE1	2069
2009-12-31	21000		11720	ROADSIDEREPAIRCOVEREDUNDERWARRANTY	7987
2009-11-04	17142		36910	TELEMATICUNIT	2069
2009-11-04	17142		11205	SERVICE2	2069
2009-11-04	17142		36910	TELEMATICUNIT	2069
2009-11-04	17142		23425	PRESS.SENSOR	2069
2009-08-16	8160		11203	SERVICE1	2069

Type of case	Fire Case	Case Summary
Status	Closed	<p>Allegation; Customer alleges the issues with the vehicle's headlights, & the issues with the door switch fire are related to the recalls that were issued for the MY 2008. Customer seeks a new headlight module that was recalled, & a repair to the door switch.</p> <p>* Customer was requested to provide photos of vehicle, title, registration, and driver's license. The customer has not provided this information.</p> <p>Closing file, Pending Customer Action.</p>
SR Number	[REDACTED]	
Customer Name (Last name/First Name)	[REDACTED]	
Year/Make/Model	2009, Saab, 9-7x	
VIN	5S3ET13S39 [REDACTED]	
Incident Date	9/6/2015	
Purchase Date	3/1/2013	
Titled in who's name	Customer's	
Purchase Price	\$10,000	
Open/Closed Recalls (If closed include closed Transaction History)	<p><i>Recalls: No Data On file</i></p> <p><i>Special Coverages: None</i></p>	
Mileage	120,000	
Purchased From	Used Car Lot	
Vehicle Insured	Yes	
MSRP/KBB (Trade-in Good Value)	\$4,604.00	

Loaner Vehicle (yes/no from drop down and enter date issued)	No		
Additional Information as requested by TC/TL			



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Boost Your MPG and Save

with the **2015 Ford Edge Titanium**



Your Potential Fuel Savings **\$481**

Slide To See Your Savings for:



Fuel Cost Comparison



Your 2009 Saab 9-7X

14/20 City/Hwy MPG

\$2,231.25 Annual Fuel Cost



2015 Ford Edge Titanium

20/30 City/Hwy MPG

\$1,750.00 Annual Fuel Cost

[See vehicle details on Ford.com](#)

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Owners like you rated the 2009 9-7X 8.6 out of 10.

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To: General Motors Corporate Headquarters Fax: 866-962-2868
From: [REDACTED] Date: 9/24/2015
Re: 2006 Buick Lacrosse HDM recall Pages: 3 including cover page
CC:

Urgent For Review Please Comment Please Reply Please Recycle



September 24, 2015

Buffalo, NY

General Motors, Corporate Headquarters

Fax Number: 866-962-2868

Dear Sir or Madam:

My name is [REDACTED] and I am writing regarding an issue that I am having with my GM vehicle. I have a 2006 Buick Lacrosse V.I.N. 2G4WD58216 [REDACTED]. On September 12, 2015 I had my headlight bulbs replaced (low beams) and they worked fine, on September 18, 2015 my low beam light once again went out, however my high beams and all other exterior lights continued to work. I took my vehicle back to the repair shop that had replaced my bulbs and I was then informed that my bulbs and fuses were fine that my headlamp driver module was malfunctioning and that there was a recall on my car for this problem so I would need to take my car to a Buick Dealership and inform them of the problem and the recall that should have been open on my car (GM recall # 14291). I then contact the Buick Dealership closet to my home, at that time I was informed that the only open recall for my vehicle was for the ignition switch. So at that point they gave me a toll free number to call for further assistance with this issue. Upon contact the toll free number I was told that there was nothing that could be done because my V.I.N was not covered by the recall issued by GM. After being on the phone for a total of 50 minutes I was directed to contact this office because they could not provide me any assistance with the issue. So here's my issue once again my HDM has failed as in various other 2006 Lacrosse vehicles but I am being told because for some reason my V.I.N is not listed I would have to pay for this repair myself. I should

not have to pay for this repair regardless of whether my V.I.N is on the list or not because your company is well aware of this problem in other 2006 Buick Lacrosse and my V.I.N. may have been inadvertently left off the list or at the time of the recall was issued your company was unaware of the fact that other vehicles that were not list were affected. What I am asking is that my HDM is replaced free of charge by the Buick Dealership that will be fixing the other recall on my vehicle. It is very unfair to myself and others in my situation to be told that we would have to pay for this recall to be fixed ourselves when it is a known issue and recall in this vehicle. So please I ask for you to add my V.I.N to the recall list or contact Cappellino Buick in Williamsville, NY to approve this repair on my vehicle free of charge. I look forward to your assistance in this matter, as I have been a GM customer for the last 23 years and would like to think that because of my loyalty to GM brand vehicles the company would not turn their backs on me in a situation such as this. I thank you in advance and look forward to hearing from you soon.

Buffalo, NY

Sincerely,

Connecting.....A live chat agent is now entering the chat.

Caller English

System [4:23:15 PM]:

Welcome to chat.

Katelin [4:23:25 PM]:

Hello! Thank you for chatting with us today, Diana! Welcome to GMC customer assistance. My name is Kate. How may I help you today?

[REDACTED] [4:25:33 PM]:

I have a 2004 trailblazer the daytime and running headlights goes on and off at any given time. I looked under recalls and it shows but no solution to fix the problem. Please help

Katelin [4:26:39 PM]:

I am sorry you are experiencing this issue with the daytime and headlights. May I please have your email, phone number(s), VIN and mileage?

Katelin [4:29:11 PM]:

Are you still there?

[REDACTED] [4:29:35 PM]:

Yes

Katelin [4:31:05 PM]:

I see that you are typing, please continue.

[REDACTED] [4:31:34 PM]:

My email d [REDACTED] 1gnds13s84 [REDACTED] mileage 190,

Katelin [4:33:28 PM]:

Thank you for that information. I do not see any open recalls on the vehicle. The vehicle is out of all warranties by time and mileage. How long have you been experiencing these issues with the vehicle?

[REDACTED] [4:34:04 PM]:

Last 2 months and now it's just getting worse

Katelin [4:35:19 PM]:

Thank you for that information. I do understand your concern and frustration with the vehicle. Has the vehicle been to the dealership for this issue?

[REDACTED] [4:38:28 PM]:

No, I called the dealership and was basically told the same thing it's under a recall. You can google 2004 trailblazer recalls and it shows but state no solution for this issue yet. I did take it to my mechanic and it will cost \$500 for him to change out the complete cluster

Katelin [4:41:41 PM]:

Thank you for that information. Recalls are VIN specific. I do not see any open recalls on the vehicle. The vehicle would need to be properly diagnosed to determine the cause of the issue. Once the vehicle has been properly diagnosed by the dealership they will be able to determine the cause of the issue and look in to possible repairs. Due to the age and mileage of the vehicle the repairs would be at customer expense.

Katelin [4:43:32 PM]:

Can I assist you in locating dealerships within your area?

Caller [REDACTED] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Stephanie Washington (C)

From: Stephanie Washington (C)
Sent: Tuesday, October 20, 2015 5:55 PM
To: Mickey Sabol; Kimberly Horvath (C)
Cc: Patrick T. Macaluso [REDACTED]
Subject: Closed - Melt Case SR# [REDACTED]

Mickey,

Type of case	Melt Case	Allegation/Synopsis
Status	Closed	<p>Customer needs assistance with the low beam module relay melt down to open fire. Thought the fire was caused by the relay and now all lights went out. I took the car to the dealership for them to check and I was advised that I need to call GM to get assistance. The issue happened last week like September 28, 2015. No injuries. I am looking for repair cost assistance due to the safety issue that I had. I need the vehicle to be repair at no cost.</p> <p>I never got a chance to speak with the customer. She was unable to contact me.</p>
SR Number	[REDACTED]	
Customer Name	[REDACTED]	
Year/Make/Model	2006/Buick/LaCrosse	
VIN	2G4WC582863 [REDACTED]	
Incident Date	9/28/2015	
Purchase Date	Unknown	
Titled in who's name	[REDACTED]	
Purchase Price	Unknown	
Open/Closed Recalls	Product Safety Recall N140299 14299 UNINTENDED IGNITION KEY ROTATION 07/23/2014 Closed	
Mileage	86,000	
Purchased From	unknown	
Vehicle Insured	No	
MSRP/KBB	\$3,386.00	

Additional Information as requested by TC/TL

Thanks,

Stephanie D. Washington

General Motors Business Resource Center

Product Assistance Claims Department

stephanie.1.washington@gm.com

P 866.446.6963 ext. 5911723

F 866.476.8227





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31 Hwy



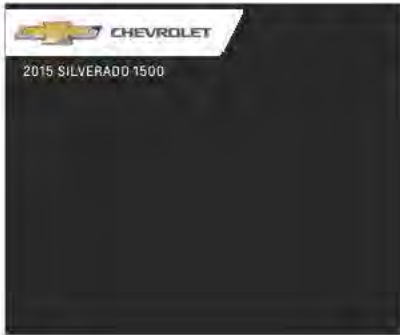
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Connecting.....A live chat agent is now entering the chat.

Caller English

System [10:59:17 AM]:

Welcome to chat.

Gabrielle [10:59:26 AM]:

Thank you for contacting Chevrolet Customer Assistance, Luke! My name is Gabrielle. How can I assist you today?

[REDACTED] [10:59:48 AM]:

My 2006 Chevrolet Trailblazer vin# 1GNDDT13S2621 [REDACTED] is having an issue with the low beam headlights. They will cut off while driving during the night without warning. This is a major safety issue and I have lodged a complaint with the NHTSA concerning this as there is seems to be a growing problem with this.

[REDACTED] [11:00:22 AM]:

Is there a Service items on this?

Gabrielle [11:02:17 AM]:

I do apologize for the issue you are having with your vehicle. Unfortunately at this time there is not a recall or special coverage for this issue. I will definitely document the issue for you as GM does go over our documentation.

Gabrielle [11:02:53 AM]:

Can you verify your email and phone number for me so I can attach it to this document?

[REDACTED] [11:03:51 AM]:

[REDACTED] Home phone [REDACTED]

Gabrielle [11:04:30 AM]:

Thank you for that information. Also, about how many miles are on your vehicle?

[REDACTED] [11:04:42 AM]:

77000

Gabrielle [11:05:05 AM]:

Thank you. Do you work with Bill Gatton Chevrolet?

[REDACTED] [11:05:21 AM]:

I'm sorry I think it is around 90,000

[REDACTED] [11:05:32 AM]:

Yes we use Bill Gatton.

Gabrielle [11:06:23 AM]:

Thank you for that information. I will definitely get this information into our system. Is there anything else I can assist you with at this time?

[REDACTED] [11:06:51 AM]:

That should take care of it. Thank you

Gabrielle [11:07:17 AM]:

You are welcome. Thank you for contacting Chevrolet Customer Assistance. Have a wonderful day.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [8:11:18 PM]:

Welcome to GM

Connecting.....A live chat agent is now entering the chat. [River]

System [8:11:21 PM]:

Welcome to chat.

River [8:11:27 PM]:

Hello and welcome to General Motors Infotainment Customer Support! How may I help you today?

[REDACTED] [8:11:35 PM]:

my headlights will not come on

River [8:11:40 PM]:

To better assist you I am going to transfer you to our Customer Assistance Team who can better answer this question. Please hold one moment while I transfer you. Thank you.

[REDACTED] 11:56 PM]:

Thank you

Conference call connected. [Melissa]

Agent River left the call

Melissa [8:12:29 PM]:

Thank you for chatting with us Kaye. Please allow me a few moments to review the chat with the previous agent.

Melissa [8:12:57 PM]:

I understand you are having an issue with your headlights. Is this correct?

[REDACTED] [8:13:10 PM]:

I have a 2003 EnvoyXL. Tonight my headlights will not come on

[REDACTED] [8:13:35 PM]:

All the other lights work fine.

Melissa [8:13:40 PM]:

I apologize you are having an issue. Do you have your VIN available so I can better assist you?

[REDACTED] [8:14:02 PM]:

Hold one while I get it

Melissa [8:14:54 PM]:

That is alright. I did not realize you were already in our system. I have your VIN number here.

Melissa [8:15:00 PM]:

Thank you though.

Melissa [8:15:13 PM]:

Please allow me a few moments to look into your concern.

[REDACTED] [8:15:55 PM]:

1GKET16S53 [REDACTED]

Ka [REDACTED] [8:18:29 PM]:

Are you there?

Melissa [8:18:46 PM]:

I am researching your concern. Please allow me a few moments.

[REDACTED] [8:18:59 PM]:

OK

Melissa [8:21:49 PM]:

There should be a knob on your dash. It will be on the left side of your steering wheel. There should be pictures of light bulbs on it. Can you check to see if it is set on the symbol that looks like a bullet with dots behind it?

[REDACTED] [8:22:37 PM]:

I am inside the house now, I will go get in the car, hold on.

Melissa [8:23:07 PM]:

Thank you. If it is not on that symbol, which symbol is it on?

[REDACTED] [8:24:06 PM]:

I just asked my husband and he said yes it is

Melissa [8:24:49 PM]:

Thank you. Is it the bullet or the outline of the bullet with the dots? I am sorry. I did not realize when I asked you that there are two different bullet symbols on that knob.

[REDACTED] [8:26:30 PM]:

my husband said he has tried it in all positionbs, Should we go to the car?

[REDACTED] [8:28:26 PM]:

We are in the car

Melissa [8:28:55 PM]:

That is alright. If he has tried it in all positions and it is not working, then it is not the knob. The filled-in bullet with the dots behind it is the automatic setting. This turns the lights on automatically when it gets to a certain level of darkness. If they are not working on that setting, then it is a problem elsewhere. Unfortunately, if it is not an issue with the knob, I will not be able to assist. It appears your concern is a higher level of technical than I am trained for. I would recommend taking the vehicle to the dealership when they open tomorrow to have them diagnose the concern. I do apologize for the inconvenience.

[REDACTED] [8:30:14 PM]:

I thank you for your help. My husband seems to think it is a fuse.

Melissa [8:30:42 PM]:

You are welcome. I do apologize that I cannot be of more assistance. Unfortunately, I do not have technical training here.

[REDACTED] [8:31:05 PM]:

Thank you

Melissa [8:31:27 PM]:

Is there anything else I can assist you with?

Melissa [8:34:03 PM]:

I am still available to assist you. Are you still there?

Melissa [8:36:03 PM]:

Due to no response I am going to disconnect the chat. Thank you for contacting GM customer assistance. If you have further questions please contact us by chat or by calling 1-800-222-1020.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

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- 5) Attach the Excel (.xslm) file to the SR
- 6) Attach the PDF file (.pdf) to the A02 SRDS email to the CEMs
- 7) Red 'Clear Form' button
- 8) Complete a new SRDS. Be sure save using the buttons!!

Customer's name (for filename saving purposes):

[REDACTED]

Key Points:

What is the customer's concern?
What help is the customer seeking?
What expectations did you set for the customer?

Customer States – The customer has a \$180 repair quote for an intermittent head lamp switch. He had his vehicle in for other repairs and didn't have this issue before. He knows there is a recall for this issue, but not on his VIN. He feels it was caused by the dealer or a defect. He wants to know if there is any assistance that can be offered or if it could be covered.

Customer Seeks – Cost Assistance or Repair Coverage

CRS Advised – The information will be sent to the CEMs at the dealer and we will work toward a positive resolution. There is nothing guaranteed as far as assistance goes.

Joshua/CAC/WMI/T2

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Customer's preferred phone #:	[REDACTED]
Best time to call customer:	Anytime
Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has diagnosed the current concern
What is the status of the repairs (to address the current concern)?	Repairs have not been scheduled
How many times has vehicle been serviced for this same concern (at any svc location)?	0
How many <u>days</u> has vehicle been inoperable (down) because of this concern?	0
Current status of the vehicle (operable or inoperable)?	Vehicle is currently operable & can be driven
Has customer spent money out-of-pocket as a result of this concern?	Yes
Current mileage (in <u>miles</u>)?	156,000
Bought brand new?	No
<i>(if bought used)</i> Roughly how many <u>miles</u> were on the vehicle at time of purchase?	
<i>(if bought used)</i> Was vehicle bought (used) at a GM Dealership?	
Did customer purchase an Extended Service Contract (GM, Divisional, Aftermarket)?	No

End conversation with the customer here. Complete the rest of the SR Data Share in ACW (After Call Work).

Today's date:	10/21/2015
SR#	[REDACTED]
CAC advisor's name (first & last):	Joshua
CAC advisor's phone #:	(866) 790-5700
CAC advisor's extension #:	5921605
17-digit VIN#:	2G4WE587X6 [REDACTED]
Make:	Buick
Model:	LaCrosse
Model Year:	2006
Is this a high-dollar or premium vehicle?	No
Does this VIN have any <u>active</u> Extended Service Contracts?	No
Does Order Type contain the word "FLEET"?	No
Branded Title?	No
Warranty Block?	No

Warranty Start Date for this VIN: 2/14/2007

(if bought used) Is this a GM Certified pre-owned used vehicle?

Is this the original owner? No

List of GM vehicles owned by this customer:
(including the vehicle they're calling about now)

2006 LaCrosse

Total number of GM vehicles this customer has owned:
(including the vehicle they're calling about now)

1

Customer

[Redacted]
 [Redacted]
 Call Anytime

Vehicle

2006 Buick LaCrosse
 2G4WE587X61 [Redacted]
 Mileage now: 156000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is currently operable & can be driven

Key Points

Customer States – The customer has a \$180 repair quote for an intermittent head lamp switch. He had his vehicle in for other repairs and didn't have this issue before. He knows there is a recall for this issue, but not on his VIN. He feels it was caused by the dealer or a defect. He wants to know if there is any assistance that can be offered or if it could be covered.

Customer Seeks – Cost Assistance or Repair Coverage

CRS Advised – The information will be sent to the CEMs at the dealer and we will work toward a positive resolution. There is nothing guaranteed as far as assistance goes.

Joshua/CAC/WMI/T2

Supporting Factors	Limiting Factors
<p>First time GM buyer (verified)</p> <p>Customer has incurred costs due to this concern</p>	<p>Vehicle is > 8 years old (verified) Vehicle has > 100,000 miles</p>
<p><u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

This customer has purchased these GM vehicles (verified): 2006 LaCrosse

Reference

CAC SR#: [Redacted]
 CAC advisor: Joshua--> (866) 790-5700, Ext # 5921605

General Excel Tips:

Right click on any cell with a comment & choose "Show/Hide Comments" to make the Comment stick (stay visible)
When you're done, Right click the cell with the comment showing & choose "Show/Hide Comments" to make the

Ctrl+C to copy; Ctrl+V to paste; Ctrl+X to cut

If you leave & come back, click inside the cell & pick up at the blinking cursor (to prevent typing on top of what was

Alt+Enter lets you return to the next line inside a cell

Alt + down arrow key will show you the dropdown menu/choices list (do this if you don't like using a mouse)

even when you click away from that cell).
Comment go away (become hidden from immediate view).

is already there)

Hummer

Yes - This V

Unresolved - Customer No - This is

Diagnosed

No

IN has received goodwill or cost assistance

a new SR

CAC SR Data Share

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After completing the SRDS, do this:

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- 6) Attach the PDF file (.pdf) to the A02 SRDS email to the CEMs
- 7) Red 'Clear Form' button
- 8) Complete a new SRDS. Be sure save using the buttons!!

Customer's name (for filename saving purposes):

[Redacted]

Key Points:

Customer sts: Headlights are not coming on manually. The issue started Sunday evening 10/25/15. Vehicle is at Lynn Smith Chevrolet now. Cust states that vehicle has had electrical issues in the past. He also found a recall notice online (Recall 14291) and thinks it is related to this.

What is the customer's concern?

What help is the customer seeking?

What expectations did you set for the customer?

Customer sks: Vehicle to be repaired and cost assist for repair.

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SA adv: Apologized for the concern. Verified cust info, involved dlr, and mileage. Explained that recalls are VIN specific. Will partner with CEM, Chuck Clark and explained his role. CEM or SA will contact cust in 1-2 business days.

Faye P/WMI/CAC Tier 2

Customer's preferred phone #:	[REDACTED]
Best time to call customer:	Anytime
Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has NOT diagnosed current concern
What is the status of the repairs (to address the current concern)?	Repairs have not been scheduled
How many times has vehicle been serviced for this same concern (at any svc location)?	0
How many <u>days</u> has vehicle been inoperable (down) because of this concern?	3
Current status of the vehicle (operable or inoperable)?	Vehicle is currently inoperable/down
Has customer spent money out-of-pocket as a result of this concern?	No
Current mileage (in <u>miles</u>)?	53,000
Bought brand new?	No
<i>(if bought used)</i> Roughly how many <u>miles</u> were on the vehicle at time of purchase?	26,000
<i>(if bought used)</i> Was vehicle bought (used) at a GM Dealership?	No
Did customer purchase an Extended Service Contract (GM, Divisional, Aftermarket)?	No

End conversation with the customer here. Complete the rest of the SR Data Share in ACW (After Call Work).

Today's date:	10/27/2015
SR#:	[REDACTED]
CAC advisor's name (first & last):	Faye Proud
CAC advisor's phone #:	(866) 790-5600
CAC advisor's extension #:	5913493
17-digit VIN#:	1GKDS13S18 [REDACTED]
Make:	GMC
Model:	Envoy
Model Year:	2008
Is this a high-dollar or premium vehicle?	No
Does this VIN have any <u>active</u> Extended Service Contracts?	No
Does Order Type contain the word "FLEET"?	No
Branded Title?	No
Warranty Block?	No

Warranty Start Date for this VIN:	8/26/2008
<i>(if bought used)</i> Is this a GM Certified pre-owned used vehicle?	No
Is this the original owner?	No
<u>List</u> of GM vehicles owned by this customer: <i>(including the vehicle they're calling about now)</i>	2008-Envoy
Total <u>number</u> of GM vehicles this customer has owned: <i>(including the vehicle they're calling about now)</i>	1

Customer

[Redacted]
 ([Redacted])
 Call Anytime

Vehicle

2008 GMC Envoy
 1GKDS13S182 [Redacted]
 Mileage now: 53000 mi

Status of vehicle/concern

A GM Dealer has NOT diagnosed current concern
 Repairs have not been scheduled
 Vehicle is currently inoperable/down

Key Points

Customer sts: Headlights are not coming on manually. The issue started Sunday evening 10/25/15. Vehicle is at Lynn Smith Chevrolet now. Cust states that vehicle has had electrical issues in the past. He also found a recall notice online (Recall 14291) and thinks it is related to this.

Customer sks: Vehicle to be repaired and cost assist for repair.

SA adv: Apologized for the concern. Verified cust info, involved dlr, and mileage. Explained that recalls are VIN specific. Will partner with CEM, Chuck Clark and explained his role. CEM or SA will contact cust in 1-2 business days.

Faye P/WMI/CAC Tier 2

Supporting Factors	Limiting Factors
<p>First time GM buyer (verified)</p> <p>Vehicle was inop/down due to this concern: 3 day(s)</p>	
<p><u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

Approximate # of miles on the vehicle when customer purchased it (used): 26000 mi

This customer has purchased these GM vehicles (verified): 2008-Envoy

Reference

CAC SR#: [Redacted]
 CAC advisor: Faye Proud--> (866) 790-5600 , Ext # 5913493

General Excel Tips:

Right click on any cell with a comment & choose "Show/Hide Comments" to make the Comment stick (stay visible)
When you're done, Right click the cell with the comment showing & choose "Show/Hide Comments" to make the

Ctrl+C to copy; Ctrl+V to paste; Ctrl+X to cut

If you leave & come back, click inside the cell & pick up at the blinking cursor (to prevent typing on top of what was

Alt+Enter lets you return to the next line inside a cell

Alt + down arrow key will show you the dropdown menu/choices list (do this if you don't like using a mouse)

even when you click away from that cell).
Comment go away (become hidden from immediate view).

is already there)

Hummer

Yes - This V

Unresolved - Customer No - This is

Diagnosed

No

IN has received goodwill or cost assistance

a new SR

Connecting.....A live chat agent is now entering the chat.

Caller English

System [3:56:35 PM]:

Welcome to chat.

Melissa [3:56:53 PM]:

Thank you for contacting Chevrolet Customer Assistance, [REDACTED] My name is Melissa, how may I assist you today?

Melissa [3:59:35 PM]:

I am available to help you with any questions. I just want to make sure you are still there.

[REDACTED] [3:59:50 PM]:

Yes i have a 2007 chevy trailblazer that the low beams keep going out sporadically and coming back on. However the high beams will work when off

Melissa [4:00:59 PM]:

I am sorry to hear that you are experiencing these issues with your vehicle. Could you please provide me with your VIN and vehicle mileage?

[REDACTED] [4:01:19 PM]:

I am wondering if this is something that was recalled as i have read online that there are quite a few with this problem. Also the interior lights don't always come on when you open the door, the doors do not ding when open and my radio power is also spordiac.

[REDACTED] [4:01:42 PM]:

1GNDT13S67 [REDACTED] around 135,000

Melissa [4:02:13 PM]:

I can understand how frustrating things like this can be, have you had your vehicle in to a dealership within the last sixty days to be diagnosed?

[REDACTED] [4:03:54 PM]:

My mother also owns a chevy tahoe and seems to also have lots of electrical issues with her car. I didn't know if this is something common with chevy vehichles. And yes i have they said i need to bring it in while it is doing it and i only know about it at night and its sporadic so i don't think they will be able to diagnois it.

Melissa [4:04:46 PM]:

There are currently no recalls on your vehicle. When was the last time you were at the dealership for these issues?

[REDACTED] [4:05:30 PM]:

within the last six months and they couldn't find any thing.

[REDACTED] [4:07:13 PM]:

to be honest i had to have the electrical switch fixed that was under warranty/recall due to electrical malfunction. I can honestly say as much electrical trouble as i have had i won't be looking for a chevy vehicle when i buy a new one.

Melissa [4:09:19 PM]:

Unfortunately, we do need to have the vehicle at the dealership within the last sixty days in order to move further with this case. Would you like for me to locate your local dealership's phone number so that we can attempt to diagnose the vehicle? At that point, if the dealership cannot duplicate the issues, you can call us or chat back in to speak with a senior adviser. We would then be able to move on to more resources to have your vehicle diagnosed and fixed.

[REDACTED] [4:10:11 PM]:

ok i will look into that. do i need to reference anything when i contact you

Melissa [4:10:55 PM]:

Yes, you will need to reference your case number. Could I please gather some information from you so that I can complete the documentation?

[REDACTED] [4:11:45 PM]:

sure

Melissa [4:11:57 PM]:

What is the name of the dealer you have been working alongside in trying to diagnose your vehicle?

[REDACTED] [4:12:26 PM]:

Vaughn Automotive

Melissa [4:13:18 PM]:

Thank you for that information. Also, could I please have your e-mail address, your mailing address, and your phone number?

[REDACTED] [4:14:56 PM]:

[REDACTED], [REDACTED] Ottumwa, IA [REDACTED]

Melissa [4:16:30 PM]:

Thank you for that information. Your case number is [REDACTED]. If you would like for me to locate your local dealership's phone number for you, I will only require your zip code.

[REDACTED] [4:17:16 PM]:

I have it thank you.

Melissa [4:17:38 PM]:

You're welcome. Is there anything else I may assist you with today, Angie?

[REDACTED] [4:19:01 PM]:

no thank you

Melissa [4:19:20 PM]:

Thank you for chatting in today! Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m., and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [6:56:11 PM]:

Welcome to chat.

Gabrielle [6:56:29 PM]:

Thank you for contacting Chevrolet Customer Assistance, [REDACTED]s! My name is Gabrielle. How can I assist you today?

[REDACTED] [6:57:05 PM]:

I have a ? regarding my 2004 chevy trailblazer and the headlights, concerned about any recalls

Gabrielle [6:57:47 PM]:

I am more than happy to look into that information for you. Can you provide me with your VIN?

[REDACTED] [6:59:50 PM]:

1GNDT13S64 [REDACTED]

Gabrielle [7:00:37 PM]:

Thank you for that. There are no recalls on your vehicle.

[REDACTED] [7:01:32 PM]:

DO YOU know if there are any problem with the headlights and the module?

Gabrielle [7:02:14 PM]:

I have not heard of any issues with the headlights sir. I would suggest having your vehicle diagnosed by a Chevrolet Dealership. Would you like me to locate a dealership for you?

Gabrielle [7:05:10 PM]:

I am still available is there anything I can assist you with today?

[REDACTED] [7:05:43 PM]:

nope bye

[REDACTED] [7:05:55 PM]:

bye thanks

Gabrielle [7:06:29 PM]:

Thank you for contacting Chevrolet Customer Assistance. Have a good evening.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Product Assistance Center
Preliminary Technical Consultant Report

Date: 12/1/2015

VIN: 1GNDDT13S722 [REDACTED]

SR #: [REDACTED]

Customer Name: [REDACTED]

PAC Advisor: Rosa Barr [REDACTED]

Report/Recommendation:

Based upon available information, the customer's statements, and photos, it appears that the origin of the fire is consistent with field action 14291. 14291 is not associated with this vehicle. The customer did not identify any headlamp-related issues prior to the incident. The customer stated the incident occurred on 11/15/2015 and the vehicle mileage is stated as 109,000.

Based on the available information, it is recommended that the vehicle be repurchased or repaired as appropriate. All charges for the repair or repurchase are to be made against the Labor Code for Field Action 14291.

If any additional information becomes available, this report may be revised.

Mickey Sabol
PAC Technical Consultant

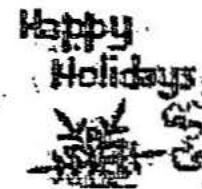


0901 [Redacted]
Chesterfield, VA



RICHMOND VA 230

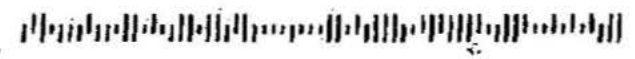
12 DEC 2015 PM 3 L



RECEIVED DEC 18 21

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

48232517070



RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER: [REDACTED]

KNOW ALL MEN BY THESE PRESENTS:

The undersigned, [REDACTED] being of lawful age, as buyer(s) of a certain 2002 Chevrolet TrailBlazer bearing Vehicle Identification Number 1GNDT13S7[REDACTED]2 (hereinafter referred to as "Vehicle"), for the sole consideration of Two Thousand Six Hundred Eighty Three dollars, \$2683.00 to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge General Motors LLC, and its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releases", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the 15th Day of November in 2015 at or near Route 10 in Chesterfield, VA.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releases deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

It is understood and agreed that this Release is intended to cover, and does cover, without limitation, claims which are known and unknown, claims for known and unknown injuries, and/or damage claims for anticipated or unanticipated injuries and/or damage; and claims for expected or unexpected consequences of injuries and/or damages, which have resulted or may result from any alleged conduct, acts, or omissions of any of the Releases.

It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releases from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about Route 10 in Chesterfield, VA, including actual damages, actual attorney's fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releases by any person whatsoever.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

FILE NUMBER [REDACTED]

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT, IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

CAUTION: READ BEFORE SIGNING

[REDACTED] _____
CUSTOMER PRINTED NAME

[REDACTED] _____
CUSTOMER SIGNATURE

CUSTOMER PRINTED NAME

CUSTOMER SIGNATURE

State of Virginia }

County of Chesterfield }

On the 7th day of December, 2015, before me personally appeared
[REDACTED] _____ to me known to be

the person(s) named herein and who executed the foregoing Release and he/she/they acknowledged to me that he/she/they voluntarily executed the same.



My term expires January 31, 2018

[Signature]
Notary Public

Good afternoon,

Dear Jeffrey Parlier,

Attached please find the Release form which must be signed and notarized. You will email a copy to me and mail the original to: Chevrolet, P.O. Box 33170, Detroit, MI 48232-5170.

I will need copies of the following documents emailed or faxed to me:

1. Copy of the title (on file) – You keep the original
2. Copy of the registration (on file) – You keep the original
3. Copy of your driver's license (on file) – You keep the original
4. Copy of bill of sale (if available) – You keep the original
5. Financial institution name and phone number (if applicable)

If you have any questions please feel free to contact me.

Thank you,

Rosa Barnes

Product Assistance Center

Tel: 866.446.6963 ext 5911582

Fax: 866.281.0324

Hours Monday - Friday 8am-5pm Eastern

RE: SR [REDACTED] Parlier Vehicle Melt Fuse Block

Jeff Parlier <jgp237@msn.com>

Tue 2015-11-24 09:32

To Rosa Barnes (C) <rosa.barnes@gm.com>;

Rosa,

I tried to send several pictures to you yesterday by email. Please verify if you received and if they meet your requirements if so.

Thanks,

Jeff Parlier

From: rosa.barnes@gm.com
To: jgp237@msn.com
Subject: SR [REDACTED] 2 Parlier Vehicle Melt Fuse Block
Date: Mon, 23 Nov 2015 15:53:32 +0000

Good morning,

We need proof of ownership title, registration and driver license. We need the following pictures driver (left) side exterior, passenger (right) side exterior, front exterior, rear exterior, image of concern & affected area, close-up image of concern, vehicle certification label with VIN visible, add additional photos as necessary and the engine compartment.

Please call me if you have any questions.

Thank you,

Rosa Barnes

Product Assistance Center

Tel: 866.446.6963 ext 5911582

Fax: 866.281.0324

Hours Monday - Friday 8am-5pm Eastern

rosa.barnes@gm.com



Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

New - Fire Case SR# [REDACTED]

Rosa Barnes (C)

Wed 2015-11-25 11:54

To Mickey Sabol <mickey.sabol@gm.com>;

Cc Kimberly Horvath (C) <kimberly.horvath@gm.com>;

Good morning,

Type of case	Fire Case	Case Summary
Status	New	Allegation; Customer had been driving the vehicle for about 25 minutes at 45 miles per hour. During the drive he smelled something burning but did not think it was his vehicle. When he arrived home he realized that it was his vehicle. He opened the hood to find smoke coming from the fuse block. He removed the fuse block cover to find that the relay had melted. Photos are attached
SR Number	[REDACTED]	
Customer Name (Last name/First Name)	[REDACTED]	
Year/Make/Model	2002 Chevrolet TrailBlazer	
VIN	1GNDDT13S72 [REDACTED]	
Incident Date	11/15/2015	
Purchase Date	9 years ago	
Titled in who's name	[REDACTED]	
Purchase Price	Unknown	
Open/Closed Recalls (If closed include closed Transaction History)	Noncompliance Recall N030012 03012 TRANSMISSION SHIFT LOCK AND IGNITION KEY REMOVAL OVERRIDE COMPLIANCE 05/21/2003 Closed Product Safety Recall N040087 04087 TAIL LAMPS/STOP LAMPS 11/16/2004 Closed	

<i>Product Safety Recall N040005 04005 WINDSHIELD WIPER MOTOR FAILURE 07/06/2004 Closed</i>	
<i>09/20/2005 061106 ZFAT----Field Action Recall V1265 - 04087 - Inspect and Replace One or Both Tail Lamp Circuit Boards and Lamps 14,817 MI</i>	
<i>08/06/2004 293709 ZFAT----Field Action Recall V1115 - 04005 - Inspect WSW Module and Install Seal Assembly 5,252 MI</i>	
<i>08/07/2003 263692 ZFAT----Field Action Recall V0994 - 03012-INSTALL PLUG AND REMOVE OVERRIDE LEVER 3,704 MI</i>	
Mileage	109,000
Purchased From	Third party
Vehicle Insured	Yes
MSRP/KBB (Trade-in Good Value)	\$2,683.00
Loaner Vehicle (yes/no from drop down and enter date issued)	No
Additional Information as requested by TC/TL	

Rosa Barnes

Product Assistance Center

Tel: 866.446.6963 ext 5911582

Fax: 866.281.0324

Hours Monday - Friday 8am-5pm Eastern

rosa.barnes@gm.com











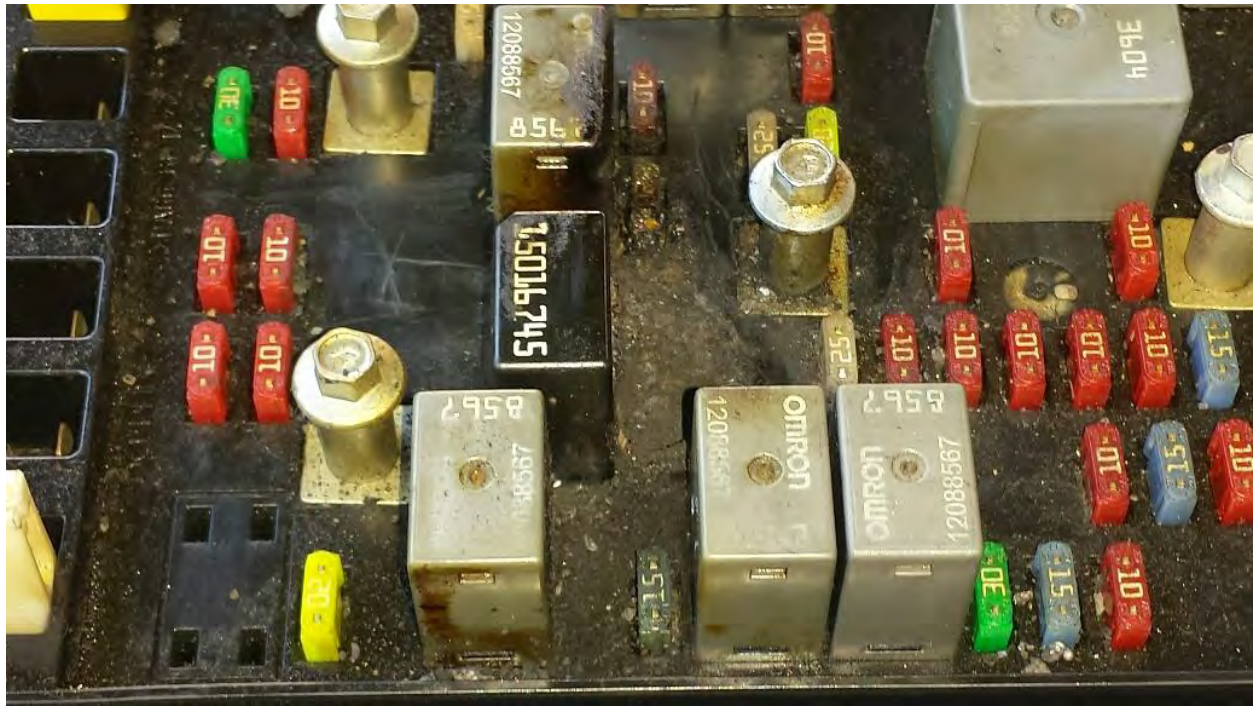




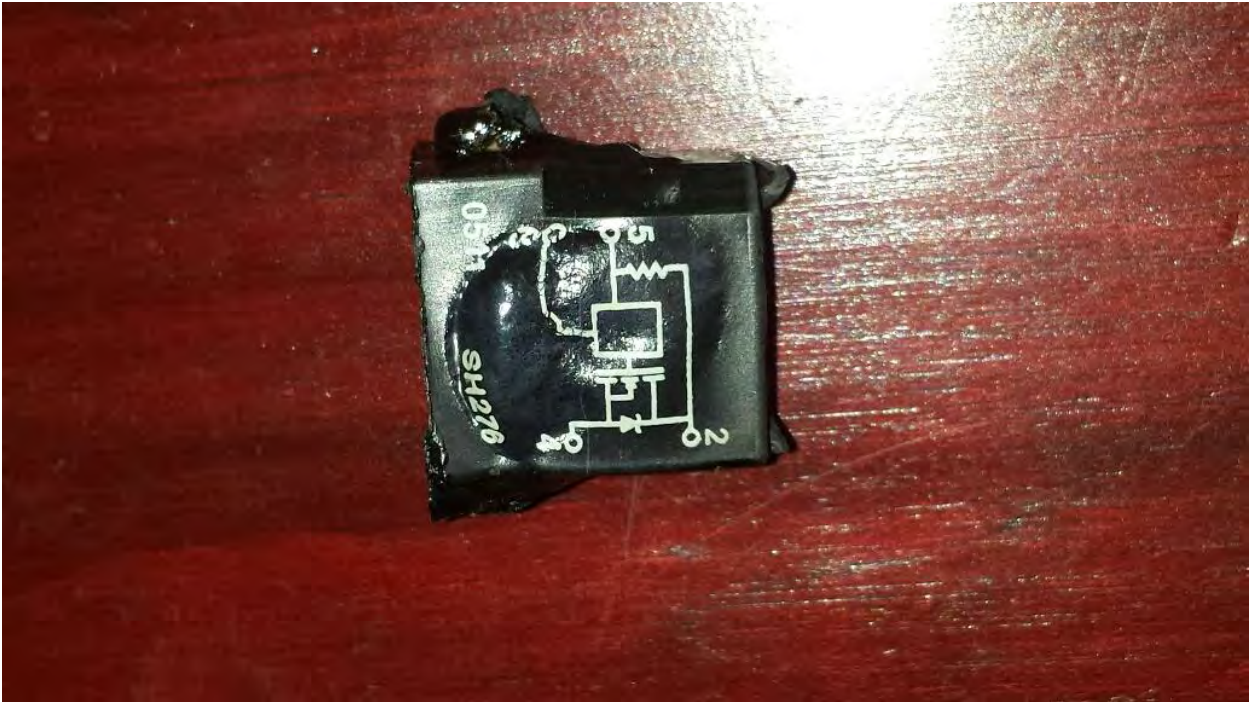








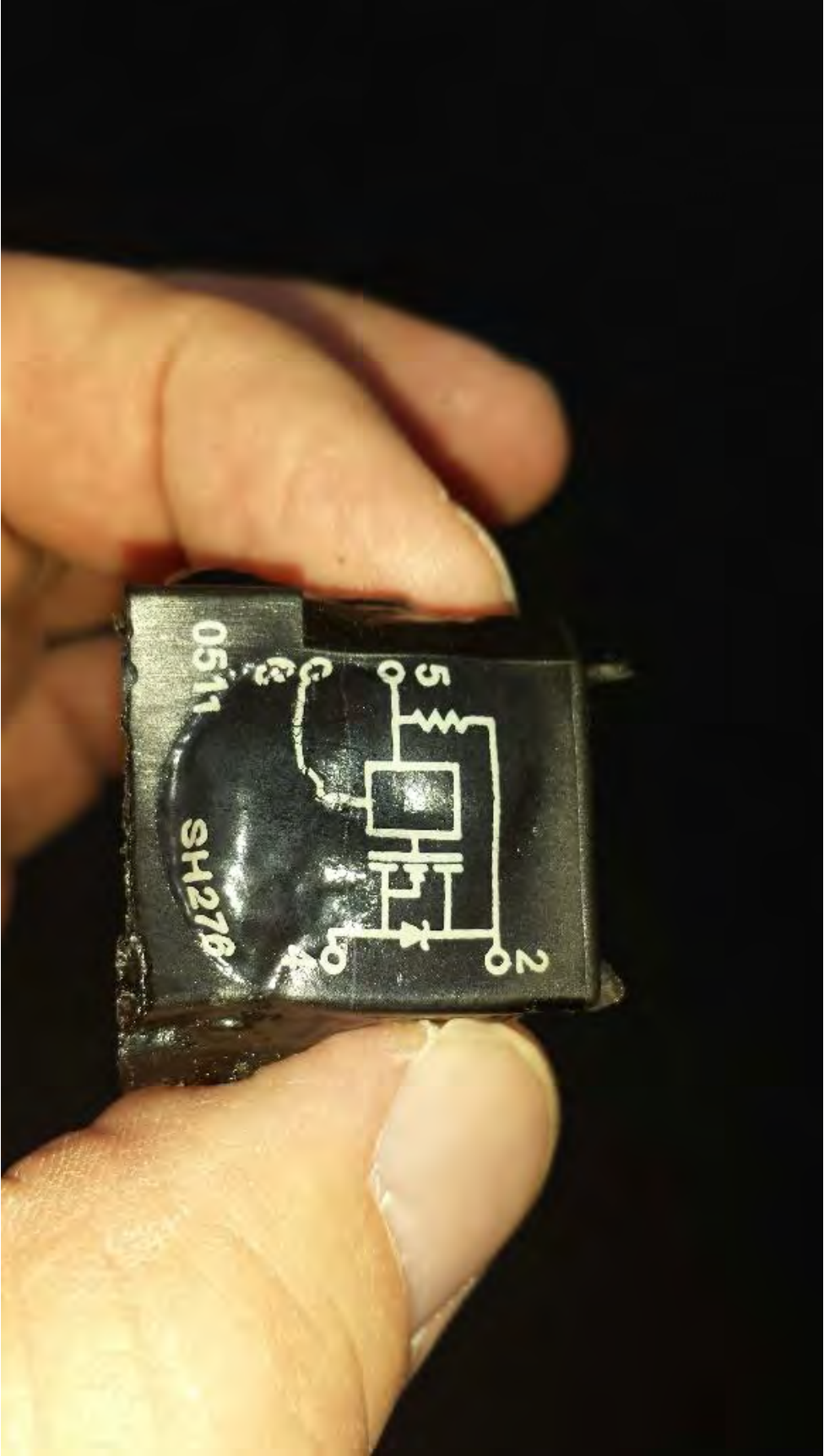
















0511 SH276

















RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER: [REDACTED]

KNOW ALL MEN BY THESE PRESENTS:

The undersigned, [REDACTED] being of lawful age, as buyer(s) of a certain **2002 Chevrolet TrailBlazer** bearing Vehicle Identification Number **1GNDDT13S72[REDACTED]** (hereinafter referred to as "Vehicle"), for the sole consideration of **Two Thousand Six Hundred Eighty Three** dollars, **\$2683.00** to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge **General Motors LLC**, and its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releases", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the **15th Day of November in 2015** at or near **Route 10 in Chesterfield, VA**.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releases deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

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It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releases from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about **Route 10 in Chesterfield, VA**, including actual damages, actual attorney's fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releases by any person whatsoever.

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FILE NUMBER [REDACTED]

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT, IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

CAUTION: READ BEFORE SIGNING

[REDACTED] _____ [REDACTED] _____
CUSTOMER PRINTED NAME CUSTOMER SIGNATURE

CUSTOMER PRINTED NAME CUSTOMER SIGNATURE

State of Virginia }
County of Charlottesville }

On the 7th day of December, 2015, before me personally appeared
Amy C. Parker to me known to be
the person(s) named herein and who executed the foregoing Release and he/she/they acknowledged to me
that he/she/they voluntarily executed the same.



My term expires January 31, 2018

[Signature]
Notary Public

SR [REDACTED] Repurchase Assistance Requested

Rosa Barnes (C)

Tue 2015-12-08 09:59

To John Kinton (Heritage Chevrolet Inc.) <jkinton@heritagechevrolet.com>;

Good morning,

This is Rosa with General Motors Business Resource Center Product Assistance Claims department; this is in regards to a customer Jeffrey Parlier, SR # [REDACTED] 2, VIN 1GNDT13S722 [REDACTED]. The customer alleges that the fuse block melted.

Our fire technical consultant has reviewed the case and made the recommendation to repurchase the vehicle in the amount of \$2683. We would like to have the vehicle towed to your dealership for this repurchase process that is completely handled on our end.

Once it is confirmed that the vehicle is at your dealership the case is escalated to our repurchase team. A repurchase agent will contact you and the customer to provide further instructions regarding the repurchase process.

The customer information is:

Customer Name: [REDACTED]

Vehicle YMM: 2002 Chevrolet TrailBlazer

SR Number: [REDACTED]

VIN: 1GNDT13S722 [REDACTED]

Allegation: Fuse block melt

Please call me if you have any questions.

Thank you,

Rosa Barnes

Product Assistance Center

Tel: 866.446.6963 ext 5911582

Fax: 866.281.0324

Hours Monday - Friday 8am-5pm Eastern

rosa.barnes@gm.com



Re: Second Request SR [REDACTED] P [REDACTED] Repurchase Assistance Requested

Rosa Barnes (C)

Mon 2015-12-14 11:03

To John Kinton (Heritage Chevrolet Inc.) <jkinton@heritagechevrolet.com>;

Good morning,

Thank you our repurchase team will contact you in 24-48 business hours with more information.

Thank you,

Rosa Barnes
Product Assistance Center
Tel: 866.446.6963 ext 5911582
Fax: 866.281.0324
Hours Monday - Friday 8am-5pm Eastern
rosa.barnes@gm.com

From: John Kinton <jkinton@heritagechevrolet.com>

Sent: Monday, December 14, 2015 06:41

To: Rosa Barnes (C)

Subject: RE: Second Request SR [REDACTED] [REDACTED] Repurchase Assistance Requested

We do have the car

-----Original Message-----

From: Rosa Barnes (C) [<mailto:rosa.barnes@gm.com>]

Sent: Saturday, December 12, 2015 11:12 AM

To: John Kinton (Heritage Chevrolet Inc.) <jkinton@heritagechevrolet.com>

Cc: Michael Toohey (Heritage Chevrolet Inc.) <mtoohey@heritagechevrolet.com>

Subject: Fw: Second Request SR [REDACTED] Repurchase Assistance Requested

Good morning,

Please confirm that the vehicle is at your dealership.

The customer information is:

Customer Name [REDACTED] Vehicle YMM: 2002 Chevrolet
TrailBlazer SR Number: [REDACTED]
VIN: 1GNDT13S72 [REDACTED]

Thank you,
Rosa Barnes
Product Assistance Center
Tel: 866.446.6963 ext 5911582
Fax: 866.281.0324
Hours Monday - Friday 8am-5pm Eastern

rosa.barnes@gm.com <<mailto:rosa.barnes@gm.com>>

[https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcTOoXwIPuW6EK9zFnw8Md-mAnjS_EhlaxkmjeDMwJhZsPope8-qcggishQ] <http://www.google.com/url?url=http://merriamassociates.com/2010/11/general-motors-a-reorganized-brand-architecture-for-a-reorganized-company/&rct=j&frm=1&q=&esrc=s&sa=U&ei=X-yrVNq1D8ehyASB84GoAw&ved=0CBoQ9QEwAg&usg=AFQjCNG_MNGDHg7RARbpKADEbP9kpT_iA> <http://www.google.com/url?url=http://luciddesigngroup.com/blogs/gm-joins-does-better-buildings-better-plants-challenge/&rct=j&frm=1&q=&esrc=s&sa=U&ei=_urVKONBsuoyATC6ICoAw&ved=0CBoQ9QEwAg&usg=AFQjCNHd2ZR_oSBGxSh_M67u65fd0xAxXQ>

From: Rosa Barnes (C)
Sent: Thursday, December 10, 2015 14:30
To: John Kinton (Heritage Chevrolet Inc.)
Cc: Michael Toohey (Heritage Chevrolet Inc.)
Subject: Second Request SR [REDACTED] Parlier Repurchase Assistance Requested

Good afternoon,

This is Rosa with General Motors Business Resource Center Product Assistance Claims department; this is in regards to a customer Jeffrey Parlier, SR # [REDACTED] VIN 1GNDT13S722 [REDACTED]. The customer alleges that the fuse block melted.

Our fire technical consultant has reviewed the case and made the recommendation to repurchase the vehicle in the amount of \$2683. We would like to have the vehicle towed to your dealership for this repurchase process that is completely handled on our end.

Once it is confirmed that the vehicle is at your dealership the case is escalated to our repurchase team. A repurchase agent will contact you and the customer to provide further instructions regarding the repurchase process.

The customer information is:

Customer Name: Jeffrey Parlier / 804-513-1401 Vehicle YMM: 2002 Chevrolet TrailBlazer SR Number [REDACTED]
VIN: 1GNDT13S72 [REDACTED]
Allegation: Fuse block melt

Please call me if you have any questions.

Thank you,
Rosa Barnes
Product Assistance Center
Tel: 866.446.6963 ext 5911582
Fax: 866.281.0324
Hours Monday - Friday 8am-5pm Eastern

rosa.barnes@gm.com <<mailto:rosa.barnes@gm.com>>

[https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcTOoXwIPuW6EK9zFnw8Md-mAnjS_EhlaxkmjeDMwJhZsPope8-qcggishQ] <http://www.google.com/url?url=http://merriamassociates.com/2010/11/general-motors-a-reorganized-brand-architecture-for-a-reorganized-company/&rct=j&frm=1&q=&esrc=s&sa=U&ei=X-yrVNq1D8ehyASB84GoAw&ved=0CBoQ9QEwAg&usg=AFQjCNG_MNGDHg7RARbpKADEbP9kpT_iA> <http://www.google.com/url?url=http://luciddesigngroup.com/blogs/gm-joins-does-better-buildings-better-plants-challenge/&rct=j&frm=1&q=&esrc=s&sa=U&ei=_-urVKONBsuoyATC6ICoAw&ved=0CBoQ9QEwAg&usg=AFQjCNHd2ZR_oSBGxSh_M67u65fd0xAxXQ>

From: Rosa Barnes (C)
Sent: Tuesday, December 08, 2015 09:59
To: John Kinton (Heritage Chevrolet Inc.)
Subject: SR [REDACTED] Parlier Repurchase Assistance Requested

Good morning,

This is Rosa with General Motors Business Resource Center Product Assistance

Claims department; this is in regards to a [REDACTED] R # [REDACTED] 2, VIN 1GNDDT13S722 [REDACTED]. The customer alleges that the fuse block melted.

Our fire technical consultant has reviewed the case and made the recommendation to repurchase the vehicle in the amount of \$2683. We would like to have the vehicle towed to your dealership for this repurchase process that is completely handled on our end.

Once it is confirmed that the vehicle is at your dealership the case is escalated to our repurchase team. A repurchase agent will contact you and the customer to provide further instructions regarding the repurchase process.

The customer information is:

Customer Name: [REDACTED] YMM: 2002 Chevrolet
TrailBlazer SR Number: [REDACTED]
VIN: 1GNDDT13S722 [REDACTED]
Allegation: Fuse block melt

Please call me if you have any questions.

Thank you,
Rosa Barnes
Product Assistance Center
Tel: 866.446.6963 ext 5911582
Fax: 866.281.0324
Hours Monday - Friday 8am-5pm Eastern

rosa.barnes@gm.com <<mailto:rosa.barnes@gm.com>>

[https://encrypted-tbn2.gstatic.com/images?q=tbn:ANd9GcTOoXwIPuW6EK9zFnw8Md-mAnjS_EhlaxkmjeDMwJhZsPope8-qcggishQ] <http://www.google.com/url?url=http://merriamassociates.com/2010/11/general-motors-a-reorganized-brand-architecture-for-a-reorganized-company/&rct=j&frm=1&q=&esrc=s&sa=U&ei=X-yrVNq1D8ehyASB84GoAw&ved=0CBoQ9QEwAg&usg=AFQjCNG_MNGDHg7RARbpKADEbP9kpT_iA> <http://www.google.com/url?url=http://luciddesigngroup.com/blogs/gm-joins-does-better-buildings-better-plants-challenge/&rct=j&frm=1&q=&esrc=s&sa=U&ei=-_urVKONBsuoyATC6ICoAw&ved=0CBoQ9QEwAg&usg=AFQjCNHd2ZR_oSBGxSh_M67u65fd0xAxXQ>

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



Wednesday, December 16, 2015
Amy Colleen Parlier
6901 Bluff Ridge Court
Chesterfield, VA 23838

Straight Settlement Letter

Subject: Repurchase of 2002 Chevrolet TrailBlazer
VIN: 1GNDDT13S72 [REDACTED]
Ref [REDACTED]

We regret that you are dissatisfied with your 2002 Chevrolet TrailBlazer, VIN 1GNDDT13S72 [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **\$2,683.00**. This offer was calculated by using the following figures:

Total Amount to Customer	\$2,683.00
---------------------------------	-------------------

The requirements of the straight repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*)
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document to fax number 866-802-6668 by Monday December 21, 2015

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

* [REDACTED]



December 16, 2015

Dealer Confirmation Letter-Straight

HERITAGE CHEVROLET, INC.
12420 JEFFERSON DAVIS HWY
CHESTER, VA 23831

Subject: 2002 Chevrolet TrailBlazer
Customer [REDACTED]
VIN: 1GNDDT13S722 [REDACTED]
Ref [REDACTED]

Dear John Kinton -Service Manager:

General Motors will issue a check in the amount of \$2683.00 made payable to Amy Colleen Parlier. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Monday December 21, 2015. If you have any questions you may reach me at .

HERITAGE CHEVROLET, INC. 113737 Management Agent's Signature and Title.

HERITAGE CHEVROLET, INC. 113737 Management Agent's Printed Name and Title.

* [REDACTED]



Case Number: [REDACTED]

Originator Name: Rosa Barnes 866-790-5600x11582 rosa.barnes@gm.com

Created Date: 12/14/2015

Vehicle Info

*VIN:	1GNDT13S7224 [REDACTED]	MSRP:	0.0	*TAC #:	N/A
Year:	2002	Make:	Chevrolet	Model:	TrailBlazer

Vehicle Comments & TAC Explanation:

Vehicle fire in the fuse block repairs exceeds the vehicle of the vehicle.

*Date Reviewed with Customer:	12/01/2015	*Repurchase Mileage:	109000
Original Purchase Date:	01/01/1900	* Original Purchase Condition:	Used

Vehicle Owner(s)

Entity Type	Person	* Title State:	VA
* Names(s) on Title	[REDACTED]	* State	MI
* Primary Owner:	[REDACTED]	* ZIP Code:	[REDACTED]
* Address	[REDACTED]	* Home Phone:	[REDACTED]
* City	Chesterfield	* Cell Phone:	[REDACTED]
* Day Phone:	[REDACTED]	* Fax Phone:	
* E-mail:	[REDACTED]		

*** Reason Repurchase** Vehicle fire in the fuse block

UCC Codes (N0410) Electrical - Fuse Block / Fuses / Relays - Melt

Vehicle Lien Holder

Type of Secured Interest:	Unknown	* Company:		Account #:	
Contact or Attention:					
Address					
City		State		ZIP Code:	
Day Phone:		Fax:		E-mail:	

Original Selling Dealer

* Dealer #:	113737	Dealer Name:	HERITAGE CHEVROLET, INC.		
Region:	30	District:	3116		
* Phone:	(804) 748-6461	Fax:	(804) 796-4850		
* Contact Name:	John Kinton	* Contact Title	Service Manager	E-Mail:	jkinton@heritagec..

Repurchasing Dealer:

Repair	-	* Contact Title:	
* Contact Name:			

Vehicle Location: -



Case Number: [REDACTED]
Originator Name: Rosa Barnes 866-790-5600x11582 rosa.barnes@gm.com
Created Date: 12/14/2015

Transaction Details

Siebel Request #: [REDACTED] * **Disposition:** Scrap
State: VA * **Type:** Straight Repurchase
Source: PAC Product Asst Claims Dept
Replacement VIN: -
Compliance Date: * **Compliance Type:**
MSRP: 0.0 * **Order #:**

Repurchase: The vehicle is being repurchase for \$2683
 * **Processing Instructions:**

Disposition: The vehicle is to be scrapped after repurchase
 * **Processing Instructions:**

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

DMVVD164 RG200P3 5492



VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-0 (REV 07/12)

Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date	
[REDACTED]	1GNDT13S72246 [REDACTED]	01/24/15	[REDACTED]	PASI		02/29/16	
Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use	Axles
CHEVROLET	TRAILBLAZER	SPORT UTILITY	2002	BLU	GAS	PRIVATE	2
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GVWR	GCWR	Unit #
02/09/05	5477 ACTUAL	Y	4628				

[REDACTED]
CHESTERFIELD VA [REDACTED]

CHESTERFIELD COUNTY

CMA 200
INTNET



Y

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

RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER [REDACTED]

KNOW ALL MEN BY THESE PRESENTS:

The undersigned, [REDACTED] being of lawful age, as buyer(s) of a certain **2002 Chevrolet TrailBlazer** bearing Vehicle Identification Number **1GNDDT13S7[REDACTED]** (hereinafter referred to as "Vehicle"), for the sole consideration of **Two Thousand Six Hundred Eighty Three** dollars, **\$2683.00** to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge **General Motors LLC**, and its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releases", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the **15th Day of November in 2015** at or near **Route 10 in Chesterfield, VA**.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releases deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

It is understood and agreed that this Release is intended to cover, and does cover, without limitation, claims which are known and unknown, claims for known and unknown injuries, and/or damage claims for anticipated or unanticipated injuries and/or damage; and claims for expected or unexpected consequences of injuries and/or damages, which have resulted or may result from any alleged conduct, acts, or omissions of any of the Releases.

It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releases from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about **Route 10 in Chesterfield, VA**, including actual damages, actual attorney's fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releases by any person whatsoever.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

FILE NUMBER: 8-1666618742

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT, IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

CAUTION: READ BEFORE SIGNING

[REDACTED] [REDACTED]
CUSTOMER PRINTED NAME CUSTOMER SIGNATURE

CUSTOMER PRINTED NAME CUSTOMER SIGNATURE

State of Virginia }
County of Charterfield }

On the 7th day of December, 20 15, before me personally appeared Amy C. Parker to me known to be the person(s) named herein and who executed the foregoing Release and he/she/they acknowledged to me that he/she/they voluntarily executed the same.



My term expires January 31, 2018

[Signature]
Notary Public

COMMONWEALTH OF VIRGINIA

DEPARTMENT OF MOTOR VEHICLES

CERTIFICATE OF TITLE FOR A VEHICLE

KEEP IN SAFE PLACE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

THE DEPARTMENT OF MOTOR VEHICLES, COMMONWEALTH OF VIRGINIA, HEREBY CERTIFIES THAT AN APPLICATION FOR A CERTIFICATE OF TITLE HAS BEEN MADE FOR THE VEHICLE DESCRIBED HEREON PURSUANT TO THE PROVISIONS OF THE MOTOR VEHICLE LAWS OF THIS COMMONWEALTH, THAT THE APPLICANT NAMED ON THE FACE HEREON HAS BEEN DULY RECORDED AS THE LAWFUL OWNER OF SAID VEHICLE, AND THAT, FROM THE STATEMENTS OF THE OWNER AND THE RECORDS ON FILE WITH THIS DEPARTMENT, THE HEREON DESCRIBED VEHICLE IS SUBJECT TO THE SECURITY INTEREST RECORDS ON FILE WITH THIS DEPARTMENT, AND AS DESCRIBED HEREON, IF ANY, THE MOTOR VEHICLE LAWS OF THIS COMMONWEALTH ALSO PROVIDE THAT ALL TITLE AND REGISTRATION INFORMATION IN THE OFFICE OF THE DEPARTMENT OF MOTOR VEHICLES IS PRIVILEGED AND ONLY SUBJECT TO DISSEMINATION TO AUTHORIZED AGENCIES, BUSINESS ORGANIZATIONS OR AGENTS, GOVERNMENTAL ENTITIES AND INDIVIDUALS UNDER THE CONDITIONS SPECIFIED BY MOTOR VEHICLE CODE SECTIONS 46.2-208 AND 46.2-209 AND 46.2-210.

281 AD0433 ORIGINAL

VEHICLE IDENTIFICATION NO. 1GNDT135722	YEAR 2002	MAKE CHEVROLET	VEHICLE BODY SPORT UTILITY
EMPTY WGT. 4628	GROSS WGT. GVWR	GOWR	AXLES 2
FUEL GAS	SALES TAX PAID 665.22	ODOMETER *5477*	DATE ISSUED 03/02/05
OTHER PERTINENT DATA 004611		ODOMETER BRAND ACTUAL	
PRIOR TITLE NO.			

Lienholder name(s) and address(es):
FIRST MARKET BANK LOAN SERVICES
PO BOX 30063
DURHAM NC 27702

THIS IS NOT A TITLE NUMBER

LIEN RELEASE

TITLE DATE

Name(s) and address(es) of vehicle owner(s):
HOLCOMB, AMY COLLEEN
6901 BLUFF RIDGE COURT
CHESTERFIELD VA 23838-8707

A Federal and State law requires that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment. The undersigned hereby certifies that the vehicle described in this title has been transferred to the following (printed name and address of Buyer(s)).

Buyer(s) Name _____
Street _____ City, State, Zip _____

DATE OF SALE _____ SALE PRICE _____

ODOMETER R (No To) _____ Is the actual mileage of _____
12. The odometer read _____

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

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

I am aware of the above odometer certification made by the Seller(s) _____

I am aware of the above odometer certification made by the Buyer(s) _____

DETAACH HERE

Dealer's No. _____ Licensing Jurisdiction _____

DATE 02/09/05	PLATE NUMBER JRL9368	PLATE TYPE PASI	EXPIRATION DATE 02/28/06	DATE 02/09/05	PLATE NUMBER JRL9368	PLATE TYPE PASI	EXPIRATION DATE 02/28/06
CHEVROLET	1GNDT1357224	SPORT UTILI	2002	CHEVROLET	1GNDT1357224	SPORT UTILI	2002
4628		GAS	2	4628		GAS	2
CHESTERFIELD VA				CHESTERFIELD VA			
CHESTERFIELD COUNTY				CHESTERFIELD COUNTY			
281				281			
AD0433				AD0433			
CMA				CMA			

VIRGINIA MOTOR VEHICLE REGISTRATION
This tag must be carried in the motor vehicle when in operation but does not permit transfer to operation of motor vehicle.

Demetrius B. Smith
Commissioner
Department of Motor Vehicles

VIRGINIA MOTOR VEHICLE REGISTRATION
This tag may be carried in the motor vehicle when in operation but does not permit transfer to operation of a motor vehicle. USE THIS POSITION FOR CHANGE OF ADDRESS NOTIFICATION

Demetrius B. Smith
Commissioner
Department of Motor Vehicles

VOID IF ALTERED

Cut along this line for wallet size.

5100507044-10

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
[REDACTED]

Customer Name
[REDACTED]

Worksheet Filled Out By:

Annie

Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

1GNDT13S72 [REDACTED]

Date:

December 16, 2015

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	To calculate usage:	1	Base Price	\$2,683.00	1	Down Pmt / Cap Cost Reduction	\$0.00	
2	Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state	2	Conversion / Upfit cost	\$0.00	2	Pmts (includes 1st month if lease)	\$0.00	
3		3	Reg./Lic./Title Fees	\$0.00	3	Reg/Lic/Title Fees (leases only)	\$0.00	
4		4	State Fees	\$0.00	4	Tax (leases only)	\$0.00	
5		A. USAGE USING L.L. FORMULA	5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00
6	Base Price/Total Repurch Price	\$0.00	6	Sales Tax	\$0.00	6	Other-Explain	\$0.00
7	Mileage	0	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00
9	Usage	\$0.00	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00
10			10	Total Purchase Price	\$2,683.00	10	Total Additions	\$0.00
11	B. USAGE - NEGOTIATED	\$0.00	11			11		
12			12	* Usage/Depreciation	\$0.00	12	* Usage/Depreciation	\$0.00
13			13	Damage	\$0.00	13	Damage	\$0.00
14	C. USAGE USING CENTS/MILE		14	Late charges	\$0.00	14	Late charges	\$0.00
15	Mileage	0	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00
16	Cents per mile	\$0.000	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00
17	Usage	\$0.00	17	Incentives	\$0.00	17	Incentives	\$0.00
18			18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00
19			19	Other-Explain	\$0.00	19	Extended Service Contract	\$0.00
20	D. USAGE-CALIFORNIA ONLY		20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when NOT financed.		21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00
22	"Actual Price Paid" (Base)	\$2,683.00	22	Total Deductions	\$0.00	22	Total Deductions	\$0.00
23	Mileage	0	23			23		
24	Usage	\$0.00	24	Repurchase Subtotal	\$2,683.00	24	Total Refund to Customer	\$0.00
25	OR		25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$0.00
26	Payment/Lease-Used when financed.		26	Total Refund to Customer	\$2,683.00	26	(GMAC=DL quote) good thru xx/xx/xx	
27	"Actual Price Paid" (Pmt/Lease)	\$0.00	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage	0	28	Total Repurchase	\$2,683.00	28	Total Repurchase	\$0.00
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	Usage	\$0.00	30	Estimated Auction Value	\$0.00	30	Estimated Auction Value	\$0.00
31			31	Projected Loss	\$2,683.00	31	Projected Loss	\$0.00
	PURCHASE PRICE (before t/t)	\$ 2,683.00		TRADE ALLOWANCE			PURCHASE PRICE	\$ 2,683.00
	MSRP (FROM BARS INVOICE)	\$ 34,990.00		PAYOFF OF TRADE	\$ -		INCENTIVE* (from BARS)	\$ -
	DIFFERENCE	\$ (32,307.00)		DIFFERENCE	\$ -		OVERALLOWANCE	\$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	\$ 2,683.00
				TRADE ALLOWANCE	\$ -			
				ACV OF TRADE			Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	\$ -		Include GM card points	
				ACV=actual cash value				

CAC SR Data Share

Save XLSM to Desktop

Save PDF to Desktop

Clear Form

After completing the SRDS, do this:

- 1) Grey 'Spellcheck' button to check spelling (at the bottom)
- 2) Blue 'Save XLSM to Desktop' button
- 3) Green 'Save PDF to Desktop' button & CLOSE the PDF file (red x)
- 4) Copy 'Key Points' (pink cell) to new "SR Summary" Comments
- 5) Attach the Excel (.xslm) file to the SR
- 6) Attach the PDF file (.pdf) to the A02 SRDS email to the CEMs
- 7) Red 'Clear Form' button
- 8) Complete a new SRDS. Be sure save using the buttons!!

Customer's name (for filename saving purposes):

[Redacted]

Key Points:

Cust Concern: Have issues with the low beam headlamps, went to the dlr and was quotes \$300 for the repairs

What is the customer's concern?

What help is the customer seeking?

What expectations did you set for the customer?

Cust Sks: Cost Asst

You are empowered to deliver **Exceptional Customer Experiences!**

Crs Adv: Informed the cust that I would contact the CEM at the dealership and she would hear from her in 1-2 business days

Customer's preferred phone #:	[REDACTED]
Best time to call customer:	8am to 5pm eastern
Has the customer had the current concern diagnosed by a GM Dealer?	A GM Dealer has diagnosed the current concern
What is the status of the repairs (to address the current concern)?	Repairs have not been scheduled
How many times has vehicle been serviced for this same concern (at any svc location)?	0
How many <u>days</u> has vehicle been inoperable (down) because of this concern?	0
Current status of the vehicle (operable or inoperable)?	Vehicle is currently operable & can be driven
Has customer spent money out-of-pocket as a result of this concern?	No
Current mileage (in <u>miles</u>)?	95,000
Bought brand new?	No
<i>(if bought used)</i> Roughly how many <u>miles</u> were on the vehicle at time of purchase?	12,363
<i>(if bought used)</i> Was vehicle bought (used) at a GM Dealership?	No
Did customer purchase an Extended Service Contract (GM, Divisional, Aftermarket)?	No

End conversation with the customer here. Complete the rest of the SR Data Share in ACW (After Call Work).

Today's date:	11/16/2015
SR#:	[REDACTED]
CAC advisor's name (first & last):	Langston
CAC advisor's phone #:	(866) 790-5600
CAC advisor's extension #:	5913507
17-digit VIN#:	1GNDS13S3722 [REDACTED]
Make:	Chevrolet
Model:	Trailblazer
Model Year:	2007
Is this a high-dollar or premium vehicle?	No
Does this VIN have any <u>active</u> Extended Service Contracts?	No
Does Order Type contain the word "FLEET"?	Yes
Branded Title?	No
Warranty Block?	No

Warranty Start Date for this VIN:	1/18/2007
<i>(if bought used)</i> Is this a GM Certified pre-owned used vehicle?	
Is this the original owner?	No
<u>List</u> of GM vehicles owned by this customer: <i>(including the vehicle they're calling about now)</i>	2007 Express, 2007 Express, 2007 Trailblazer
Total <u>number</u> of GM vehicles this customer has owned: <i>(including the vehicle they're calling about now)</i>	3

Customer

[Redacted]
 [Redacted]
 Call 8am to 5pm eastren

Vehicle

2007 Chevrolet Trailblazer
 1GNDS13S372 [Redacted]
 Mileage now: 95000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is currently operable & can be driven

Key Points

Cust Concern: Have issues with the low beam headlamps, went to the dlr and was quotes \$300 for the repairs

Cust Sks: Cost Asst

Crs Adv: Informed the cust that I would contact the CEM at the dealership and she would hear from her in 1-2 business days

Supporting Factors	Limiting Factors
Loyal GM customer: 3 GM vehicles purchased (verified)	Vehicle is > 8 years old (verified) Current or former fleet vehicle (verified)
<p><u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

Approximate # of miles on the vehicle when customer purchased it (used): 12363 mi

This customer has purchased these GM vehicles (verified): 2007 Express, 2007 Express, 2007 Trailblazer

Reference

CAC SR#: [Redacted]
 CAC advisor: Langston--> (866) 790-5600 , Ext # 5913507

General Excel Tips:

Right click on any cell with a comment & choose "Show/Hide Comments" to make the Comment stick (stay visible)
When you're done, Right click the cell with the comment showing & choose "Show/Hide Comments" to make the

Ctrl+C to copy; Ctrl+V to paste; Ctrl+X to cut

If you leave & come back, click inside the cell & pick up at the blinking cursor (to prevent typing on top of what was

Alt+Enter lets you return to the next line inside a cell

Alt + down arrow key will show you the dropdown menu/choices list (do this if you don't like using a mouse)

even when you click away from that cell).
Comment go away (become hidden from immediate view).

is already there)

Hummer

Yes - This V

Unresolved - Customer No - This is

Diagnosed

No

IN has received goodwill or cost assistance

a new SR



Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*:

Transaction Type*:

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 318080200000
 Original Author: Jocelyn Jackson
 New Author: Jocelyn Jackson

*Required Fields
 Disclaimer: All amounts are before taxes

BAC*: 114580

Service Agent: M. K. SMITH CHEVROLET

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card*:

Job Card Date:

Reference Number:

VIN: [Investigate Vehicle History](#)

Odometer:

- Transaction Flag:
- Customer Enthusiasm - Non Warrantable Repair
 - Special Coverage
 - Policy
 - None

Customer Complaint Category*:

Complaint Code*:

Description: *

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description*: Other-Field Action/Tech Bulletin

Correction Description*: Inspection Only

Labour Operation*: 0600016

Labour Time: 2 Supp Time: 0 OLH Time: 1

Labour Rate: 106.92 Common GM Division - Mechanical

Labour Total: 320.76

Parts Total: 0

Part Numbers:

Net Item Type

Amount

<Make Selection> + -

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 320.76

Auth Code:

Accept Reject

Comment*:

Created By: Jocelyn Jackson, Create Date/Time: Mon Mar 14 18:39:18 EDT 2016, Comment: Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

Attachment Id	Attachment Name	User Name
---------------	-----------------	-----------

Browse...

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNDS13S2321 [REDACTED]	318080200000	2016-03-14



Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 318080400000
Original Author: Jocelyn Jackson
New Author: Jocelyn Jackson

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 114580

Service Agent: M. K. SMITH CHEVROLET

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card*: 6001028

Job Card Date: 12/07/2015

Reference Number: 81667910968

VIN: 1GNDS13S232 [Investigate Vehicle History](#)

Odometer: 200000

- Transaction Flag:
- Customer Enthusiasm - Non Warrantable Repair
 - Special Coverage
 - Policy
 - None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description*: Other-Field Action/Tech Bulletin

Correction Description*: Repair Vehicle

Labour Operation*: 0600006

Labour Time: 0 Supp Time: 0 OLH Time: 0

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers:

Net Item Type

Amount

Car Rental / Hire 608

<Make Selection>

Net Item Total: 608.00

Tax: 0

Deductible: 0

Total Before Taxes: 608.00

Auth Code:

Accept Reject

Comment*:

Created By: Jocelyn Jackson, Create Date/Time: Mon Mar 14 18:44:49 EDT 2016, Comment: Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

Attachment Id	Attachment Name	User Name
---------------	-----------------	-----------

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNDS13S2321 [REDACTED]	318080200000	2016-03-14
1GNDS13S2321 [REDACTED]	318080400000	2016-03-14

Product Assistance Center
Preliminary Technical Consultant Report

Date: 12/2/2015

VIN: 1GNDS13S23 [REDACTED]

SR #: 8 [REDACTED]

Customer Name: [REDACTED]

Case Matter #: 8 [REDACTED]

PAC Advisor: Terry Shalk

Report/Recommendation:

Based upon available information, the customer's statements, and photos, it appears that the origin of the fire is consistent with field action 14291. 14291 is not associated with this vehicle. The customer did identify that there were headlamp-related issues prior to the incident. The customer stated the incident occurred on 11/14/2015 and the vehicle mileage is stated as 200,000.

Based on the available information, it is recommended that the vehicle be repurchased or repaired as appropriate. All charges for the repair or repurchase are to be made against the Labor Code for Field Action 14291.

If any additional information becomes available, this report may be revised.

Mickey Sabol

PAC Technical Consultant

Terry Shalk (C)

From: [REDACTED]
Sent: Wednesday, January 20, 2016 2:23 AM
To: Terry Shalk (C)
Subject: RE: [REDACTED] - [REDACTED] - VIN 1GNDS13S2321[REDACTED]6 - 2003 Chevrolet Trailblazer

Hello Terry,

I am extremely dismayed at this point. I spoke with DMV and they advised me that I would need to get the vehicle smog test completed in order to get the affidavit or the NPO (I was in the process of getting it smog tested when the vehicle caught on fire). This is impossible to complete at this point because the vehicle will never pass as a result of the current condition. I trusted GMAC and all of the affiliate brands and to my chagrin I am left without a vehicle when I travel extensively for work. This is what I am dealing with:

1. I don't have the money to get another vehicle at this time
2. My credit rating is low because my wife was laid off she became sick and couldn't work
3. My hours were cut to part time
4. I have a vehicle that is not functional
5. I signed an agreement with GM that I thought was final but there has been a demand to cancel the notarized agreement
6. I have to return the borrowed car, that will leave me in a worse situation than I was before all of this happened.
7. I have not received the \$1200 (that is probably going to title holder).

You have been fair, kind and professional with me and I am grateful for all you have done. Yet, I am left with no recourse but escalation of this matter higher into management or even litigation. My mother worked for GM for 30 years and I feel like she has been betrayed at this point. Here are some possible solutions:

1. Can GM assist me in purchasing the car I am currently in.
2. Can I purchase the loaner vehicle.
3. GM can donate a vehicle to the ministry that I am involved in.
4. Is there a manager that can possibly assist me with this issue.

Please assist me as I am clueless. Eagerly anticipating a solution.

From: [REDACTED]
To: terry.shalk@gm.com
Subject: RE: [REDACTED] - VIN 1GNDS13S23[REDACTED]6 - 2003 Chevrolet Trailblazer
Date: Thu, 14 Jan 2016 16:21:45 -0800

Hello Terry,
I am faxing an additional piece of documentation that I have acquired from DMV. Thanks in advance, if you have any further questions, please contact me ASAP.

From: [REDACTED]
To: terry.shalk@gm.com
Subject: RE: [REDACTED] - Wallace, Sylvester - VIN 1GNDS13S23[REDACTED] - 2003 Chevrolet Trailblazer
Date: Thu, 14 Jan 2016 15:17:38 -0800

Hello Terry Shalk,

I faxed the information directly from DMV. They advised me to explain several things to GM:

1. I was in the process of renewing the Registration when the vehicle caught on fire while I was driving.
2. I paid for the registration but the registration was incomplete as a result of a smog that I could not complete because the vehicle was unable. to pass smog.
3. The fax is a complete history of the vehicle dating with all insurance, credit and title information.
4. The Original registration was in the vehicle.
5. The VIN Number is on the Official California DMV.

If you have any further questions, please contact me ASAP and I will resolve it immediately.

From: [REDACTED]
To: terry.shalk@gm.com
Subject: RE: [REDACTED] - VIN 1GNDS13S232[REDACTED] - 2003 Chevrolet Trailblazer
Date: Thu, 7 Jan 2016 21:47:39 -0800

I faxed the information and I will send the letter tomorrow. Please confirm receipt so I can mail it also. Thank you.

The title is at Wilshire Consumer Credit:

Account [REDACTED]
800-589-0290 phone

From: terry.shalk@gm.com

To: [REDACTED]
Subject: [REDACTED] - VIN 1GNDS13S23[REDACTED] - 2003 Chevrolet Trailblazer
Date: Tue, 5 Jan 2016 18:17:05 +0000

Hello Mr. [REDACTED]

Thank you for your voice mail, accepting the repurchase offer. Please contact me regarding the Owner's loyalty certificate.

I have attached a release form to this email. This form needs to be signed and notarized. For your convenience, most dealerships have a notary on site.

Please send a COPY of the release form to me. You can send this information to me either by email or by fax #866-214-0875. This copy is needed by our repurchasing department. Once I receive this copy, I will send your case to the repurchasing department, who will handle the final paperwork for the repurchase.

Next, please MAIL the original, notarized release form ONLY to:
CHEVROLET
P.O. BOX 33170
DETROIT, MI 48232-5170

Please feel free to call me if you have any questions.

Thank you,
Terry Schalk
Business Resource Center
Product Assistance Claims Department
Phone: 866-446-6963 ext. 5921564
Fax: 866-214-0875

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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WARRANTY REPAIR ORDER

CORONA, CA			Work Phone	R/O Open Date	R/O Number
			Home Phone	12/07/15	
			Body	R/O Close Date	Cross Reference #
				2/16/16	Original
			License Number	Mileage In	Mileage Out
				1	2
Year	Make	Model	Service Advisor		
2003	CHEVROLET TRU	TRAILBLAZER	Howard Van Veghten 8832		
Vehicle Identification Number		Color	Delivery Date	In-Service Date	
1GNDS13S23				12/04/15	

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT														
Cell: [REDACTED]																
<p>#1 - MR 04CVZ: 15-A TOWED IN GM OKED 3 HR INSPECTION. CUSTOMER STATES CAR STARTED BY ITS SELF NO KEY IN IGN. TURNED IT BACK TO SHUT OFF. FUZE BOX MELTED Cause: INSPECTED VEHICLE REMOVED FUSE BLOCK PULLED ALL CONNECTORS FROM FUSE BLOCK FOUND MELTED CONNECTORS UNDER FUSE BLOCK. Op: 0600006: (0090) (9094) Claim Type: F Tech: 481/8459</p>	3.00hrs 93.00	312.93														
<p>Sub-Total Labor: 93.00 312.93 R & R RADIO FACE PLATE TO INSPECT WIRING BEHIND RADIO AND TIGHTEN BLOCK -- NO OTHER PROBLEM BEHIND RADIO, CUSTOMER HAD 2 AMP WIRES CONNECTED TO FUSE BLOCK AFTERMARKET RADIO AND AMPS DISCONNECTED AT TIME OF INSPECTION STARTER RELAY MELTED. FOUND FUSE BLOCK MELTED CAUSING DAMAGE TO DASH WIRING HARNESS AND BODY HARNESS . RECOMMEND REPLACING FUSE BLOCK ASEMBLY, DASH WIRING HARNESS AND BODY HARNESS. WARRANTY COST TO PERFORM REPAIRS WOULD BE \$3810.00 AND MAY NEED REPAIRS AFTER REPLACING THESE COMPONENTS. TERI AT GENERAL MOTORS ALSO AUTHORIZED A RENTAL CAR WHILE THE CLAIM IS BEING REVIEWED.</p>																
<p>#2 - MR 01CVZ03: CHECK TIRE PRESSURE CHECK ALL TIRE PRESSURES PER CALIFORNIA LAW ANDSET TO PROPER INFLATION. Tech: 481/8459</p>	0.00hrs @															
<p>#3 - MR 01CVZ14: MPVI PERFORM MULTIPOINT VEHICLE INSPECTION, CHECK CONDITION OF SUSPENSION, CHECK FOR FLUID LEAKS, PERFORM VISUAL BRAKE INSPECTION, CHECK AND ADJ TIRE PRESSURE, INSPECT TIRE WEAR PATTERNS, INSPECT BELT CONDITION, CHECK DRIVETRAIN INTEGRITY, PROVIDE GUEST WITH A COMPL</p>	0.00hrs @															
<table border="1"> <tr> <td>ACCOUNT #</td> <td>LABOR</td> </tr> <tr> <td>METHOD</td> <td>PARTS</td> </tr> <tr> <td>RECEIPT #</td> <td>SUBLET</td> </tr> <tr> <td></td> <td>SHOP SUPPLIES</td> </tr> <tr> <td></td> <td>SALES TAX OR TAX I.D.</td> </tr> <tr> <td></td> <td>DEDUCTIBLE</td> </tr> <tr> <td></td> <td>TOTAL DUE</td> </tr> </table>	ACCOUNT #	LABOR	METHOD	PARTS	RECEIPT #	SUBLET		SHOP SUPPLIES		SALES TAX OR TAX I.D.		DEDUCTIBLE		TOTAL DUE		
ACCOUNT #	LABOR															
METHOD	PARTS															
RECEIPT #	SUBLET															
	SHOP SUPPLIES															
	SALES TAX OR TAX I.D.															
	DEDUCTIBLE															
	TOTAL DUE															

WARRANTY REPAIR ORDER

[REDACTED] CORONA, CA [REDACTED]			Work Phone	R/O Open Date	R/O Number
			Home Phone	12/07/15	[REDACTED]
			Body	R/O Close Date	Cross Reference #
				2/16/16	Original
		Mileage In	Mileage Out		
		1	2		
Year	Make	Model	License Number	Service Advisor	
2003	CHEVROLET TRU	TRAILBLAZER	[REDACTED]	Howard Van Veghten 8832	
Vehicle Identification Number		Color		Delivery Date	In-Service Date
1GNDS13S232 [REDACTED]					12/04/15

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
PERFORMED 27 MULTIPOINT INSPECTION		
ACCOUNT #	LABOR	93.00
	PARTS	.00
METHOD	SUBLET	.00
	SHOP SUPPLIES	.00
	SALES TAX OR TAX I.D.	.00
RECEIPT #	DEDUCTIBLE	.00
	TOTAL DUE	93.00
		312.93

FACE PAGE
RENTAL AGREEMENT

~~GM~~
 GM

W

DEALER INFORMATION			
Name			
Address	MK SMITH CHEVROLET		
City	12845 Central Avenue	State	Zip
Phone	China, CA 91710		

RO#	[REDACTED]	Unit#	15938	RA#	
CUSTOMER INFORMATION					
Customer	[REDACTED]				
Home Address	[REDACTED]				
City	Carroll	State	CA	Zip	[REDACTED]
Driver's License No.	[REDACTED]	State	CA		
Birth Date	[REDACTED]				
Home Telephone	[REDACTED]				

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

Additional Driver's Name	Birth Date
Driver's License No.	State Expires
Additional Driver's Name	Birth Date
Driver's License No.	State Expires

RENTAL VEHICLE INFORMATION			
Date and Time IN	12/30/15	A.M.	1 P.M.
Date and Time OUT	12/14/15	A.M.	8 P.M.
Date and Time DUE IN	/ /	A.M.	P.M.
Vehicle VIN	W10NR	FUEL	
Vehicle Description	malibu	OUT	IN
Mileage IN	7977	F	F
Mileage OUT	4303	3/4	3/4
Miles Driven		1/2	1/2
Miles Allowed		1/4	1/4
Chargeable Miles		E	E

CUSTOMER INSURANCE INFORMATION			
Insurer	State Farm		Agent
Policy No.		Expiration Date	Telephone

DAMAGE DESCRIPTION	
Initials	Condition Out:
	Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ _____ ¢	
DAYS: 16 @ \$ 35.81	577.24
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL GAL. @ \$	
TAXABLE SUB-TOTAL →	
TAX 2% @ _____ %	33.71
NON-TAXABLE FUEL GAL. @ \$	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
ESTIMATED TOTAL CHARGES	
SUB-TOTAL	
TOTAL CHARGE →	608
METHOD OF PAYMENT	REFUNDED
\$ _____ <input type="checkbox"/> AMEX	
<input type="checkbox"/> CHECK <input type="checkbox"/> MC	
	<input type="checkbox"/> VISA

1G1B55L7P0 [REDACTED]

MK SMITH CHEVROLET
 12845 Central Avenue
 China, CA 91710

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and you had an opportunity to read the size us to process a separate credit/ for all Charges, including Tolls and e your billing/rental information to g purposes; and agree that binding described in Section 2 of the Terms t.

[REDACTED SIGNATURE]

CALIFORNIA DRIVER LICENSE

CL [REDACTED]
EXP 01/26/2016 CLASS C
END NONE
LN [REDACTED]
[REDACTED]
MORENO VALLEY, CA [REDACTED]
DOB [REDACTED]
RSTR NONE [REDACTED]
SEX M H [REDACTED] EYES H2L
HGT 5-11" WGT 220 lb [REDACTED]
DI [REDACTED]



A Public Service Agency

* INCOMPLETE APPLICATION**SEE ABOVE**THIS IS NOT AN OPERATING PERMIT *

MAKE	YS MODEL	YS 1ST YR	CLF CLASS	TYPE USE	TYPE LIC	VEHICLE NUMBER
CHEV	2003	2002	PR	130	11	[REDACTED]
REG TYPE MODEL	RY	RY	VEHICLE-VEHSEL ID NUMBER			
UT	G	WY	1QND513S23 [REDACTED]			
TYPE VEHICLE-VEHSEL USE	DATE ISSUED	CC/ALCO	DT PER EXPIRE	FTC		
AUTOMOBILE	11/09/15	33	11/09/15	0		

RDF REASONS: 1

R [REDACTED] AMOUNT PAID \$ 105.00

AMOUNT PAID \$ 105.00

AMOUNT PAID:

CASH :

CHCK :

CRDT : 105.00

WILSHIRE CONSUMER CRDT
L 4751 WILSHIRE BLVD STE 100
LOS ANGELES
CA 90010



PR EXP DATE: 09/16/2015

586 21 0010500 0018 CS 110915 42IA584 586



PEE1 HQ1 I DBE P GFEE1 PCVS 58631321 17 VFO1E 3 110915 1605 VDA R

*** GENERATED FEES ***

01	CURR RP	43.00	16	31
02	CURR CHP	24.00	17	32
03	CURR VLF	24.00	18	33
04	CURR SAFE	1.00	19	34
05	CURR FID	1.00	20	35
06	CUR AUTO/DUI	1.00	21	36
07	CURR ABN VEH	1.00	22	37
08	CURR SC AIR	1.00	23	38
09	CURR VLY AIR	6.00	24	39
10	ALT FUEL RP	3.00	25	40
11	CURR REG PEN		26	41
12	CHP PEN		27	42
13	CURR VLF PEN		28	43
14			29	44
15			30	
				TOTAL FEES DUE: 105.00



FEE #- SAMT- REASON- PASSWORD- CURR EXP DATE: 09/16/18
FR- Y R30- VESSEL TAX BYPASS- NEW EXP DATE: 09/16/18
VIN- 1GND513S23 [REDACTED]
ENTER WAIVER-PF1 NO RENEWAL-PF2 KEY FEES-PF3 FALLBACK RESTART CANCEL

Terry Shalk (C)

From: Terry Shalk (C)
Sent: Tuesday, January 05, 2016 1:17 PM
To: [REDACTED]
Subject: [REDACTED] - VIN 1GNDS13S232[REDACTED] 6 - 2003 Chevrolet Trailblazer
Attachments: [REDACTED] - release form.doc

Hello Mr. [REDACTED]

Thank you for your voice mail, accepting the repurchase offer. Please contact me regarding the Owner's loyalty certificate.

I have attached a release form to this email. This form needs to be signed and notarized. For your convenience, most dealerships have a notary on site.

Please send a COPY of the release form to me. You can send this information to me either by email or by fax #866-214-0875. This copy is needed by our repurchasing department. Once I receive this copy, I will send your case to the repurchasing department, who will handle the final paperwork for the repurchase.

Next, please MAIL the original, notarized release form ONLY to:
CHEVROLET
P.O. BOX 33170
DETROIT, MI 48232-5170

Please feel free to call me if you have any questions.

Thank you,
Terry Schalk
Business Resource Center
Product Assistance Claims Department
Phone: 866-446-6963 ext. 5921564
Fax: 866-214-0875

ZIP CODE: 92875

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Chevrolet TrailBlazer 2003 Go

Your Blue Book® Value | Find Your Next Car

Show Used Car Prices Print report



2003 Chevrolet TrailBlazer

Style: LS Sport Utility 4D

Mileage: 200000 Change

Edit options | Check specs

Trade In to a Dealer

Get an Instant Cash Offer

Sell to a Private Party



Trade-In Values valid for your area through 11/24/2015 Track this car's values

Write a review on your 2003 Chevrolet

Next Step: Find a Car

Browse reviews, photos, specs and more.

You should pay

Category

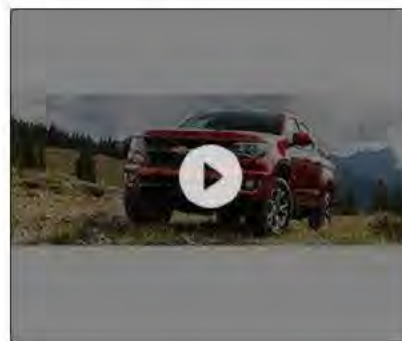
Cash Offer

Ready to buy your

Car offer



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Click Here for Details



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Google+ Print

Benchmark Local Prices

See what dealers and private sellers in your area are asking for your car.

See listings

Give Buyers Confidence

Show them a clean AutoCheck vehicle history report and close the deal fast.

Enter VIN (optional) Go

List It for Sale

Reach millions of in-market shoppers on KBB.com and AutoTrader.com.

Place your ad

Refinance Your Car

See if you can lower your monthly

Apply online

Find a Dealer

Dealer, Name, City, Zip

Advertisement

payment with rates from 1.99%* APR with AutoPay.

Free Dealer Price Quote

Get the best price and be more prepared with your free, no-obligation price quote



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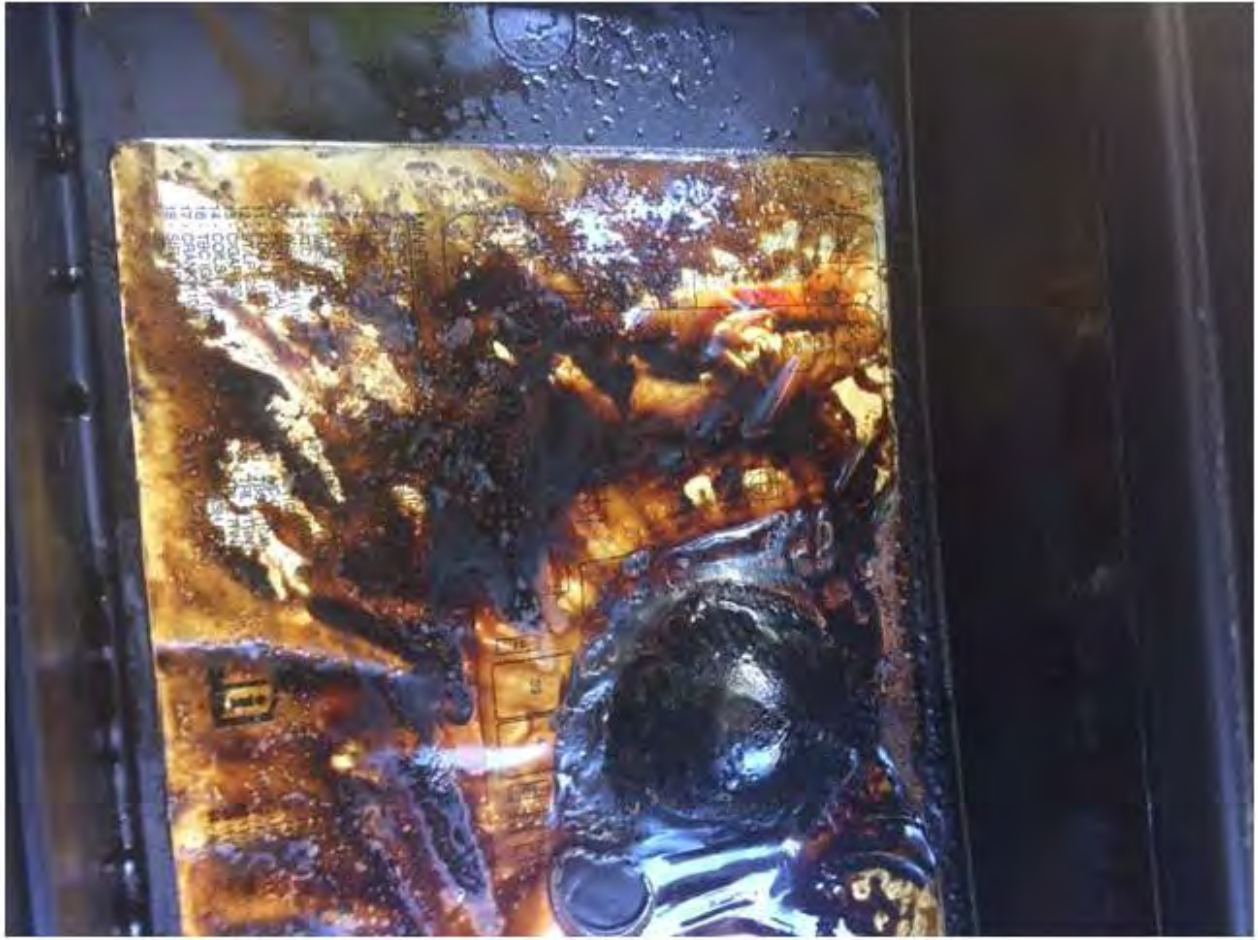


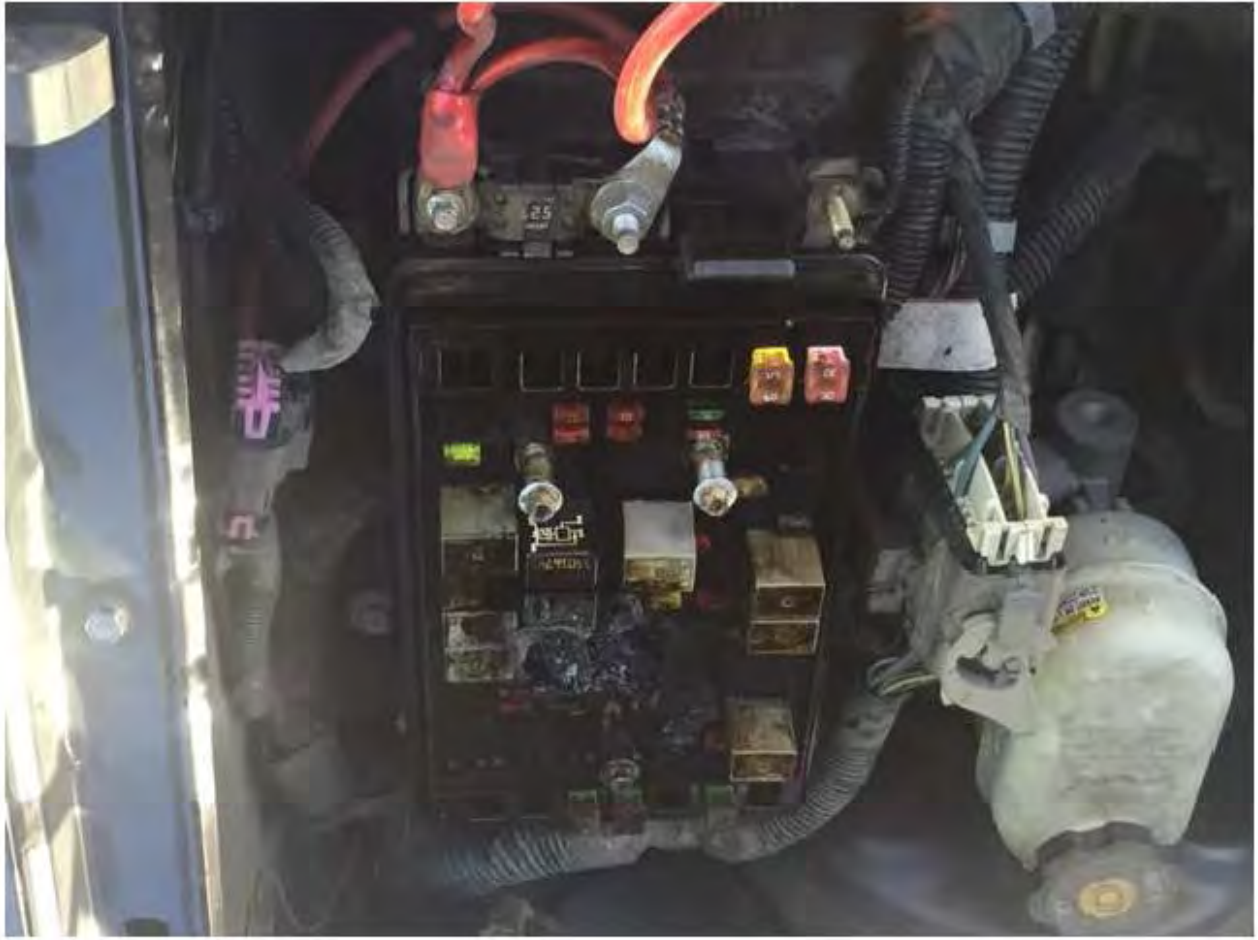






















Terry Shalk (C)

From: Melissa Irish <Melissa.Irish@gmrvdchq.com>
Sent: Wednesday, January 20, 2016 8:18 AM
To: Terry Shalk (C)
Subject: [REDACTED] - VIN 1GNDS13S2321[REDACTED] - 2003 Chevrolet Trailblazer

Terry,

I checked with titling department and they are going to make exception, for this case. We can not really do this moving forward, but an in this case. Just put in processing instructions that customer could not get pno due to smog test.

From: Terry Shalk (C) [mailto:terry.shalk@gm.com]
Sent: Wednesday, January 20, 2016 7:45 AM
To: Melissa Irish
Subject: FW: [REDACTED] - VIN 1GNDS13S23[REDACTED] - 2003 Chevrolet Trailblazer

Melissa – I received this email from my customer this morning. He is unable to get the NPO. Am I correct in thinking that this means the repurchase cannot go through?

Please let me know if that is correct, and I will request the customer return the rental vehicle.

Thank you, Terry

From: sy [REDACTED]
Sent: Wednesday, January 20, 2016 2:23 AM
To: Terry Shalk (C)
Subject: [REDACTED] - VIN 1GNDS13S232[REDACTED] - 2003 Chevrolet Trailblazer

Hello Terry,

I am extremely dismayed at this point. I spoke with DMV and they advised me that I would need to get the vehicle smog test completed in order to get the affidavit or the NPO (I was in the process of getting it smog tested when the vehicle caught on fire). This is impossible to complete at this point because the vehicle will never pass as a result of the current condition. I trusted GMAC and all of the affiliate brands and to my chagrin I am left without a vehicle when I travel extensively for work. This is what I am dealing with:

1. I don't have the money to get another vehicle at this time

2. My credit rating is low because my wife was laid off the became sick and couldn't work
3. My hours were cut to part time
4. I have a vehicle that is not functional
5. I signed an agreement with GM that I thought was final but there has been a demand to cancel the notarized agreement
6. I have to return the borrowed car, that will leave me in a worse situation than I was before all of this happened.
7. I have not received the \$1200 (that is probably going to title holder).

You have been fair, kind and professional with me and I am grateful for all you have done. Yet, I am left with no recourse but escalation of this matter higher into management or even litigation. My mother worked for GM for 30 years and I feel like she has been betrayed at this point. Here are some possible solutions:

1. Can GM assist me in purchasing the car I am currently in.
2. Can I purchase the loaner vehicle.
3. GM can donate a vehicle to the ministry that I am involved in.
4. Is their a manager that can possible assist me with this issue.

Please assist me as I am clueless. Eagerly anticipating a solution.

From: [REDACTED]
To: terry.shalk@gm.com
Subject: RE: [REDACTED] - VIN 1GNDS13S232[REDACTED] 6 - 2003 Chevrolet Trailblazer
Date: Thu, 14 Jan 2016 16:21:45 -0800

Hello Terry,
I am faxing an additional piece of documentation that I have acquired from DMV. Thanks in advance, if you have any further questions, please contact me ASAP.

[REDACTED]
To: terry.shalk@gm.com
Subject: RE: [REDACTED] - VIN 1GNDS13S232[REDACTED] - 2003 Chevrolet Trailblazer
Date: Thu, 14 Jan 2016 15:17:38 -0800

Hello Terry Shalk,

I faxed the information directly from DMV. They advised me to explain several things to GM:

1. I was in the process of renewing the Registration when the vehicle caught on fire while I was driving.
2. I paid for the registration but the registration was incomplete as a result of a smog that I could not complete because the vehicle was unable. to pass smog.
3. The fax is a complete history of the vehicle dating with all insurance, credit and title information.
4. The Original registration was in the vehicle.
5. The VIN Number is on the Official California DMV.

If you have any further questions, please contact me ASAP and I will resolve it immediately.

From: [REDACTED]
To: terry.shalk@gm.com
Subject: RE: [REDACTED] - VIN 1GNDS13S232 [REDACTED] 6 - 2003 Chevrolet Trailblazer
Date: Thu, 7 Jan 2016 21:47:39 -0800

I faxed the information and I will send the letter tomorrow. Please confirm receipt so I can mail it also. Thank you.
The title is at Wilshire Consumer Credit:
Account: 7830557
800-589-0290 phone

From: terry.shalk@gm.com
To: [REDACTED]
Subject: [REDACTED] - VIN 1GNDS13S232 [REDACTED] - 2003 Chevrolet Trailblazer
Date: Tue, 5 Jan 2016 18:17:05 +0000

Hello Mr. [REDACTED]

Thank you for your voice mail, accepting the repurchase offer. Please contact me regarding the Owner's loyalty certificate.

I have attached a release form to this email. This form needs to be signed and notarized. For your convenience, most dealerships have a notary on site.

Please send a COPY of the release form to me. You can send this information to me either by email or by fax #866-214-0875. This copy is needed by our repurchasing department. Once I receive this copy, I will send your case to the repurchasing department, who will handle the final paperwork for the repurchase.

Next, please MAIL the original, notarized release form ONLY to:
CHEVROLET
P.O. BOX 33170
DETROIT, MI 48232-5170

Please feel free to call me if you have any questions.

Thank you,
Terry Schalk
Business Resource Center
Product Assistance Claims Department
Phone: 866-446-6963 ext. 5921564
Fax: 866-214-0875

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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CALIFORNIA DEPARTMENT OF MOTOR VEHICLES
CUSTOMER RECEIPT COPY
REGISTRATION
INFORMATION REQUEST
01/14/16

R62999336124A4ZIA584

DATE: 01/14/16 TIME: 10:25
PENDING RECORD INSURANCE STATUS NOT CHECKED
REG VALID FROM: 09/16/14 TO 09/16/15
LIC#: [REDACTED] YRMD:03 MAKE:CHEV BTM :UT VIN :1GNDS13S232 [REDACTED]
R/O : [REDACTED] CITY:CORONA C.C.:33
ZIP#: [REDACTED]
SOLD:00/00/02 RCID:11/04/14 OCID:11/05/14 LOCD:Z
L/O :WILSHIRE CONSUMER CRDT, 4751 WILSHIRE BLVD STE 100
CITY:LOS ANGELES ZIP :90010 LPT :W32141105
TYPE:11 POWR:G VEH :12 BODY:0 CLAS:FR
REC STATUS:
06/17/2015 RENEWAL NOTICE EXTRACTED
02/13/14 SMOG DUE 09/16/15
05/10/15 SMOG INSPECTION AT TEST ONLY CENTER REQD
RIP OFC:612 D:01/14/16 ID/S:C20001 T:H00 V:0010500 R:1 RT:
CREDIT CARD: C
PAPERLESS TITLE

CLEARANCE INFORMATION RECORDS:

OFFICE	WORK DATE	TECH/ID	SEQ #	VALUE	FICHE DATE	TTC
RI7	08/14/12	41	7137	00104.00	08/14/12	POT
W96	04/02/13	VT	2658	00000.00	00/00/00	Z01
586	10/15/13	18	0005	00104.00	10/15/13	RIP
RJ3	09/17/13	70	0149	00104.00	PRIOR SUSPENSE	
586	02/11/14	8T	0001	00104.00	02/13/14	H00
586	10/15/13	18	0005	00104.00	PRIOR SUSPENSE	
RJ2	08/12/14	41	7204	00105.00	08/12/14	POT
V64	11/04/14	HV	0021	00015.00	11/05/14	F10
586	11/09/15	21	7018	00105.00	11/09/15	RIP
RJ6	08/24/15	42	7523	00105.00	PRIOR SUSPENSE	
612	01/14/16	C2	7001	00105.00	01/14/16	RIP
586	11/09/15	21	7018	00105.00	PRIOR SUSPENSE	

09/14/2002-ODOMETER: 12 MILES ACTUAL MILEAGE

DATE: 01/14/16 TIME: 10:25
PENDING MASTER FILE RECORD
LIC#: [REDACTED] YRMD:03 MAKE:CHEV BTM :UT VIN :1GNDS13S232 [REDACTED]
R/O : [REDACTED] CITY:CORONA C.C.:33
ZIP#: [REDACTED]
SOLD:00/00/02 RCID:01/14/16 LOCD:0
L/O :WILSHIRE CONSUMER CRDT, 4751 WILSHIRE BLVD STE 100
CITY:LOS ANGELES ZIP :90010
TYPE:11 POWR:G VEH :12 BODY:0 CLAS:FR

* * * END * * *

TO OBTAIN A TITLE OR REGISTRATION CARD, MAIL THE ATTACHED DOCUMENTS AND REQUESTED ITEMS TO: DMV, PO BOX 942869, SACRAMENTO, CA 94269-0001. PENALTIES ARE DUE IF RENEWAL FEES ARE PAID AFTER THE EXPIRATION DATE. PLANNED NON-OPERATION (PNO) REQUESTS MUST BE SUBMITTED WITHIN 90 DAYS OF THE EXPIRATION DATE (ON OR BEFORE THE EXPIRATION DATE FOR OFF-HIGHWAY VEHICLES) OR ALL FEES AND PENALTIES ARE DUE. FOR A DMV OFFICE APPOINTMENT, GO ONLINE AT WWW.DMV.CA.GOV OR CALL 1-800 777-0133.

SMOG INSPECTION/CERTIFICATION REQUIRED
AT A TEST ONLY CENTER.

* * *

612 011416 C2
0001 H01 11
586

REPORT OF
DEPOSIT
OF FEES
PAGE 1 OF 1



* INCOMPLETE APPLICATION**SEE ABOVE**THIS IS NOT AN OPERATING PERMIT *

MAKE	YR MODEL	YR 1ST SOLD	VLP CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2003	2002	FR	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO				VEHICLE/VESSEL ID NUMBER
UT	G	XM				1GNDS13S21 [REDACTED]
TYPE VEHICLE/VESSEL USE	DATE ISSUED	CC/ALCO	DT FEE RCVD	PIC		
AUTOMOBILE	01/14/16	33	01/14/16	0		

RDF REASONS: 1

R [REDACTED] AMOUNT PAID \$ 105.00

	AMOUNT DUE	AMOUNT RCVD
O \$ 105.00	CASH :	
	CHCK :	
	CRDT :	105.00

WILSHIRE CONSUMER CRDT
L 4751 WILSHIRE BLVD STE 100
/ O
LOS ANGELES
CA 90010

PR EXP DATE: 09/16/2015

612 C2 0010500 0001 CS 011416 4ZIA584 586

































Terry Shalk (C)

From: Terry Shalk (C)
Sent: Thursday, December 03, 2015 1:17 PM
To: 'don@mksmithchevy.com'
Cc: 'paul.byrne@gm.com'
Subject: [REDACTED] - VIN 1GNDS13S2321[REDACTED] - PAC inspection request
Attachments: PAC Dealer Inspection Template.docx; SAMPLE - PAC Dealer Inspection.docx

Dear Mr. Don Harshfield:

Thank you for agreeing to perform a dealership inspection for my customer. Please perform a dealership inspection, diagnosis, and supply a repair estimate for the burned fuse box, using the attached form. You can be reimbursed for inspection time at your warranty rate using Labor Op code 0600016.

If needed, and the customer requests it, please reserve a rental for the customer at GM's cost using Labor Op 0600006. You can refer to Service Bulletin 13-00-89-010 in Service Center for more information regarding providing courtesy transportation for PAC customers.

The customer information is:

Customer Name: [REDACTED]
Customer Address: [REDACTED] Corona, CA [REDACTED]
Customer Phone: [REDACTED] 0
Vehicle YMM: 2003, Chevrolet, Trailblazer
SR Number: [REDACTED]
VIN: 1GNDS13S232[REDACTED]

Customer description of incident: "Customer states the vehicle started by itself, no key in the ignition. Had to turn it back to get it to stop. First stated at workplace, drove vehicle home. Smoking as he drove home. Saw smoke coming out from under the hood, on left side. Called fire dept, they Popped hood, it had melted through top and bottom of fuse box. Kept pouring water on the fuse box to keep it. Last trip is a mile, 25-30 mph. Check engine light came on, dealer said it was for the air conditioning. GM for repairs. purchased new, 2003, Chevrolet. Cannot remember if anyone but GM replaced a fuse. Everything locked up, key is still in the ignition. Fireman pulled a fuse out of fusebox, and Fireman stated that fuse caused the issue. Lien on vehicle, \$3000, customer gave title to Willshire credit union. "

Customer alleges: Customer alleges the fuse in fuse box had caused the fire. Customer seeks a vehicle replacement.

Please call me if you have any questions.

Thank you,
Terry Schalk
Business Resource Center
Product Assistance Claims Department
Phone: 866-446-6963 ext. 5921564
Fax: 866-214-0875

Terry Shalk (C)

From: Terry Shalk (C)
Sent: Wednesday, March 16, 2016 8:01 AM
To: 'don@mksmithchevy.com'; 'Melissa Limon'
Subject: [REDACTED] VIN 1GNDS13S232[REDACTED] - PAC Pre-authorization number - inspection

Subject: Inspection Pre-Repair Authorization ID for payment using labor op 0600016

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount.

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and the following information: labor x.x hours @ \$x.xx/hr = labor total \$x.xx - labor op 0600016. The pre-authorization # is listed below. If this claim rejects, please contact the Warranty Support Center at 1-866-446-5900.

Servicing Dealer BAC – 114580

Dealer Contact - Don Harshfield

Dealer Email – don@mksmithchevy.com

Dealer Fax – n/a

Job Card Number – 6001028

Job Card Date – 12/7/15

VIN - 1GNDS13S2321[REDACTED]

Odometer - 200000

Labor Op – 0600016

Labor Time (hrs) estimate – 2.0

OLH – 1.0

Dealer's Mechanical warranty rate per hour – 104.31

Total Labor estimate – 312.93

Claim total – 312.93

Claim total before taxes: \$320.76

Difference is \$7.83 Labor

Customer Complaint Category: 09

Complaint Code: 0090

Description: No Customer complaint-Other issues

Cause Code:9090

Description: Other-Field Action/Tech Bulletin

Correction Description: Inspection Only

Pre Authorization ID: 318080200000

Approved

Date Entered: 3/14/2016

Entered By: Jocelyn Jackson

PAC CRS: Terry Schalk, NZ44TQ, ext 5921564

Please let me know if you have any questions.

Thank you,

Terry Schalk

GM Business Resource Center

Product Assistance Claims Department

Phone: 866-446-6963 ext. 5921564

Fax: 866-214-0875

Email: terry.shalk@gm.com

Terry Shalk (C)

From: Terry Shalk (C)
Sent: Wednesday, March 16, 2016 7:57 AM
To: 'don@mksmithchevy.com'; 'Melissa Limon'
Subject: [REDACTED] VIN 1GNDS13S232 [REDACTED] PAC Pre-authorization number - rental

Subject: Pre-Repair Authorization ID for payment using labor op 0600006

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount.

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and list all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Car Rental/Hire, Towing, Sublet, etc). The pre-authorization # is listed below. If this claim rejects, please contact the Warranty Support Center at 1-866-446-5900.

Servicing Dealer BAC – 114580
Dealer Contact - Don Harshfield
Dealer Email – don@mksmithchevy.com
Dealer Fax – n/a
Job Card Number – 6001028
Job Card Date – 12/7/15
VIN - 1GNDS13S2321 [REDACTED]
Odometer – 200000

Labor Op – 0600006
Labor Time (hrs) estimate – n/a
Dealer's mechanical warranty rate per hour - 104.31
Total Labor Estimate – n/a
Parts total – n/a
Car Rental/Hire (if applicable) – 608.00
Sublet (if applicable) – n/a
Claim total – 608.00

Claim total before taxes: \$608.00

Customer Compliant Category:09
Complaint Code: 0090
Description: No customer complaint-Other issues
Cause Code:9090
Description: Other-Field Action/Tech Bulletin
Correction Description: Repair Vehicle

Pre Authorization ID: 318080400000

Approved
Date Entered: 3/14/2016
Entered By: Jocelyn Jackson
PAC CRS: Terry Schalk, NZ44TQ, ext 5921564

Please let me know if you have any questions.

Thank you,
Terry Schalk
GM Business Resource Center
Product Assistance Claims Department
Phone: 866-446-6963 ext. 5921564
Fax: 866-214-0875
Email: terry.shalk@gm.com

RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE NUMBER: [REDACTED]

KNOW ALL MEN BY THESE PRESENTS:

The undersigned, **Sylvester Wallace** being of lawful age, as buyer(s) of a certain **2003 Chevrolet Trailblazer** bearing Vehicle Identification Number **1GNDS13S232** [REDACTED] (hereinafter referred to as "Vehicle"), for the sole consideration of **One Thousand Two Hundred** dollars **\$1200** to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge **General Motors LLC**, and its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releases", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the **14th Day of November 2015** at or near [REDACTED] **Corona, CA** [REDACTED]

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releases deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

It is understood and agreed that this Release is intended to cover, and does cover, without limitation, claims which are known and unknown, claims for known and unknown injuries, and/or damage claims for anticipated or unanticipated injuries and/or damage; and claims for expected or unexpected consequences of injuries and/or damages, which have resulted or may result from any alleged conduct, acts, or omissions of any of the Releases.

It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releases from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about [REDACTED] **Corona, CA** [REDACTED] including actual damages, actual attorney's fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releases by any person whatsoever.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

Initials [REDACTED]

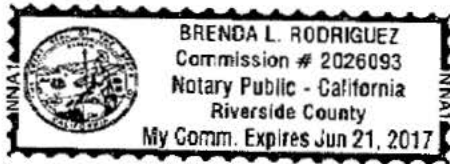
CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California)
County of Riverside)
On Jan 7, 2016 before me, Brenda L. Rodriguez P.B.
Date Here Insert Name and Title of the Officer
personally appeared _____
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Brenda L. Rodriguez
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though this section is optional, completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: _____
Document Date: _____ Number of Pages: _____
Signer(s) Other Than Named Above: _____

Capacity(ies) Claimed by Signer(s)

Signer's Name: _____
 Corporate Officer -- Title(s): _____
 Partner -- Limited General
 Individual Attorney in Fact
 Trustee Guardian or Conservator
 Other: _____
Signer Is Representing: _____

Signer's Name: _____
 Corporate Officer -- Title(s): _____
 Partner -- Limited General
 Individual Attorney in Fact
 Trustee Guardian or Conservator
 Other: _____
Signer Is Representing: _____

FILE NUMBER: [REDACTED]

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT, IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

CAUTION: READ BEFORE SIGNING

[REDACTED]

[REDACTED]

CUSTOMER PRINTED NAME

CUSTOMER SIGNATURE

CUSTOMER PRINTED NAME

CUSTOMER SIGNATURE

State of _____ }

County of _____ }

On the ____ day of _____, 20____, before me personally appeared

_____ to me known to be the person(s) named herein and who executed the foregoing Release and he/she/they acknowledged to me that he/she/they voluntarily executed the same.

My term expires _____, 20____

Notary Public

RELEASE AND INDEMNIFICATION OF ALL CLAIMS

FILE [REDACTED]

KNOW ALL MEN BY THESE PRESENTS:

The undersigned, [REDACTED] being of lawful age, as buyer(s) of a certain **2003 Chevrolet Trailblazer** bearing Vehicle Identification Number **1GNDS13S232** [REDACTED] (hereinafter referred to as "Vehicle"), for the sole consideration of **One Thousand Two Hundred** dollars **\$1200** to the undersigned in hand paid, receipt whereof is hereby acknowledged, does hereby and for my heirs, executors, administrators, successors and assigns, release, acquit, and forever discharge **General Motors LLC**, and its agents, servants, successors, heirs, executors, administrators and all other persons, firms, suppliers, corporations, associations or partnerships, the "Releases", of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, which the undersigned now has/have, or which may hereafter accrue on account of, or in any way growing out of, any and all known and unknown, foreseen and unforeseen bodily, personal injury and property damage, and the consequences thereof resulting to or resulting from the accident, casualty or event which occurred on or about the **14th Day of November 2015** at or near [REDACTED], **Corona, CA** [REDACTED]

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said Releases deny liability therefore and intend merely to avoid litigation and buy their peace.

The undersigned hereby declare(s) and represent(s) that the injuries sustained are, or may be, permanent and progressive and that recovery therefrom is uncertain and indefinite, and in making this Release, it is understood and agreed, that the undersigned relies wholly upon the undersigned's own judgment, belief and knowledge of the nature, extent, affect and duration of said injuries and liability therefore, and it is made without reliance upon any statement or representation of the party or parties hereby released, or their representatives, or by any physician or surgeon by them employed.

It is understood and agreed that this Release is intended to cover, and does cover, without limitation, claims which are known and unknown, claims for known and unknown injuries, and/or damage claims for anticipated or unanticipated injuries and/or damage; and claims for expected or unexpected consequences of injuries and/or damages, which have resulted or may result from any alleged conduct, acts, or omissions of any of the Releases.

It is understood and agreed that the undersigned, his/her heirs, executors, administrators, and assigns does agree to indemnify, save harmless and defend the Releases from all claims and demands for damages, costs, expense or compensation on account of, or in any way arising out of the accident, casualty or event which occurred on or about [REDACTED] **Corona, CA** [REDACTED] including actual damages, actual attorney's fees and all other costs arising out of claims for contribution and/or common law indemnification, and/or contractual indemnification brought against the Releases by any person whatsoever.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

FILE NUMBER: [REDACTED]

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT, IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

CAUTION: READ BEFORE SIGNING

CUSTOMER PRINTED NAME

CUSTOMER SIGNATURE

CUSTOMER PRINTED NAME

CUSTOMER SIGNATURE

State of _____ }

County of _____ }

On the ____ day of _____, 20____, before me personally appeared

_____ to me known to be the person(s) named herein and who executed the foregoing Release and he/she/they acknowledged to me that he/she/they voluntarily executed the same.

My term expires _____, 20____

Notary Public



Better Business Bureau

26777 Central Park Blvd.
Southfield MI 48076-4163
(248) 223-9400
<http://www.bbb.org/detroit>

Case #: [REDACTED]

Sent to Business on: 11/24/2015

Business Info:

General Motors Corporation
PO Box 33170
Detroit, MI 48232
(313) 556-5000

<http://www.gm.com>

Consumer Info:

Chalup, Paul
12721 S Amber Rose LN
Empire, MI 49630
231-835-0448
pachalup@gmail.com

Nature of the Complaint: Refund / Exchange Issues

Consumer's Original Complaint:

My vehicle was showing problems with the headlights going off intermittently. I found recall number NHTSA ID 15V-519/GM recall #14291 that described the exact issue I was having with my vehicle. I contact my local GM dealer and was told that I would have to drive 2.5 hrs. one way to have the vehicle serviced by a Saab dealer for it to be covered under the recall. They offered to perform the repair locally at my own expense. Because my vehicle was displaying the safety issues listed in the recall and I decided it would not be safe to drive downstate with the risk of my headlights failing. I checked the part in my vehicle that was identified as the temporary fix in the recall and observed that it was a "GM" part and not a Saab specific component. Most of the parts on a Saab 97x are GM parts used in the GMC Envoy/Chevy Trailblazer so I was not surprised just disappointed that a GM dealer would not correct the safety issue. I purchased the part online for \$23.51 and swapped it out in 10 seconds fixing the problem. I submitted the required General Motors Product Field Action Customer Reimbursement Request Form vial mail to the listed address in the recall notice on August 18, 2015 for \$23.51. As of November 11, 2015 I have not received a refund or a response to my request from GM.

Consumer's Desired Resolution:

I would like to be refunded \$23.51 for the part I purchases.



PROMOTIONS

Home > Bulletins > Bulletins Detail

BACK RATE THIS PAGE ADD TO FAVORITES SUBSCRIBE PRINTABLE VERSION

DOC ID: BU8053 VERSION: 9.0 PUBLISHED DATE: 12/03/2014 UPDATED: 09/21/2015

14291 Sedan and SUV Headlamp Module Recall Bulletin Summary

Summary

General Motors is recalling 273,182 certain Buick LaCrosse and Grand Prix sedans and Chevrolet, GMC, Buick, Saab and Isuzu midsize SUVs in the U.S. for possible intermittent or permanent loss of low beam headlamps. In certain vehicles (see list below), the headlamp driver module (HDM) may not operate properly in the thermal environment of the underhood electrical center.

Details

Table with 2 columns: Field Name, Value. Rows include Bulletin Number (14291), Subject (Sedan and SUV Headlamp Module Recall), and a detailed description of the recall.

Condition	<p>illuminate. This failure could be intermittent or permanent. This condition does not affect the high-beam headlamps, marker lamps, turn signals, or fog lamps.</p> <p>Vehicles Involved:</p> <ul style="list-style-type: none"> · Certain 2005-2009 Buick LaCrosse sedans <i>Updated</i> · Certain 2007 Grand Prix <i>Updated</i> · Certain 2006-2007 Chevrolet TrailBlaz · Certain 2006 TrailBlazer EXT · Certain 2006-2007 GMC Envoy · Certain 2006 Envoy XL · Certain 2006-2007 Buick Rainier · Certain 2006-2008 Saab 9-7X · Certain 2006-2008 Isuzu Ascender midsize SUVs
	Nov 2014
Owner Mailings	<p>Additional VINS added to IVH; In August those additional owners will receive the identical Advisory Mailing as 1/24/2015 <i>Updated 8/13</i></p>
Parts Information	<p>The potential repair is still being developed, so parts are not yet available. If failure in HDM occurs dealer can install replacement part (same part number) until the new part is released. The temporary repairs are to be done at no charge to the customer. <Advisor Note: Exceptionally long lead time for parts; Dealers can reference Adm Msg for Labor Codes G_0000222503.></p>
BAS	CCC-Tier1 > RFI Recall > 14291 Headlamp Module

UCC	C16 > Trim - Headlamp / Headlight Cover / Lens > N Symptom Indicated
Reimbursement Process	Recall and Special Coverage Call Handling (linked below) Recall and Special Coverage Reimbursement FAQs (linked below)
Reimb. Labor Op	TBD
Special Instructions	DO NOT fax unreleased recalls, customer satisfactio programs, or special coverage information to dealers customers.
Related Documents	<p>14291 Dealer Notification for Upcoming Safety Recal G_0000222503 - Updated Population Expansion NEW! (linked below)</p> <p>14291 Headlamp Module Recall Dealer Letter (linke below)</p> <p>14291 Headlamp Module Recall Advisory Letter (link below)</p> <p>14291 Sedan and SUV Headlamp Module Statement and FAQs (linked below)</p>

Related Documents

[NO722](#) (index?page=content&id=NO722) **14291** [Sedan and SUV Headlamp
Module Recall Dealer Message](#) (index?page=content&id=NO722)

[FA442](#) (index?page=content&id=FA442) **14291** [Sedan and SUV Headlamp
Module Statement and FAQs](#) (index?page=content&id=FA442)

[NO702](#) (index?page=content&id=NO702) **14291** [Headlamp Module Recall
Advisory Letter](#) (index?page=content&id=NO702)

[BU274](#) (index?page=content&id=BU274) [Recall and Special Coverage Call
Handling](#) (index?page=content&id=BU274)

[BU550](#) (index?page=content&id=BU550) [Recall and Special Coverage
Reimbursement FAQs](#) (index?page=content&id=BU550)



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Order Placed: August 11, 2015

Amazon.com order [REDACTED]

Order Total: \$23.51

Shipped on August 12, 2015	
Items Ordered	Price
1 of: <i>ACDelco 15016745 GM Original Equipment Multi-Purpose Relay</i>	\$23.51
Sold by: Amazon.com LLC	
Condition: New	
Shipping Address:	Item(s) Subtotal: \$23.51
<ul style="list-style-type: none">Paul H Chalup12721 Amber Rose LaneEmpire, MI 49630United States	Shipping & Handling: \$0.00

	Total before tax: \$23.51
	Sales Tax: \$0.00

	Total for This Shipment: \$23.51
Shipping Speed:	-----
Two-Day Shipping	

Payment information	
Payment Method:	Item(s) Subtotal: \$23.51
Amazon.com Visa Last digits: 2825	Shipping & Handling: \$0.00

Billing address	Total before tax: \$23.51
<ul style="list-style-type: none">Paul H Chalup12721 Amber Rose LaneEmpire, MI 49630United States	Estimated tax to be collected: \$0.00

	Grand Total: \$23.51
Credit Card transactions	Amazon.com Visa ending in 2825: August 12, 2015: \$23.51

To view the status of your order, return to [Order Summary](#).

Connecting.....A live chat agent is now entering the chat.

Caller English

System [7:46:18 PM]:

Welcome to chat.

Tyler [7:46:26 PM]:

Thank you for contacting Chevrolet Customer Assistance, My name is Tyler how can I assist you today?

[REDACTED] [7:47:46 PM]:

I own a 2005 Trailblazer. The headlamps keep going out, and turn on randomly. Is there a recall on this?

Tyler [7:48:20 PM]:

I would be happy to look into this for you. May I have your VIN, mileage, phone number and email address?

[REDACTED] [7:48:48 PM]:

I don't have the vin.

Tyler [7:49:41 PM]:

Unfortunately without the VIN I will not be able to check if there is any recall's on the vehicle

Tyler [7:49:44 PM]:

.*

Tyler [7:51:09 PM]:

One moment I have located your vehicle.

[REDACTED] [7:51:27 PM]:

Ok

Tyler [7:53:21 PM]:

Upon researching the vehicle there is no open recall's on the vehicle. I recommend taking the vehicle to a Chevrolet Dealership for a diagnostic test. Would you like help in locating a dealership in your area?

[REDACTED] [7:53:56 PM]:

No I know where they are at. Thanks.

Tyler [7:54:06 PM]:

Is there anything else I can assist you with today?

[REDACTED] [7:54:25 PM]:

No thanks

Tyler [7:54:37 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.



ZIP CODE: 80634 | Sign in (or Sign up)

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The Ford Holiday Sales Event

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Southeast Michigan Ford Dealers

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Home > Car Values > Chevrolet > TrailBlazer > 2007 > Style > Options > LS Sport Utility 4D

Chevrolet TrailBlazer 2007 Go

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Show Used Car Prices Print report



2007 Chevrolet TrailBlazer

Style:

Mileage:

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|

Trade In to a Dealer

Get an Instant Cash Offer

Sell to a Private Party

Trade-in Range
\$3,136 - \$3,795
Trade-in Value
\$3,466



Next Step: Find a Car

Browse reviews, photos, specs and more.

[See what you should pay](#)

Have a vehicle in mind?

Make

Model

Go

Boost Your MPG and Save

with the

2016 Ford Explorer



Your Potential Fuel Savings: **\$521**

Slide To See Your Savings for:



1 YEAR

Fuel Cost Comparison



Your 2007 Chevrolet TrailBlazer

14/20
City/Hwy MPG



2016 Ford Explorer

19/28
City/Hwy MPG

Recently Viewed Cars | My Saved Cars



Good Condition

Trade-in Values valid for your area through 12/22/2015
Track this car's values

[Write a review on your 2007 Chevrolet](#)

Instant Cash Offer

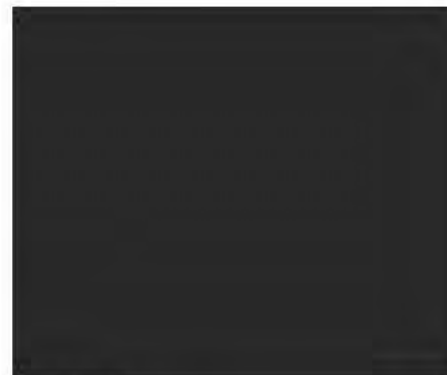
Find Participating Dealers ready to buy your car - today.

Annual Fuel Cost

Annual Fuel Cost

[See vehicle details on Ford.com](#)

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Owner's Resources

Benchmark Local Prices

See what dealers and private sellers in your area are asking for your car.

Give Buyers Confidence

Show them a clean AutoCheck vehicle history report and close the deal fast.

Enter VIN (optional)

List It for Sale

Reach millions of in-market shoppers on KBB.com and AutoTrader.com.

Place your ad

Refinance Your Car

See if you can lower your monthly payment with rates from 1.99%* APR with AutoPay.

Apply online

Free Dealer Price Quote

Get the best price and be more prepared with your free, no-obligation price quote

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Product Assistance Center
Preliminary Technical Consultant Report

Date: 1/4/2016

VIN: 1GNNDT13S172 [REDACTED]

SR [REDACTED]

Customer [REDACTED]

Case Matter #: [REDACTED]

PAC Advisor: Tony Gerbasi

Report/Recommendation:

Based upon available information, the customer's statements, and photos, it appears that the origin of the fire is consistent with field action 14291. 14291 is not associated with this vehicle. The customer did not identify any headlamp-related issues prior to the incident. The customer stated the incident occurred on 12/6/2015 and the vehicle mileage is stated as 149,000.

Based on the available information, it is recommended that the vehicle be repurchased or repaired as appropriate. All charges for the repair or repurchase are to be made against the Labor Code for Field Action 14291.

If any additional information becomes available, this report may be revised.

Mickey Sabol

PAC Technical Consultant

Templa

Type of case	
Status	IE. O
SR Number	
Customer Name (Last name/First Name)	
Year/Make/Model	
VIN	
Incident Date	
Purchase Date	Date vehic
Titled in who's name	
Purchase Price	
Open/Closed Recalls (If closed include closed Transaction History)	Product S Noncomplia - 09/09/2003 AND TORQU
Mileage	
Purchased From	Private part
Vehicle Insured	
MSRP/KBB (Trade-in Good Value)	
Loaner Vehicle (yes/no from drop down and enter date issued)	Yes/No
Information included in this PARTS RETURN INFO	

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos been attached in Seibel

please review to ensure photos are clear and show c
Must include at least one close up showing damage/

One Call Handling: Please include in body of email v

If necessary include copy of any additional fire/polic

If you are handling a case that requires **ESISQFYI act**

All fire cases with ESISQFYI requires email notificatio

te Instructions

Fire , Smoke , Melt	Case Summary
Open/Closed/Photos/Inspection/Escalate to ESIS/UTC	IE;
SR#*****	Customer allegation:
Doe, John	Photos in SIEBEL
2014 Chevrolet Cruze	Ordered Raytheon 11/11/2014
1ABC234DEF	Ordered Dealer Inspection/diagnosis & Repair Estimate
Date that the incident occurred	Inspection Complete 11/21/2014 document in SIEBEL
Vehicle was purchased (If unknown, customers best judgement)	Case closed pending customer action
John Doe/Husband	Case closed UTC
\$10,000/Unknown/Estimate is fine.	
Safety Recall N140350 14350 UNINTENDED IGNITION KEY ROTATION 08/30/2014 Open	
Service Recall N030045 03045 RIGHT REAR BRAKE HOSE FITTING 08/28/2003 Closed	
3 067852 ZFAT----Field Action Recall V1056 - 03045 - INSPECT REAR RIGHT REAR BRAKE HOSE 1,841 MI (information available in Transaction History)	
10,000	
Location: Used Car Lot or GM Dealership. (specific names required)	
Yes or No	
\$7,800.00	
Date issued	

Additional Information as requested by TC/TL

This box is for information requested as the case progresses. With examples such as below

ADDITIONAL INFORMATION, EG: Job Card Number: [REDACTED], BAC: 114850, Labor Op Code: 0600006
 Or
 Customer 360 information ETC.

damage

fire, Overall of damaged area, Broad view to show the environment surrounding the area and a photo of all four
why case is being closed on the first "new email".
e reports, dealer inspections, and copy of title and registration as necessary.

ivity please confirm that this activity has been completed in Siebel prior to sending the Fire Case Initial Email to th
in to the TC and TCL regardless if case remains open or closed on first contact.

To: Mickey.sabol@gm.com

Cc: Kimberly.horvath@gm.com

This button will copy the to, cc,
subject

Subject: IE. Open/Closed/Photos/Inspection/Escalate to ESIS/UTC - Fire , Smoke , Melt SR# SR#*****

These buttons will copy and reset the
template

PASTE TEMPLATE IN EMAIL USING CTRL+V

IT'S VERY IMPORTANT TO
FOLLOW THIS STEP!

sides of vehicle exterior.

ne Fire Team.

, and

Fire Case

Smoke Case

Melt Case

New

Reopen

Photos

Update

Inspection receiver

Question

Closed

Estimate is OK

Yes

No

d

Fire Case template

Type of case	Melt Case	
Status	New	
SR Number	[REDACTED]	
Customer Name (Last name/First Name)	[REDACTED]	
Year/Make/Model	2007 Chevrolet Trailblazer	
VIN	1GNDDT13S172 [REDACTED]	
Incident Date	12/6/2015	
Purchase Date	9/1/2015	
Titled in who's name	[REDACTED]	
Purchase Price	\$10,000	
Open/Closed Recalls (If closed include closed Transaction History)	<i>Product Safety Recall N140309 14309 DRIVER DOOR SWITCH SHORT CIRCUIT 11/05/2014 Closed</i> <i>Product Safety Recall N120180 12180 DRIVER DOOR SWITCH SHORT CIRCUIT 02/18/2013 Closed 03/30/2015 6065915 ZFAT----Field Action Recall 9100786 - N140309 - Door Lock and Side Window Switch Replacement 140,847 MI</i> <i>03/18/2013 6044940 ZFAT----Field Action Recall V2740 - 12180 - Functional Test and Install Protective Coating to Driver Side Door Lock Window Switch 115,512 MI</i>	
Mileage	149,000	
Purchased From	Toyota Dealership	
Vehicle Insured	Yes	
MSRP/KBB (Trade-in Good Value)	KBB \$3466	
Loaner Vehicle (yes/no from drop down and enter date issued)	No	
Additional Information as requested by TC/TL		

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos been attached in Seibel

please review to ensure photos are clear and show damage

Must include at least one close up showing damage/fire, Overall of damaged area, Broad view to show the envi
One Call Handling: Please include in body of email why case is being closed on the first "new email".
If necessary include copy of any additional fire/police reports, dealer inspections, and copy of title and registrati

If you are handling a case that requires **ESISQFYI activity** please confirm that this activity has been completed in
All fire cases with ESISQFYI requires email notification to the TC and TCL regardless if case remains open or close

Case Summary

Customer states-drove with family to wife's grandparents-a 2 hour drive-stayed all day and when they were leaving the vehicle lights would not work-he opened the hood and saw smoke and observed that the fuse box and relay switch had melt damage-purchased vehicle 90 days ago from a Toyota dealer for almost \$10000, would like GM to repair the vehicle, he thought recall 14291 might apply to him but was advised recalls are VIN specific-vehicle photos are attached in Siebel.

Environment surrounding the area and a photo of all fo

ion as necessary.

1 Siebel prior to sending the Fire Case Initial Email to
ed on first contact.

To: Mickey.sabol@gm.com

Cc: Kimberly.horvath@gm.com

Subject: New - Melt Case SR# [REDACTED]

PASTE TEMPLATE IN EMAIL USING CTRL+V

ur sides of vehicle exterior.

the Fire Team.

Fire Case

Smoke Case

Melt Case

New

Reopen

Photos

Update

Inspection received

Question

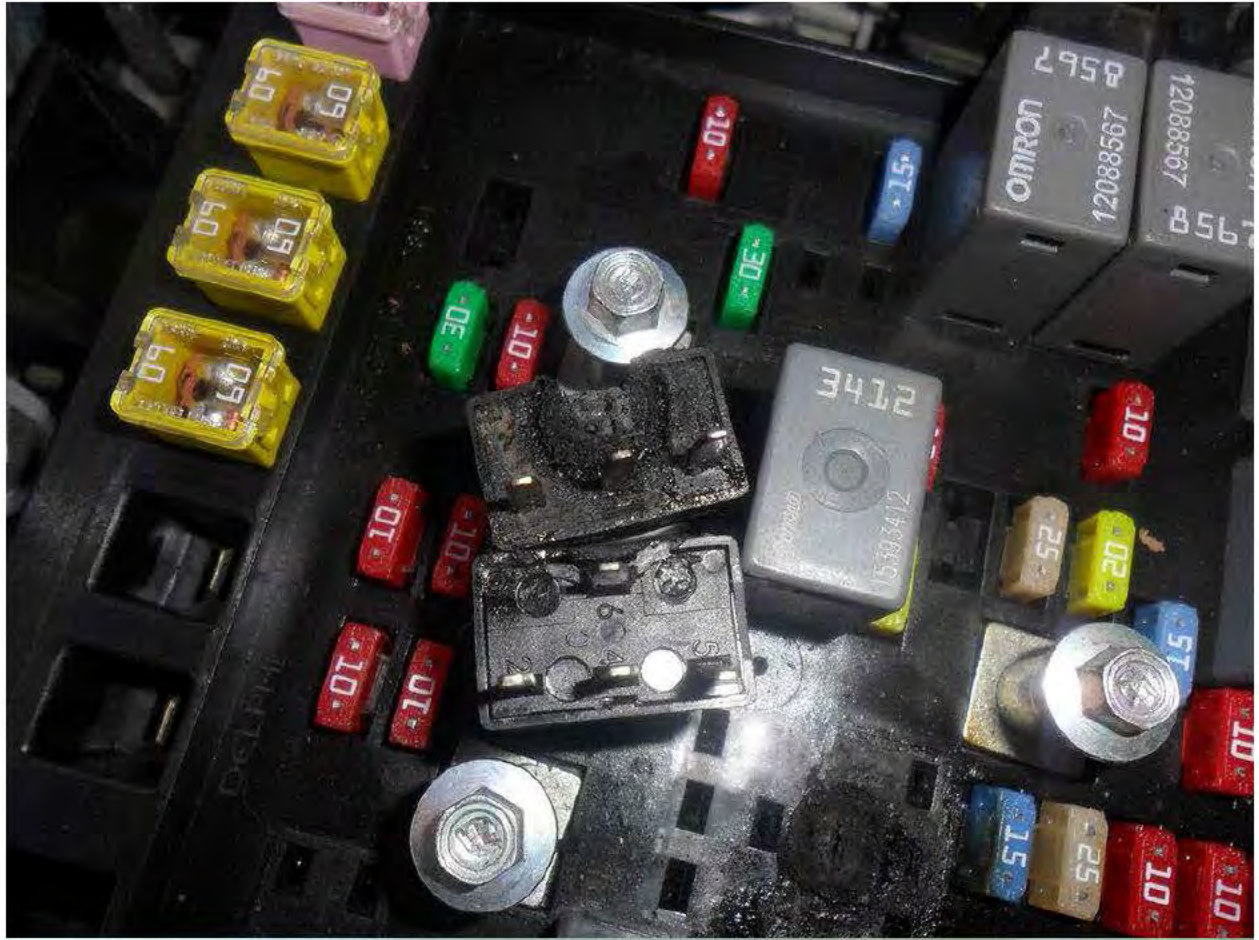
Closed

Estimate is

Yes

No





















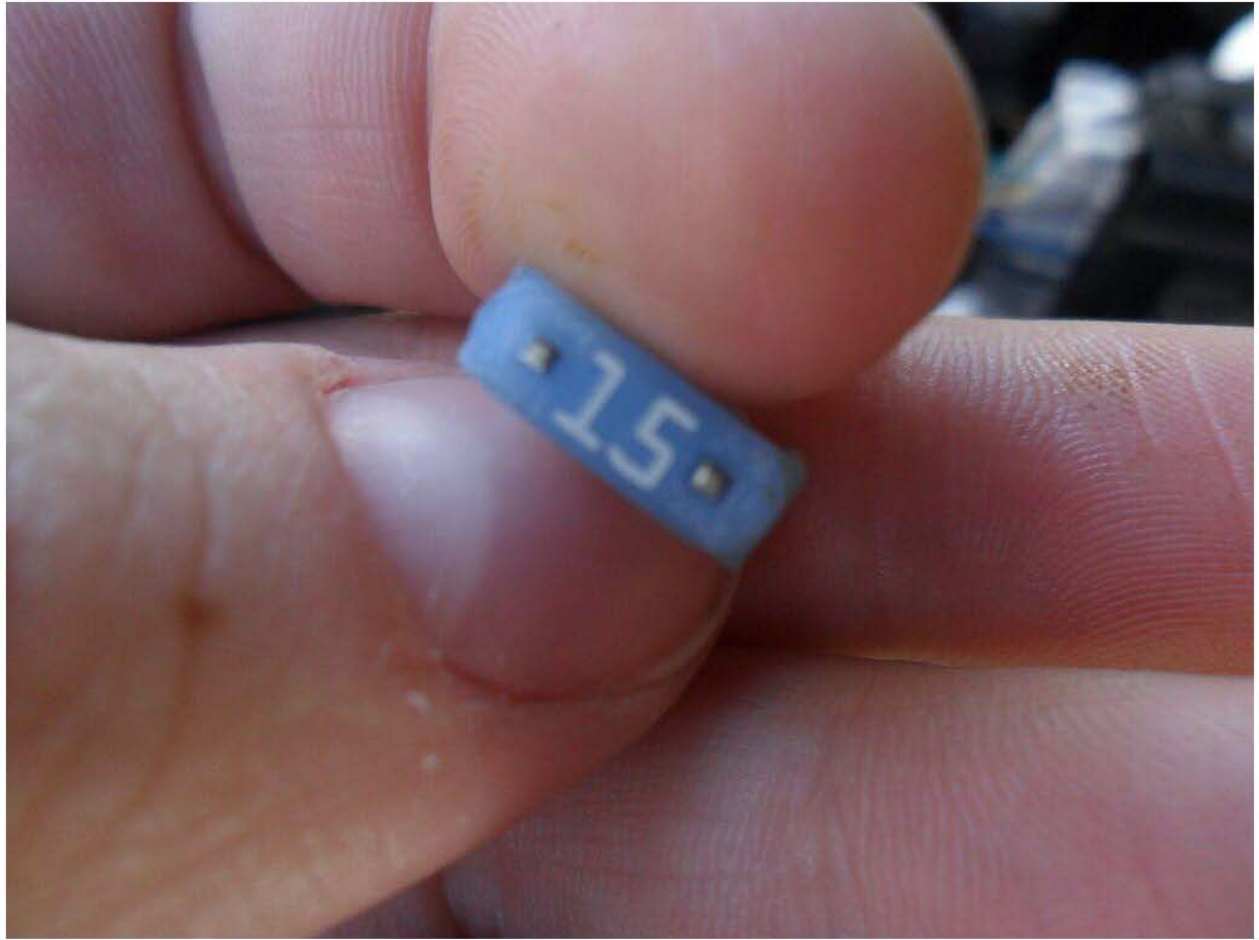


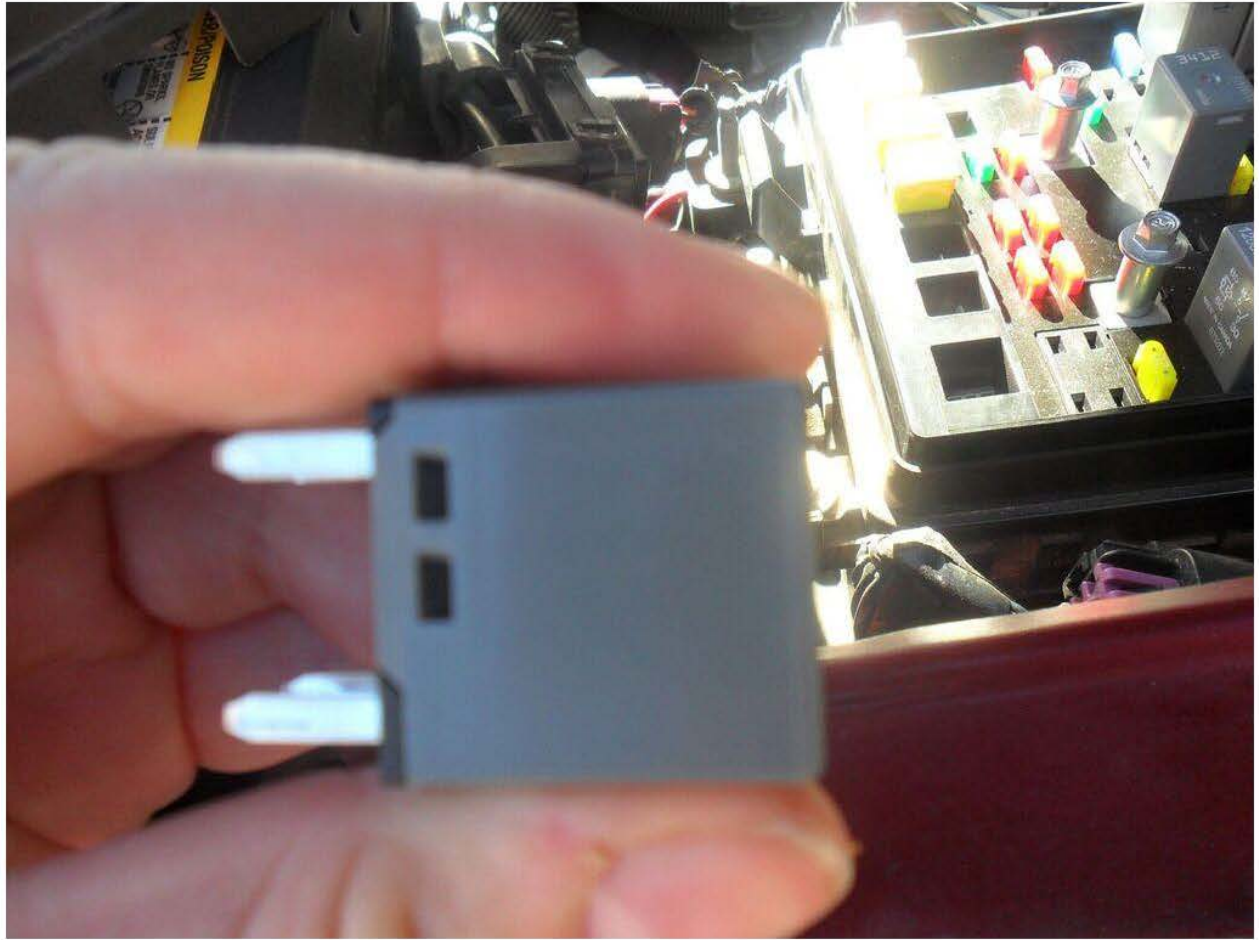












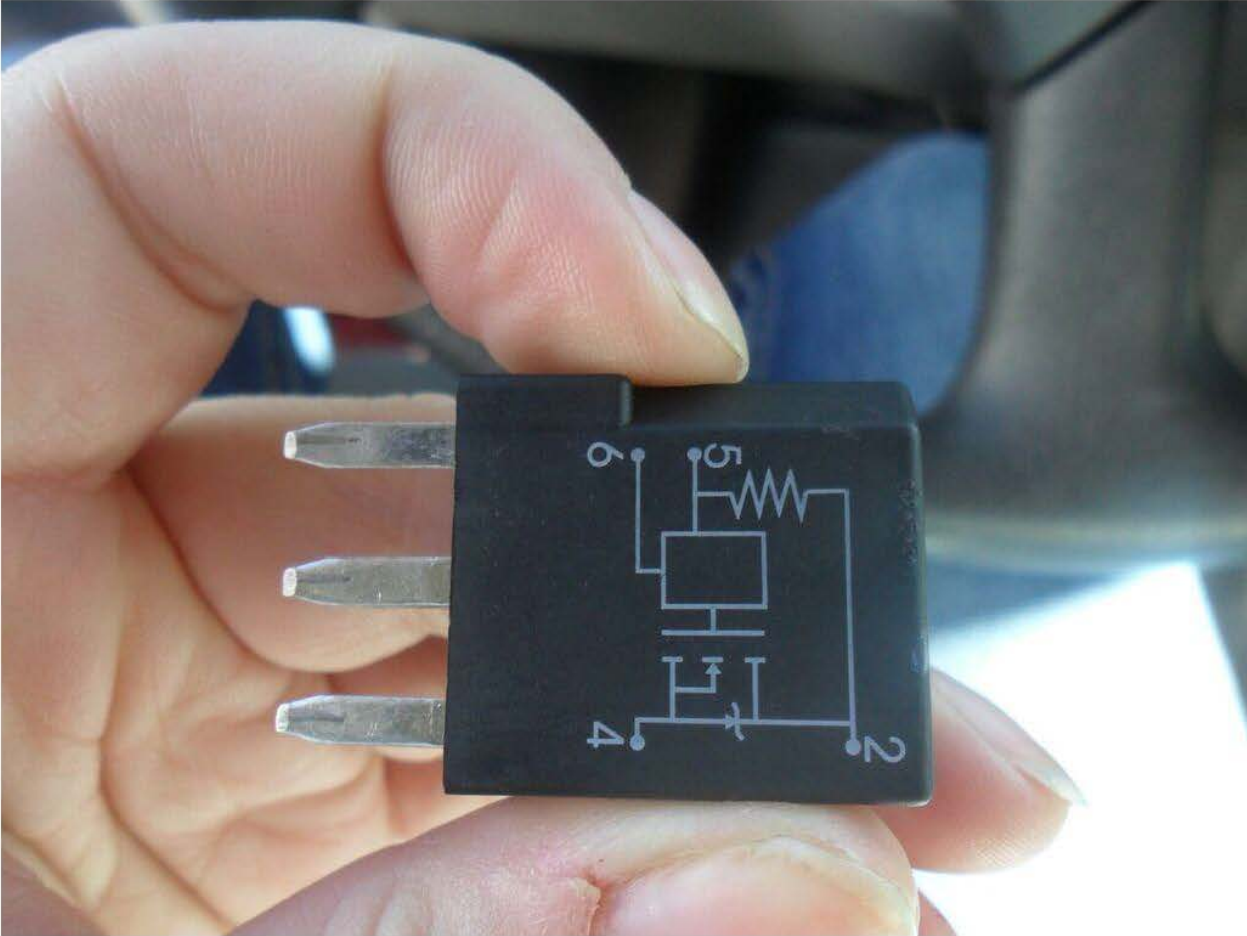


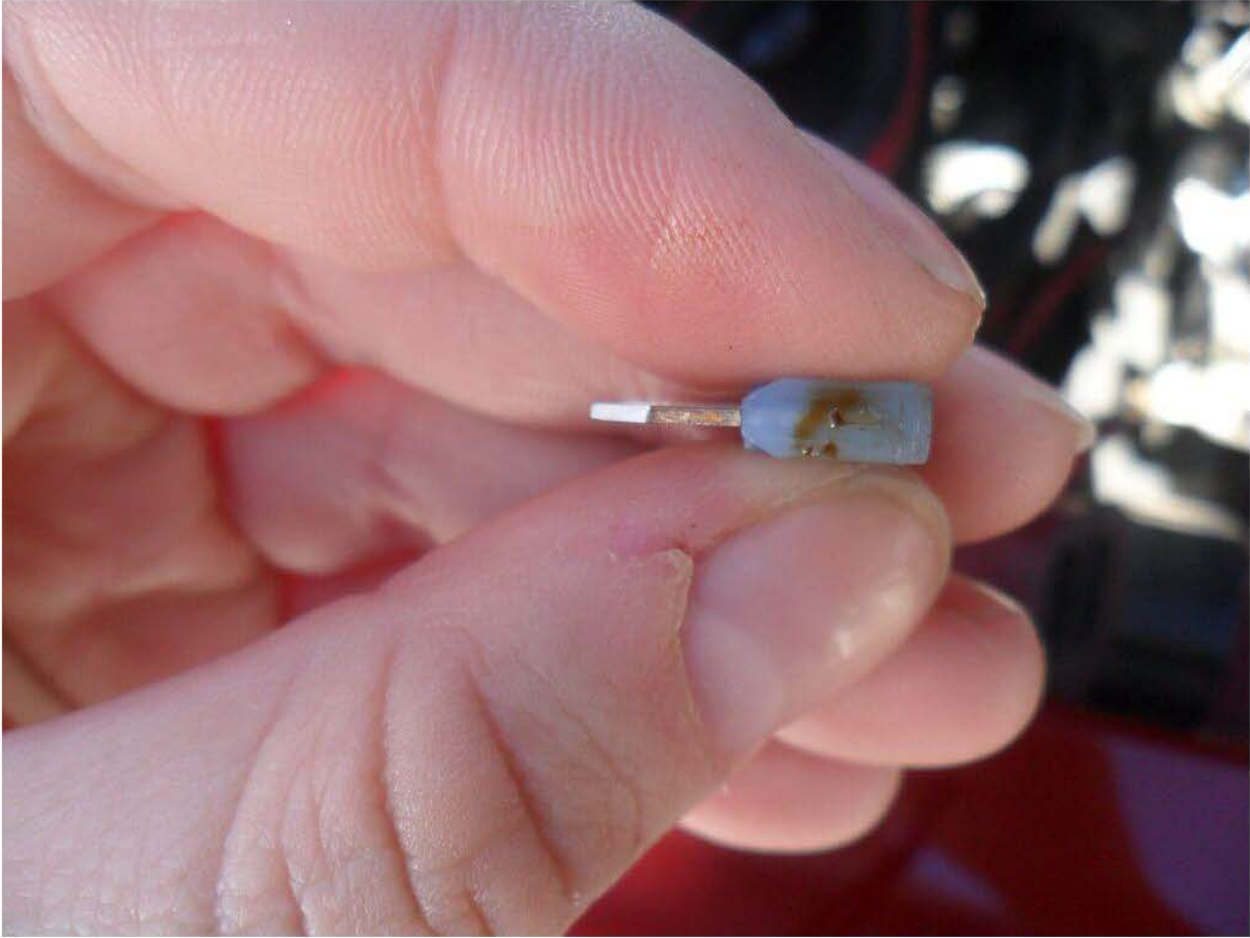














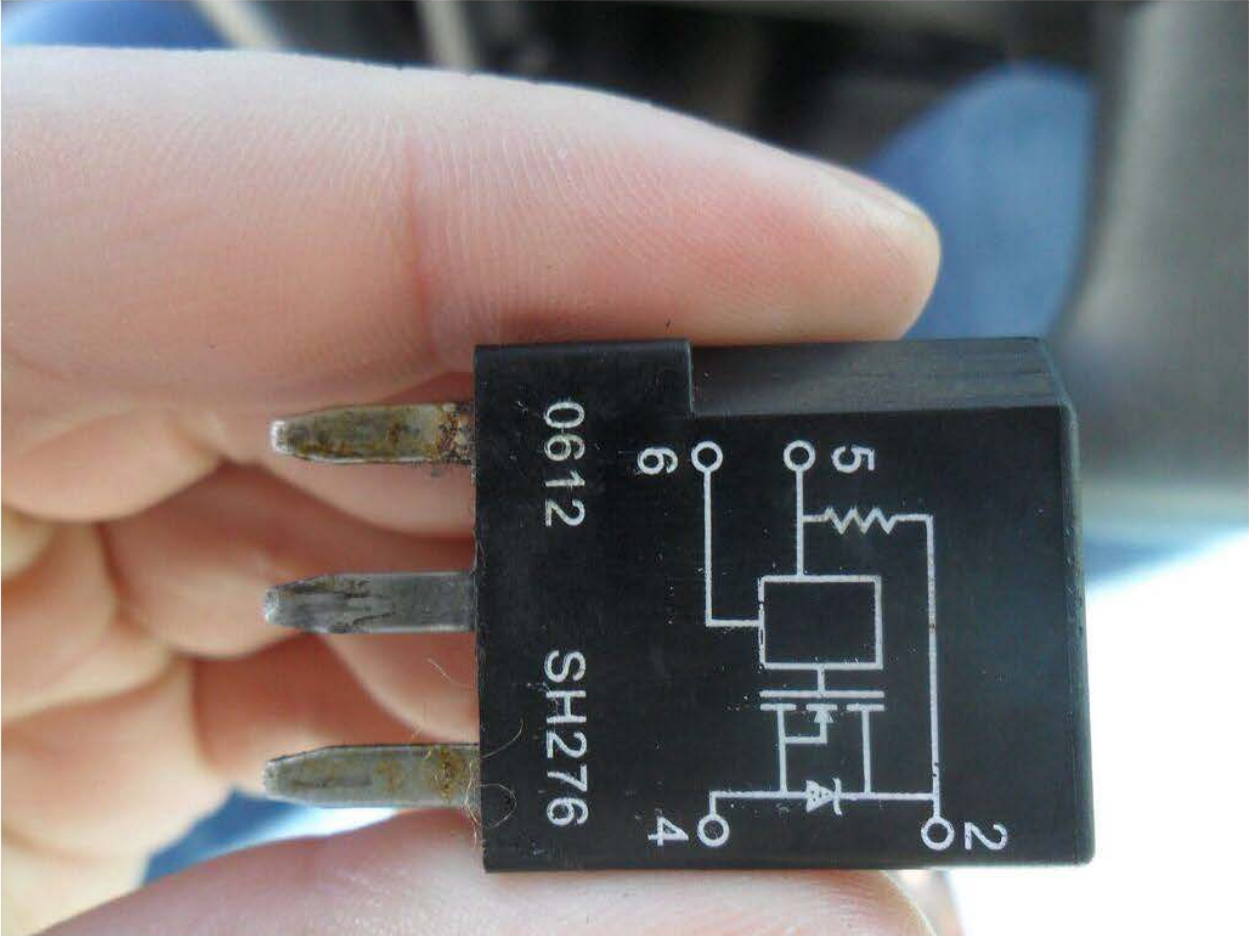






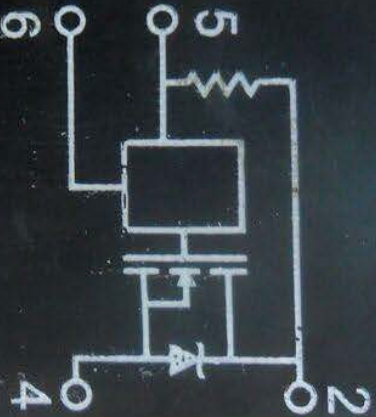


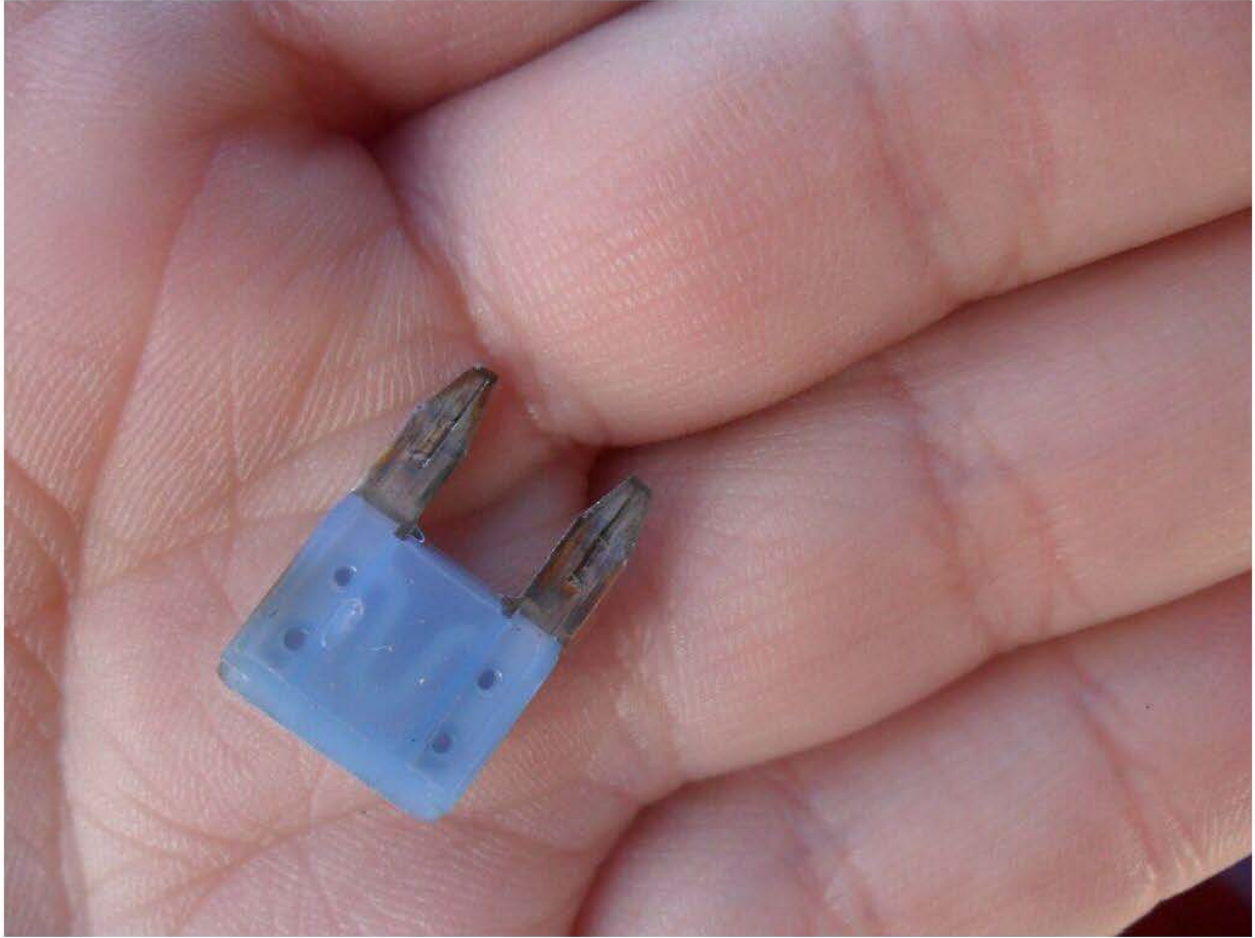




0612

SH276







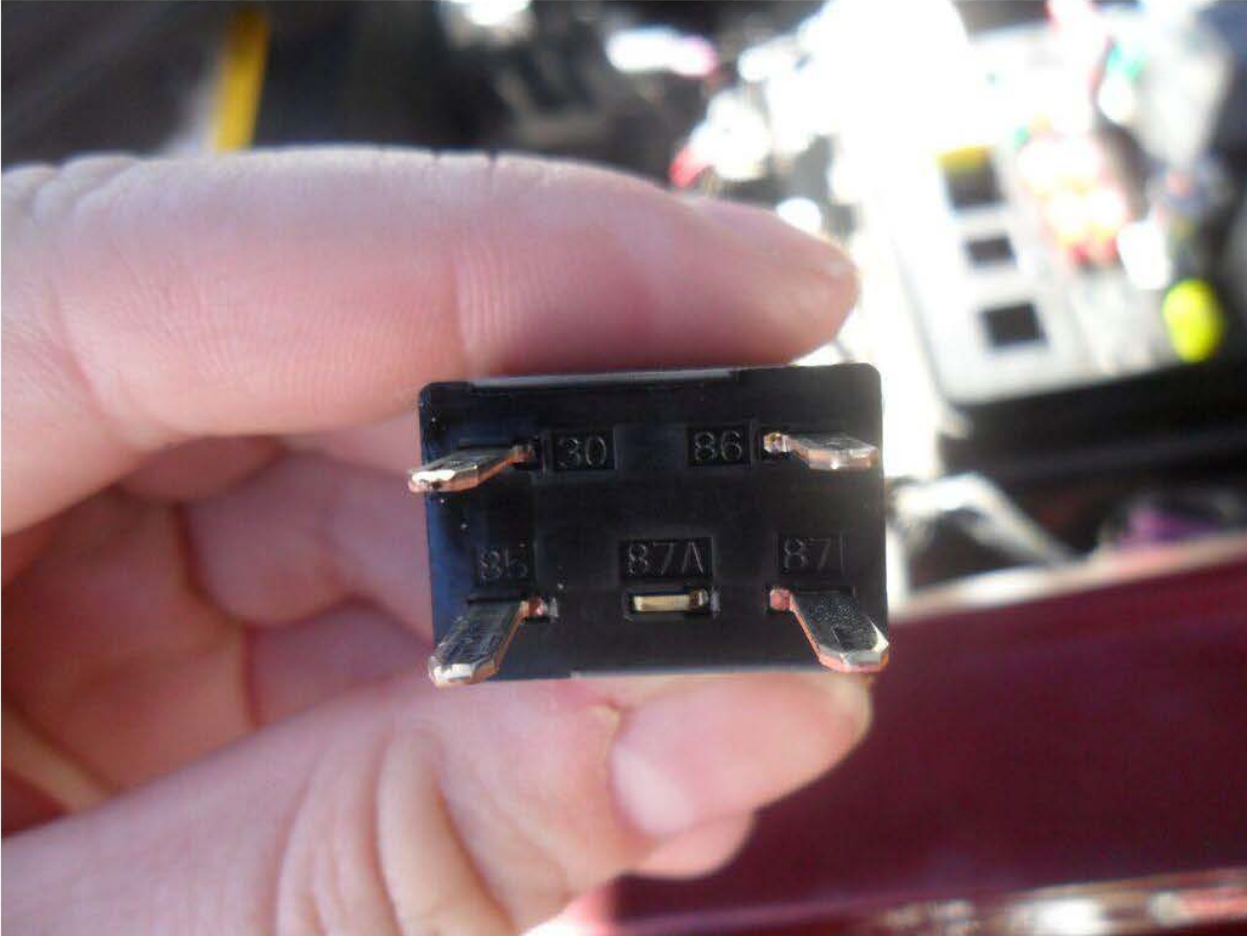


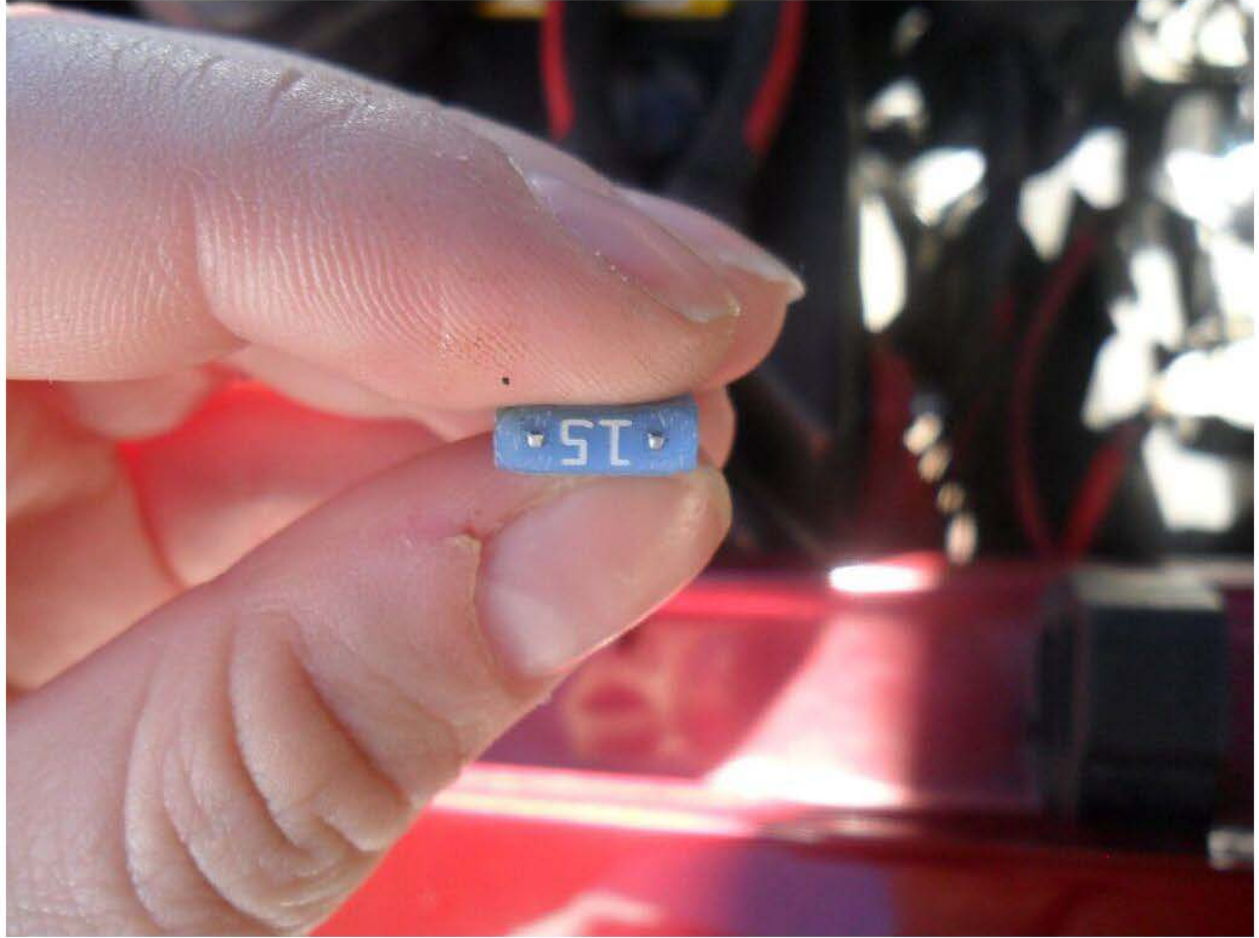


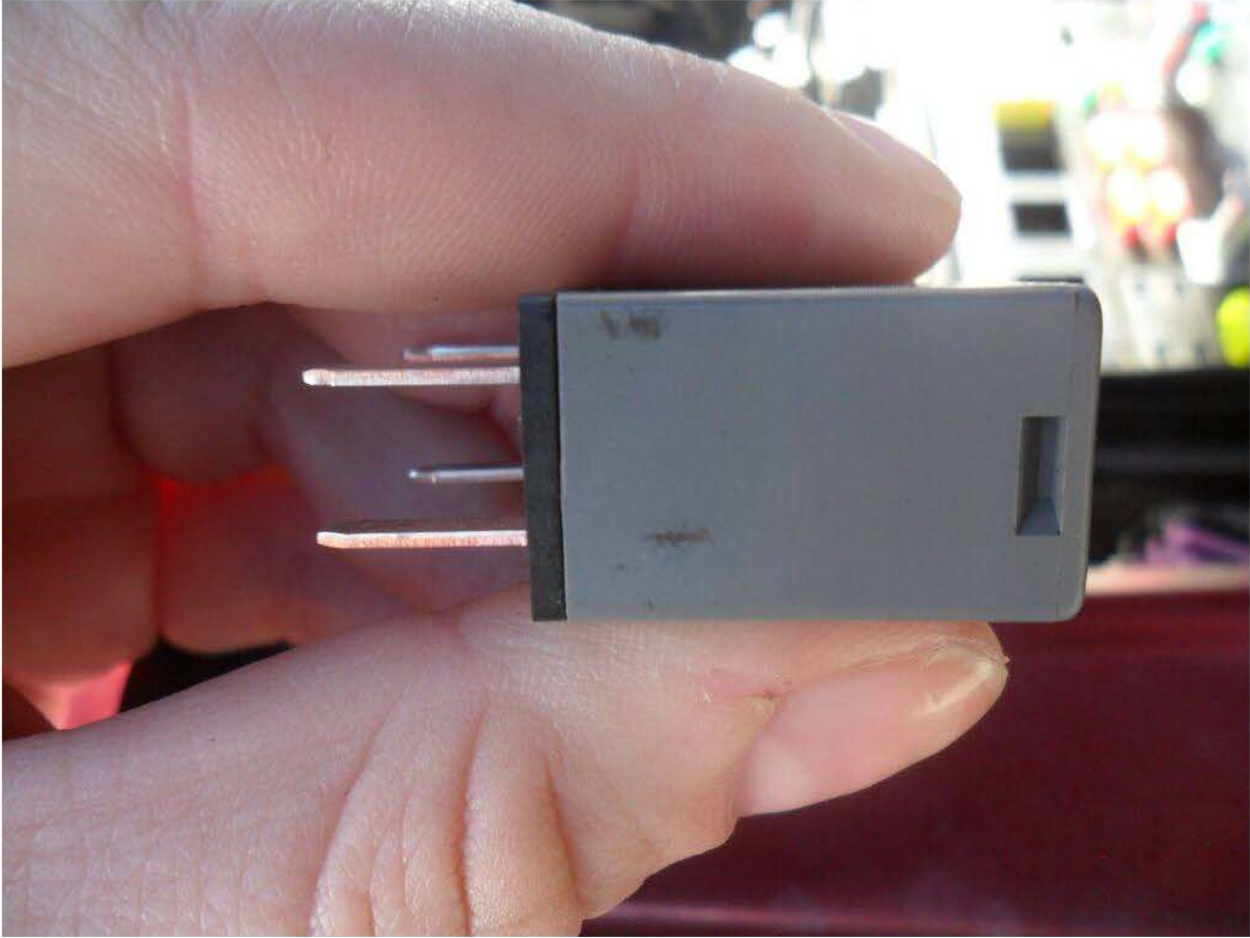
tyco

15393412

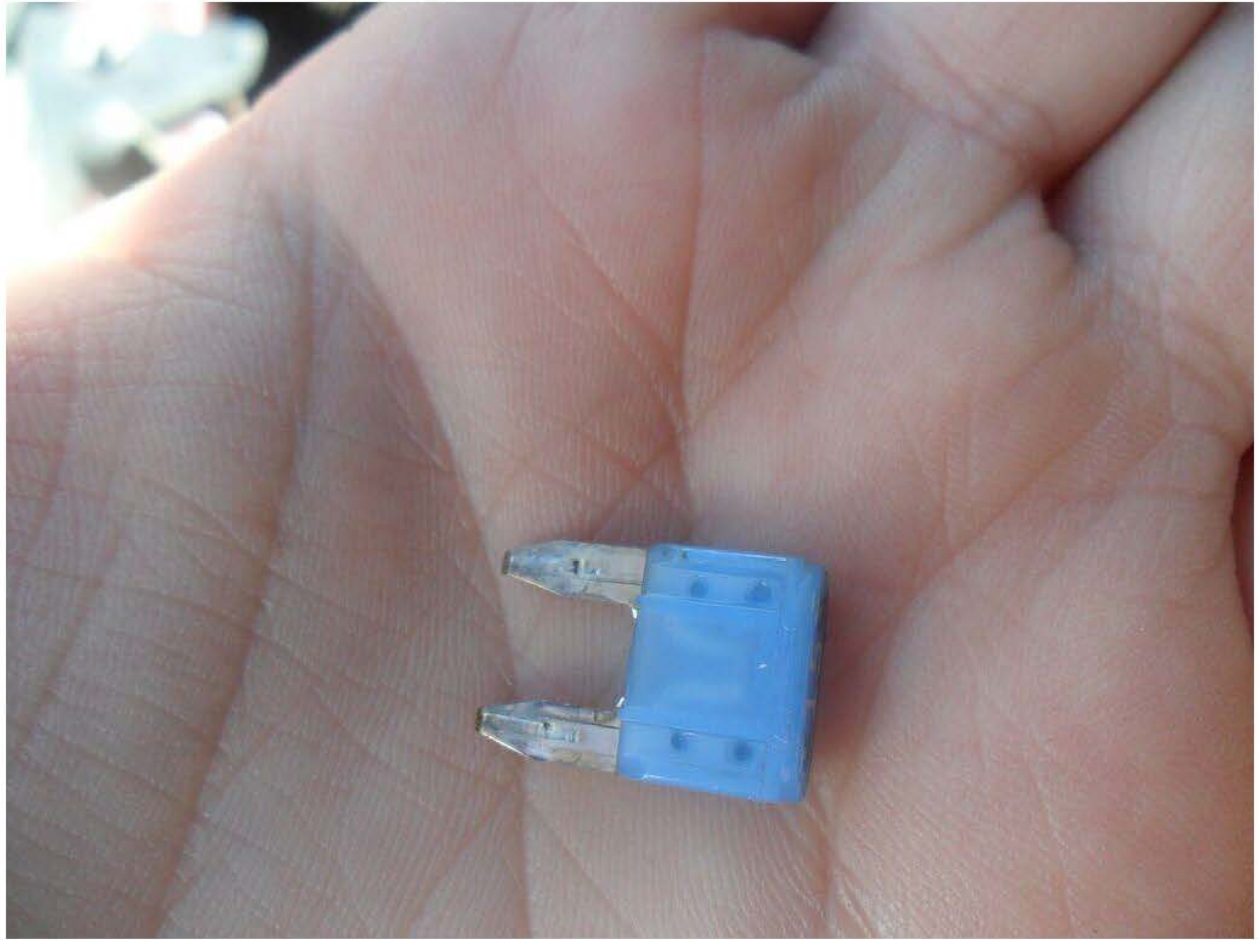
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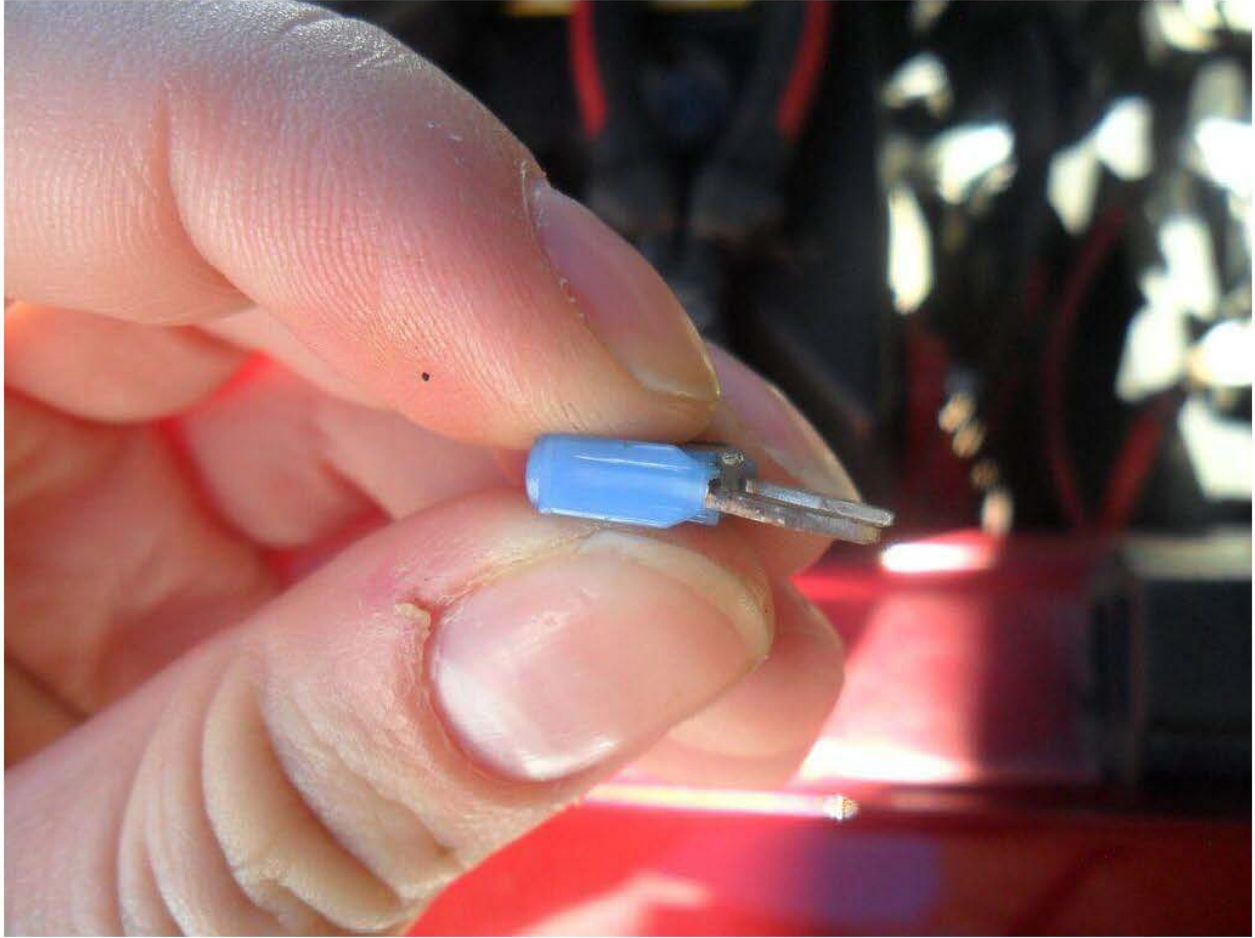




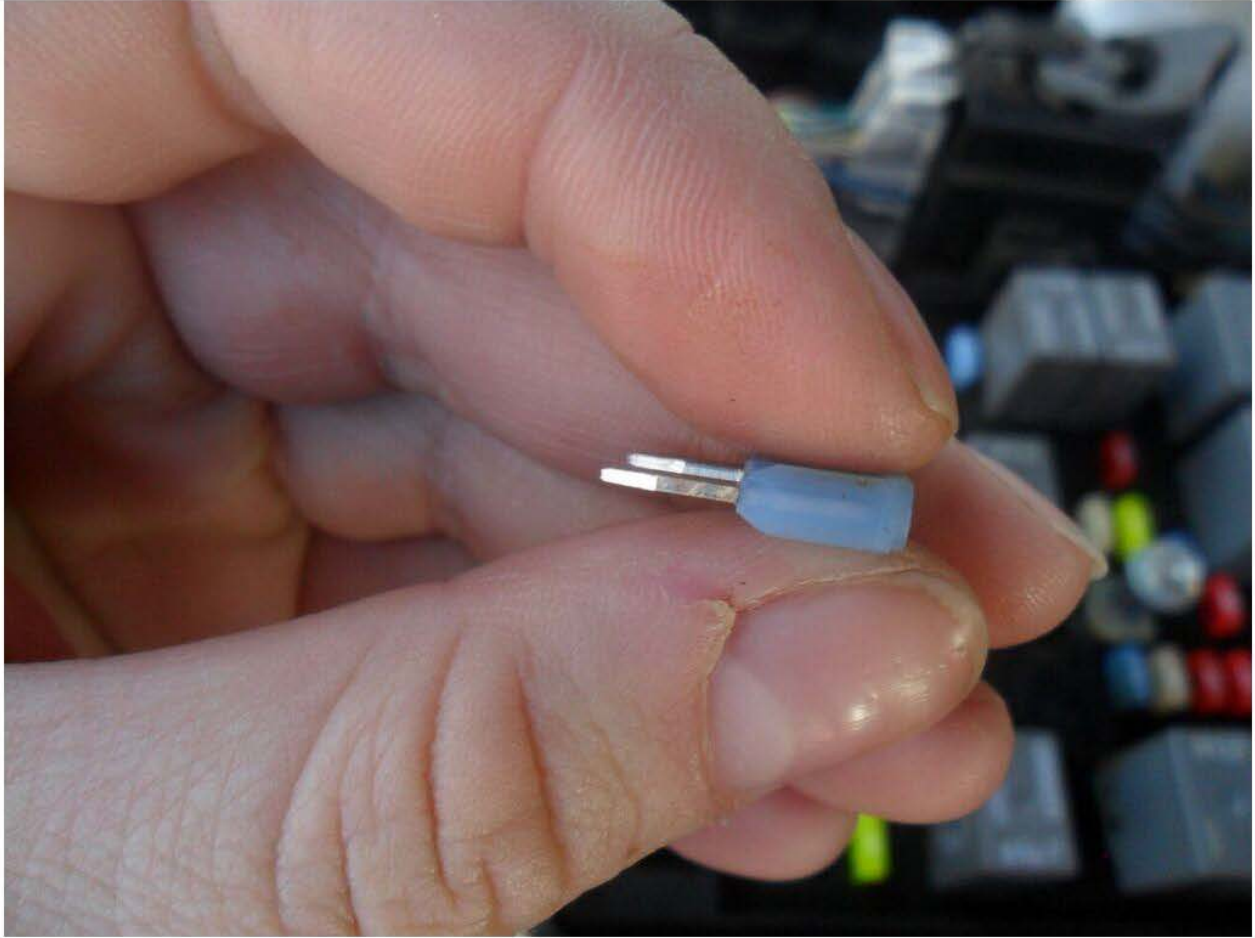




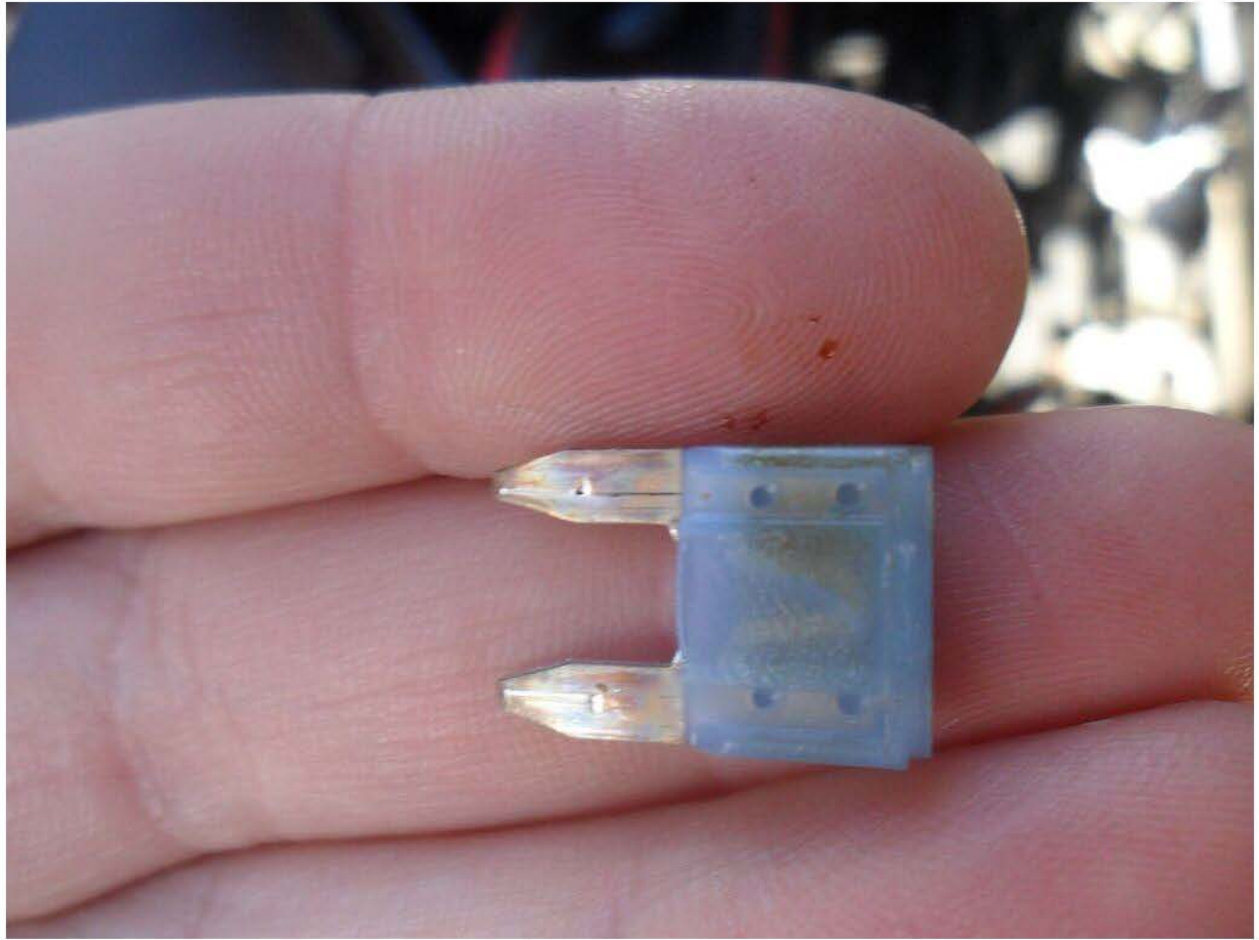












Customer

██████████
██████████

Vehicle

2006 Buick LaCrosse
2G4WD58226 ██████████
Mileage now: 97000 mi

Status of vehicle/concern

A GM Dealer has NOT diagnosed current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points

The customer states he mother was driving the vehicle when the headlight went out. She did not know how to respond immediately and was almost hit by another vehicle. She states the issue has occurred before, but the last time her mother turned on the high beams and was able to drive home. She states this time that did not happen; however, when her husband looked at the lights, they did come back on initially, but when he tried it again, the lights would not turn on. She states that they looked on line because they were going to attempt to repair the issue themselves, but while looking she observed that there is recall on some 2006 through 2009 vehicles about a headlamp issue. She states if this is the same concern for her mother's vehicle, she expect GM to cover the cost of the repair. And her concern is maybe GM needs to extend the recall on other vins.

SA apologized to the customer for the experience that her mother had. Adv that her vehicle's vin is not a part of a recall or a special coverage regarding the headlamps. Adv that each case is a case by case bases. Adv that I can contact the dealership about her concern. Adv because from the information she is stating I can not determine if the dealership was letting her

Supporting Factors	Limiting Factors
<p>First time GM buyer (verified)</p>	<p>Vehicle is > 8 years old (verified) Current or former fleet vehicle (verified)</p>
<p><i>Please consider these additional questions:</i> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?</p>	<p><i>Please consider these additional questions:</i> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?</p>

Additional key points

This customer has purchased these GM vehicles (verified): 2006 BUICK LACROSSE

Reference

CAC SR#: ██████████
CAC advisor: Jennifer Davis--> (866) 790-5700, Ext # 5921542

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

System [1:10:31 PM]:

Welcome to chat.

Jennifer [1:10:58 PM]:

Hello. Thank you for contacting GMC Customer Assistance, [REDACTED] My name is Jennifer. How may I assist you today?

[REDACTED] [1:11:08 PM]:

Hello.

[REDACTED] [1:11:18 PM]:

I'm just curious about something

[REDACTED] [1:11:29 PM]:

I have a gmc envoy Denali

[REDACTED] [1:11:41 PM]:

2007

[REDACTED] [1:12:03 PM]:

And it's a V8.

[REDACTED] [1:12:47 PM]:

On the v6 there is/was a recall on the daytime running and the dim headlights because they quit working

[REDACTED] [1:13:39 PM]:

My car is experiencing the same issue and I was wondering why it wasn't covered on the recall and how it maybe it could possibly be.

Jennifer [1:14:33 PM]:

I apologize that you are experiencing issues with you lights.

Jennifer [1:14:56 PM]:

So I may better assist you, may I please gather some information from you?

[REDACTED] [1:15:06 PM]:

It's ok, you didn't do it. lol yes you may

Jennifer [1:15:59 PM]:

Thank you. May I please have your first and last name, e-mail address, phone number, VIN and current mileage on the vehicle?

[REDACTED] [1:16:26 PM]:

Yep

[REDACTED] [1:17:00 PM]:

[REDACTED] getting vin and mileage

Jennifer [1:17:17 PM]:

Thank you for the information.

[REDACTED] [1:19:05 PM]:

I'm frustrated because we have bought some much stuff to fix the dim light problem and nothing worked. Someone who used to work for gmc told is to contact you guys. I've had it for almost a year now and before I made my first payment on it the lights quit.

[REDACTED] [1:19:52 PM]:

We've had it different people look at it and just recently a service center told us about the recall for the v6 and it struck me odd that it wasn't for the v8 too.

[REDACTED] [1:20:39 PM]:

Mileage is 113522, vin is 1Gket63mx7 [REDACTED]

Jennifer [1:21:43 PM]:

I understand your frustration, it is hard to know where to go when you are having a problem, especially one that is recurring.

Jennifer [1:22:16 PM]:

Thank you for the rest of the information. May I please take 3 to 5 minutes to look into this for you:

[REDACTED] [1:22:22 PM]:

Yes.

Jennifer [1:22:27 PM]:

Thank you.

Jennifer [1:25:03 PM]:

Thank you for your patience, I looked under your VIN and unfortunately, there are no recall or Special Coverage for this issue.

Jennifer [1:26:06 PM]:

I would be happy to document your concern in a case. I think we should get you in touch with a GMC Dealership in your area to have a diagnostic done.

Jennifer [1:26:48 PM]:

When was the last time the lights stopped working?

[REDACTED] [1:27:22 PM]:

In April of 2015

Jennifer [1:27:48 PM]:

And they were fixed at that time?

[REDACTED] [1:27:53 PM]:

We've taken it to dealerships and they want to charge a whole bunch to diagnose it.

[REDACTED] [1:28:02 PM]:

No. Tried but nothing worked.

[REDACTED] [1:28:27 PM]:

We bought new bulbs, a new command center, and different fuses and nothing worked.

[REDACTED] [1:28:54 PM]:

The command center is the knob that you can use to manually turn them on.

Jennifer [1:29:31 PM]:

May I have another 3 to 5 minutes to do some research, please.

[REDACTED] [1:29:37 PM]:

Yes.

Jennifer [1:30:05 PM]:

Thank you.

Jennifer [1:33:17 PM]:

May I ask, how many times have you had the vehicle in for this issue? And, was it always a GM Certified Dealership?

[REDACTED] [1:34:41 PM]:

I've taken it there about 3 times. The last time they wanted to charge me almost \$200 to just look at it. I took it there 2 weeks after having it when the dim lights quit, and yes it was a certified dealership because they fixed the recall on the door switches.

Jennifer [1:35:56 PM]:

Thank you for the information. I will be back in 3 to 5 minutes, I want to do more research. Is that okay?

[REDACTED] [1:36:01 PM]:

yes

[REDACTED] [1:36:44 PM]:

The v6 was recalled for the issue I'm having. And I was hoping that it would be mine too because not having lights sucks. Lol

Jennifer [1:41:56 PM]:

I do apologize, due to the age of the vehicle and the mileage, I am unable to assist you with the cost of the diagnostic. However, I feel that we do need to get you to a dealership to try and figure this problem out. The dealerships do have a Technical Assistance Center available to them when they have an issue that they can't resolve.

Jennifer [1:42:39 PM]:

May I have the name of the dealership that you have been working with? I would like to reach out to them.

[REDACTED] [1:43:03 PM]:

Coughlin automotive. In Chillicothe Ohio

Jennifer [1:44:21 PM]:

Thank you for the information. May I take 5 to 10 minutes to reach out to the dealership?

[REDACTED] [1:45:50 PM]:

Ok. Well I can't afford to pay the diagnostic fee so I guess I'm stuck with this non working lights vehicle. You don't have to reach out to them. I'm not able to take it there because I can't afford it at this time. I

took it to the them not even 2 weeks after having it when the lights quit. And they looked at it for free that time but never game me a diagnostic on it.they want to charge me a bunch even after I just paid 12000 fora vehicle from them.

Jennifer [1:47:38 PM]:

I would like to reach out to the dealership to see if there is any cost assistance for the diagnostic fee since it has been less than a year since you took it to them last time.

[REDACTED] [1:48:01 PM]:

Ok that's fine. It sucks. I'm from Michigan and can't go home to see family because my lights don't work. I can't go pick up my kids at practices after dark because my lights don't work. I could go on but I won't bore you.

Jennifer [1:49:55 PM]:

Again, I apologize that your having this issue. I understand how frustrating it must be to have a limited time to do all your daily errands.

Jennifer [1:52:59 PM]:

I'm sorry, I'm not able to locate the dealership with the name and city, do you have a zip code or a phone number

Jennifer [1:53:06 PM]:

*?

[REDACTED] [1:53:41 PM]:

Yes.

[REDACTED] [1:53:45 PM]:

One sec

[REDACTED] [1:53:55 PM]:

Zip is 45601

Jennifer [1:54:37 PM]:

Thank you. One moment please.

[REDACTED] [1:54:40 PM]:

740773-2153

Jennifer [1:55:27 PM]:

I located the dealership. May I take 5 to 10 minutes to contact them?

[REDACTED] [1:55:54 PM]:

Yes

Jennifer [1:56:10 PM]:

Thank you, I will be back with you shortly.

Jennifer [1:57:45 PM]:

Do you remember the month you were last at the dealership?

[REDACTED] [1:58:26 PM]:

No maybe August

Jennifer [2:05:15 PM]:

Thank you for your patience. I contacted the dealership, and, unfortunately, they stated that they hadn't had that vehicle in for any issue with the lights.

[REDACTED] [2:06:11 PM]:

They have too. Never in the garage but the main mechanic had it outside and slightly tore apart

Jennifer [2:07:02 PM]:

I apologize, that is the information they gave me.

[REDACTED] [2:07:28 PM]:

I've taken it there and they have always looked at it in the parking lot. Then they say 200\$ for them to pull it in garage.

[REDACTED] [2:07:55 PM]:

They guy we bought it from knows

Jennifer [2:07:59 PM]:

I am sorry to say, but due to the age and mileage of the vehicle there is no cost assistance available.

[REDACTED] [2:08:05 PM]:

I can't remember his name,

[2:08:37 PM]:

Oh ok. Have a great day then. Thanks for trying to help.

Jennifer [2:09:25 PM]:

I truly am sorry, I wish I could do more.

Jennifer [2:09:43 PM]:

You're welcome. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Have a great day!

[2:10:03 PM]:

So if I take and they diagnose it with the same exact thing that is wrong with the v6 Then what?

Jennifer [2:11:44 PM]:

Well, there are a few steps to take after that. You could chat back with us, we could document that in the case. If they were unable to fix it properly, they have the Technical Assistance Center that they could go to for help solving the problem.

[2:12:16 PM]:

Ok, bu most likely it is something that I will have to pay for out of pocket

Jennifer [2:14:03 PM]:

unfortunately, it is something that you would have to pay for out of pocket, due to the age and mileage on the vehicle. Also the fact that it was purchased used, we are unable to verify the care the vehicle was given by prior owner.

Jennifer [2:14:25 PM]:

*Unfortunately

[2:14:43 PM]:

Ok.

Jennifer [2:15:10 PM]:

Is there anything else that I can assist you with today?

[2:15:19 PM]:

Nope

Caller [REDACTED] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [3:07:36 PM]:

Welcome to chat.

Stacy [3:07:48 PM]:

Thank you for contacting GM Customer Assistance. My name is Stacy, how can I assist you today [REDACTED]

[REDACTED] [3:08:20 PM]:

hello, I own a 2007 gmc envoy and the headlights went off and on while driving home over an hour away, very scary. I am being told there is a recall, please inform me. thanks.

Stacy [3:09:13 PM]:

I am sorry to hear you are having a concern with the headlamps. I would be happy to look into this for you, can you please provide the VIN and current mileage?

[REDACTED] [3:09:31 PM]:

yes, one moment while I go outside

Stacy [3:09:38 PM]:

Thank you.

[REDACTED] [3:13:29 PM]:

VIN: 1GKES63M972 [REDACTED] AND IT HAS 98,000 MILES. THANK YOU

Stacy [3:14:52 PM]:

Thank you. Looking into the vehicle there are no open recalls or special coverage's for this concern, recalls are VIN specific. I would recommend having the vehicle the vehicle diagnosed at a GMC dealership to see what is causing the concern.

Stacy [3:15:35 PM]:

Looking into the warranties all have expired except the special coverage for a Fuel Level Sensory Contract Wear (10054).

[REDACTED] [3:16:15 PM]:

SO WHAT WAS THE RECALL FOR? IT SHOWS THERE WAS A RECALL FOR THIS

Stacy [3:17:03 PM]:

Unfortunately, recalls are VIN specific and due to there not being a recall on the vehicle I am not sure what you are referring to. I do apologize.

Stacy [3:17:31 PM]:

If you have a repair done to the vehicle and it becomes a recall in the near future you can submit for reimbursement however, reimbursement is never a guarantee.

██████████ [3:18:11 PM]:

thank you

Stacy [3:18:40 PM]:

You're very welcome, it is my pleasure. Would you like me to locate a dealership for you?

██████████ [3:19:14 PM]:

no that is ok. they were the ones that found the article on a website

Stacy [3:19:52 PM]:

Thank you. I have also made sure to document your concern in our resources and your case number is ██████████ 3.

clara harkness [3:21:11 PM]:

thanks

Stacy [3:21:25 PM]:

You're very welcome. Can you please verify your first and last name, phone number and e-mail address for me? You could be chosen for a survey regarding your customer experience I have provided today. GM needs the correct email address to send that to you.

██████████ [3:22:20 PM]:

████████████████████ that is fine, they can send me the survey to charkness65@gmail.com.

Stacy [3:22:39 PM]:

Thank you so much, is there anything else I can assist you with today?

██████████ [3:23:08 PM]:

No we are good. thanks again

Stacy [3:23:18 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.



Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 321842600000
Original Author: Megan Smith
New Author: Megan Smith

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 277899

Service Agent: RANDY MARION CHEVROLET OF STATESVIL

Contact Name:

Phone Number:

Fax Number:

Contact Email Address: m

Job Card*:

Job Card Date: 03/11/2016

Reference Number:

VIN: 1GNES13H272 [Investigate Vehicle History](#)

Odometer: 138491

- Transaction Flag:
- Customer Enthusiasm - Non Warrantable Repair
 - Special Coverage
 - Policy
 - None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description*: Other-Field Action/Tech Bulletin

Correction Description*: Repair Vehicle

Labour Operation*: 0600006

Labour Time: 2 Supp Time: 0 OLH Time: 0

Labour Rate: 94.67 Common GM Division - Mechanica

Labour Total: 189.34

Parts Total: 303.21

Part Numbers:

Net Item Type Amount

<Make Selection> + -

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 492.55

Auth Code:

Accept Reject

Comment*:

Created By: Megan Smith, Create Date/Time: Thu Apr 14 11:16:05 EDT 2016, Comment: Please attach the Pre-Auth ID when submitting the claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

Attachment Id	Attachment Name	User Name
<		>

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNES13H272 [REDACTED]	321842600000	2016-04-14
<		>

CANCEL

SAVE



Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION |

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth
Original Author: Megan Smith
New Author: Megan Smith

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 277899

Service Agent: RANDY MARION CHEVROLET OF STATESVIL

Contact Name:

Phone Number:

Fax Number: 7

Contact Email Address:

Job Card*:

Job Card Date: 03/11/2016

Reference Number:

VIN: 1GNES13H27 [Investigate Vehicle History](#)

Odometer: 138491

- Transaction Flag:
- Customer Enthusiasm - Non Warrantable Repair
 - Special Coverage
 - Policy
 - None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 2 Supp Time: 0 OLH Time: 0

Labour Rate: 94.67 Common GM Division - Mechanica

Labour Total: 189.34

Parts Total: 303.21

Part Numbers:

Net Item Type

Amount

<Make Selection> + -

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 492.55

Auth Code:

Accept Reject

Comment*:

Created By	Create Date/Time	Comment
Megan Smith	Thu Apr 28 15:19:50 EDT 2016	Please attach the Pre-Auth ID when submitting the claim.
Megan Smith	Thu Apr 14 11:16:05 EDT 2016	Please attach the Pre-Auth ID when submitting the claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
< >			

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNES13H272 [REDACTED]	321842600000	2016-04-14
< >		



Close Window

View Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to view the details of an existing Pre-Repair Authorization.

Pre-Repair Authorization

[EDIT](#)

Disclaimer: All amounts are before taxes

Pre-Repair Authorization ID: [REDACTED]
 Business Unit: GM - US
 Transaction Type: Regular Vehicle Transaction
 BAC: 277899
 Service Agent: RANDY MARION CHEVROLET OF STATESVIL
 Service Agent Contact Name: Michael Simms
 Phone Number: 7048739095
 Fax Number: 704872-6826
 Contact Email Address: tpope@randymarion.com

Transaction Number:
 Job Card: 349617
 Job Card Date: 03/11/2016
 User Name: Megan Smith
 Submit Time: 2016-04-14

Reference Number: [REDACTED]
 VIN: 1GNES13H2721 [REDACTED]
 Odometer: 138491

Transaction Flag:
 Complaint: 0090 - No Customer Complaint - Other issues

No customer complaint-Other issues

Cause: 9090 - Other - Field Action / Tech Bulletin

Other-Field Action/Tech Bulletin

Correction:

Repair Vehicle

Labour Operation: 0600006

Labour Time: 2
 Parts Total: 241.96

Part Numbers:
 Labour Total: 189.34

Labour Rate: 94.67

Supp 0
 Time:

OLH Time: 0

No rows were found.

Net Item Type	Amount
< >	

Net Item Total: 0.00

Total Before Taxes: 431.30

Deductible: 0.00
 Auth Code:
 Assigned To:
 Status: Accept

Comment(s):	Created By	Create Date/Time	Comment
	Megan Smith	Fri Jul 01 13:17:35 EDT 2016	Please attach this Pre-Auth ID when submitting the claim.
	Megan Smith	Thu Apr 28 15:19:50 EDT 2016	Please attach the Pre-Auth ID when submitting the claim.
	Megan Smith	Thu Apr 14 11:16:05 EDT 2016	Please attach the Pre-Auth ID when submitting the claim.

Reassign Comments:	Created By	Comment	From	Assigned To
--------------------	------------	---------	------	-------------

Attachments:

No rows were found.

Attachment Id	Attachment Name	User Name
< >		

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNES13H2721 [REDACTED]	31842600000	2016-04-14
< >		

CANCEL

Product Assistance Center
Preliminary Technical Consultant Report

Date: 2/29/2016

VIN: 1GNES13H27 [REDACTED]

SR #: [REDACTED]

Customer Name: [REDACTED]

Case Matter # [REDACTED]

PAC Advisor: Matthew Thomas

Report/Recommendation:

Based upon available information, the customer's description and photos, it appears that the origin of the fire is consistent with field action 14291. 14291 is not associated with this vehicle. The customer stated the incident occurred in 1/22/2016 and the vehicle mileage is stated as 138,491.

Based on the available information, it is recommended that the vehicle be repaired or repurchased as appropriate.

If any additional information becomes available, this report may be revised.

Mickey Sabol
PAC Technical Consultant

CUSTOMER #: [REDACTED]

INVOICE



601 GATHER RD., STATESVILLE, NC 28625
P.O. BOX 1559, MOORESVILLE, NC 28115

TELEPHONE: (704) 873-3236
www.randymarion.com

STATESVILLE, NC [REDACTED]

PAGE 1

HOME: CONT [REDACTED]
BUS: CELL [REDACTED]

SERVICE ADVISOR: 538 CASEY BOGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	07	CHEVROLET TRAILBLAZE	1GNES13H272 [REDACTED]		139156/139156		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06SEP06 DD						CASH	11MAR16
R.O. OPENED	READY	OPTIONS: ENG:6.0_Liter					
13:01 11MAR16	14:07 11MAR16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES FUSE BLOCK HAS MELTED THE DRL MODULE							
9996 STANDARD							
130 DONN WARDO LIC#: 2/8/2016							
CPCT							
COUPS DISCOUNT						27.00	27.00
FRT FREIGHT						0.00	0.00
						0.00	0.00

,,,,,
 ,,,,No repair made at this time. Customer was instructed by GM to get a
 ,,,,written estimate to repair. Vehicle will require a new fuse box. two
 ,,,,much resistance in the fuse box has caused daytime running lamp module
 ,,,,to melt. Fuse box smells like fire. New fuse box is required to
 ,,,,properly repair.
 ,,,,cost to repair is \$614.80

CUSTOMER PAY ENVIRO/WASTE/DIS FOR REPAIR ORDER 3.24

CHEVROLET

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	27.00
		PARTS AMOUNT	0.00
			0.00
		SUBLET AMOUNT	0.00
		SHOP SUPPLIES/DISPOSAL	3.24
		TOTAL CHARGES	30.24
		COUPONS/DISCOUNTS	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	1.82
		PLEASE PAY THIS AMOUNT	32.06

CUSTOMER #: [REDACTED]

INVOICE



DUPLICATE 1
PAGE 1

601 GATHER RD., STATESVILLE, NC 28625
P.O. BOX 1559, MOORESVILLE, NC 28115
TELEPHONE: (704) 873-3236
www.randymarion.com

HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 538 CASEY BOGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	07	CHEVROLET TRAILBLAZE	1GNES13H272142931		139906/139911		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06SEP06 DD			05APR16			CASH	06APR16

R.O. OPENED	READY	OPTIONS: ENG:6.0_Liter
08:20 05APR16	16:25 06APR16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A REPLACE FUSE BOX							
9996 INSTALL NEW FUSE BOX UNDER HOOD. NOTE: HAS FOG LIGHTS WIRED TO PARK LIGHTS							
130 DONN WARDO LIC#: 2/8/2016 CPCT							
						203.31	203.31
						0.00	0.00
						0.00	0.00
						303.21	303.21

CUSTOMER PAY ENVIRO/WASTE/DIS FOR REPAIR ORDER							34.40



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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	203.31
PARTS AMOUNT	303.21
	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DISPOSAL	34.40
TOTAL CHARGES	540.92
COUPONS/DISCOUNTS	0.00
SALES TAX	34.19
PLEASE PAY THIS AMOUNT	575.11

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

CUSTOMER SIGNATURE

Matthew Thomas (C)

From: Matthew Thomas (C)
Sent: Monday, February 22, 2016 4:38 PM
To: Mickey Sabol
Cc: Kimberly Horvath (C)
Subject: Reopen - Fire Case SR# [REDACTED]

Type of case	Fire Case		Case Summary
Status	Reopen		Allegation; Customer stated that he pulled into his driveway burning and when the customer open the hood the customer coming out of the fuse box and the relay exploded and me fuse box. Customer stated that he out the fire out himself.***** review attach photos*****
SR Number	[REDACTED]		
Customer Name (Last name/First Name)	[REDACTED]		
Year/Make/Model	2007 Chevrolet Trailblazer		
VIN	1GNES13H272 [REDACTED]		
Incident Date	1/22/2016		
Purchase Date	10/1/2013		
Titled in who's name	state employees Credit union/ Josh Beanfield		
Purchase Price	13,500		
Open/Closed Recalls (If closed include closed Transaction History)	Product Safety Recall N120180 12180 DRIVER DOOR SWITCH SHORT CIRCUIT 02/18/2013 Open		
Mileage	135,000		
Purchased From	private party		
Vehicle Insured	Yes		
MSRP/KBB (Trade-in Good Value)	n/a		
Loaner Vehicle (yes/no from drop down and enter date issued)	No	n/a	

Additional Information as requested by TC/TL

Matthew Thomas

Product Assistance Claims Department

Business Resource Center

General Motors

Matthew.3.Thomas@gm.com

Tel: 866-790-5600 ext 5921603

Fax: 586-920-0714



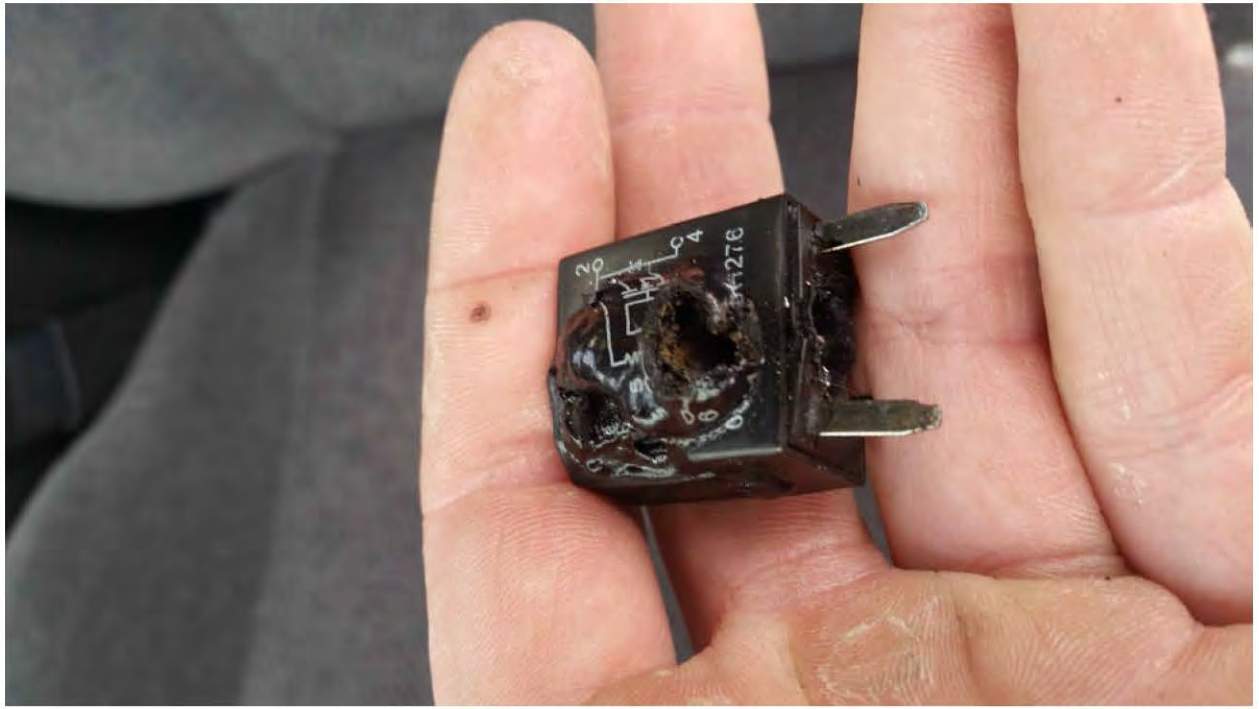












AHN MATTHEW THOMAS

CUSTOMER #:

RANDY MARION CHEVROLET OF STATESVILLE

601 GAITHER RD., STATESVILLE, NC 28625
P.O. BOX 1559, MOORESVILLE, NC 28115
Telephone (704) 873-3236
www.randymarion.com

WARRANTY

PAGE 1

HOME: CONT
BUS: CELL SERVICE ADVISOR: 538 CASEY BOGGS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Includes details for CHEVROLET TRAILBLAZE 1GNES13H27.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes entry for A REPLACE FUSE BOX.

CAUSE:

9996 INSTALL NEW FUSE BOX UNDER HOOD. NOTE: HAS FOG LIGHTS WIRED TO PARK LIGHTS 130 DONN WARDO LIC#: 2/8/2016 W40 2.00

COUPS DISCOUNT
FRT FREIGHT

94.67

Summary table with columns: Description, Amount. Includes FAX 189.34, 250.59, 0.00, 303.21, 241.96, 241.96.

Summary table with columns: SALE-LBR, COST-LBR, PTS, MSC, LUB, SUB, TOTAL. Includes values 250.59, 54.00, 241.96, 172.83, 0.00, 0.00, 0.00, 0.00, 492.55, 226.83.

Summary table with columns: SALE-LBR, COST-LBR, PTS, MSC, LUB, SUB, TOTAL. Includes handwritten total 431.30.

Table with columns: ACCOUNT, SALE, COST, CONTROL. Includes handwritten notes like 'L 49255' and '6-6-11-30 AM'.

Handwritten notes: CAU 6-7-8 AM, 6-7-12.44, 6-8-9:10, 6-10 1.16

1-800-898-0164

COST, SALE, & COMP TOTALS 22683 49255 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items.

Table with columns: DESCRIPTION, TOTALS. Includes LABOR AMOUNT 189.34, PARTS AMOUNT 241.96, TOTAL CHARGES 431.30.

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

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

431.30

Templa

Type of case	
Status	IE. O
SR Number	
Customer Name (Last name/First Name)	
Year/Make/Model	
VIN	
Incident Date	
Purchase Date	Date vehic
Titled in who's name	
Purchase Price	
Open/Closed Recalls (If closed include closed Transaction History)	Product S Noncomplia - 09/09/2003 AND TORQU
Mileage	
Purchased From	Private part
Vehicle Insured	
MSRP/KBB (Trade-in Good Value)	
Loaner Vehicle (yes/no from drop down and enter date issued)	Yes/No
Information included in this PARTS RETURN INFO	

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos been attached in Seibel

please review to ensure photos are clear and show c
Must include at least one close up showing damage/

One Call Handling: Please include in body of email v

If necessary include copy of any additional fire/polic

If you are handling a case that requires **ESISQFYI act**

All fire cases with ESISQFYI requires email notificatio

te Instructions

Fire , Smoke , Melt	Case Summary
Open/Closed/Photos/Inspection/Escalate to ESIS/UTC	IE;
SR#*****	Customer allegation:
Doe, John	Photos in SIEBEL
2014 Chevrolet Cruze	Ordered Raytheon 11/11/2014
1ABC234DEF	Ordered Dealer Inspection/diagnosis & Repair Estimate
Date that the incident occurred	Inspection Complete 11/21/2014 document in SIEBEL
Vehicle was purchased (If unknown, customers best judgement)	Case closed pending customer action
John Doe/Husband	Case closed UTC
\$10,000/Unknown/Estimate is fine.	
Safety Recall N140350 14350 UNINTENDED IGNITION KEY ROTATION 08/30/2014 Open	
Service Recall N030045 03045 RIGHT REAR BRAKE HOSE FITTING 08/28/2003 Closed	
3 067852 ZFAT----Field Action Recall V1056 - 03045 - INSPECT REAR RIGHT REAR BRAKE HOSE 1,841 MI (information available in Transaction History)	
10,000	
Company, Used Car Lot or GM Dealership. (specific names required)	
Yes or No	
\$7,800.00	
Date issued	

Additional Information as requested by TC/TL

This box is for information requested as the case progresses. With examples such as below

ADDITIONAL INFORMATION, EG: Job Card Number: 63172,BAC: 114850, Labor Op Code: 0600006

Or

Customer 360 information ETC.

damage

fire, Overall of damaged area, Broad view to show the environment surrounding the area and a photo of all four
why case is being closed on the first "new email".
e reports, dealer inspections, and copy of title and registration as necessary.

ivity please confirm that this activity has been completed in Siebel prior to sending the Fire Case Initial Email to th
in to the TC and TCL regardless if case remains open or closed on first contact.

To: Mickey.sabol@gm.com

Cc: Kimberly.horvath@gm.com

This button will copy the to, cc,
subject

Subject: IE. Open/Closed/Photos/Inspection/Escalate to ESIS/UTC - Fire , Smoke , Melt SR# SR#*****

These buttons will copy and reset the
template

PASTE TEMPLATE IN EMAIL USING CTRL+V

IT'S VERY IMPORTANT TO
FOLLOW THIS STEP!

sides of vehicle exterior.

ne Fire Team.

, and

Fire Case

Smoke Case

Melt Case

New

Reopen

Photos

Update

Inspection received

Question

Closed

Estimate is OK

Yes

No

d

Fire Case template

Type of case	Fire Case	
Status	New	
SR Number	[REDACTED]	
Customer Name (Last name/First Name)	[REDACTED]	
Year/Make/Model	2007 chrovlet Trailblaizer	
VIN	1GNES13H272 [REDACTED]	
Incident Date	1/22/2016	
Purchase Date	10/1/2013	
Titled in who's name	state employees Credit union/ Josh Beanfield	
Purchase Price	13,500	
Open/Closed Recalls (If closed include closed Transaction History)	<i>Product Safety Recall N120180 12180 DRIVER DOOR SWITCH SHORT CIRCUIT 02/18/2013 Open</i>	
Mileage	135,000	
Purchased From	<i>porvate party</i>	
Vehicle Insured	Yes	
MSRP/KBB (Trade-in Good Value)		
Loaner Vehicle (yes/no from drop down and enter date issued)	No	n/a
Additional Information as requested by TC/TL		

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos been attached in Seibel

please review to ensure photos are clear and show damage

Must include at least one close up showing damage/fire, Overall of damaged area, Broad view to show the envi
One Call Handling: Please include in body of email why case is being closed on the first "new email".
If necessary include copy of any additional fire/police reports, dealer inspections, and copy of title and registrati

If you are handling a case that requires **ESISQFYI activity** please confirm that this activity has been completed in
All fire cases with ESISQFYI requires email notification to the TC and TCL regardless if case remains open or close

Case Summary

Allegation;customer stated that he pulled into his driveway and smelt wire burning and when the customer open the hood the customer saw smoke coming out of the fuse box and the relay exploded and melted a spot in the fuse box. Customer stated that he out the fire out himself.

Environment surrounding the area and a photo of all fo

ion as necessary.

l Siebel prior to sending the Fire Case Initial Email to
ed on first contact.

To: Mickey.sabol@gm.com

Cc: Kimberly.horvath@gm.com

Subject: New - Fire Case SR# [REDACTED]

PASTE TEMPLATE IN EMAIL USING CTRL+V

ur sides of vehicle exterior.

the Fire Team.

Fire Case

Smoke Case

Melt Case

New

Reopen

Photos

Update

Inspection received

Question

Closed

Estimate is

Yes

No