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

November 16, 2015

Office of the Attorney General
Consumer Protection Division
Attention: Virginia Luevano

Customer: [redacted]
Reference number: [redacted]
Service request: [redacted]
Customer Relationship Specialist: Shawna

Dear Virginia Luevano:

Thank you for your recent correspondence regarding [redacted] and concerns with her 2008 Pontiac G5 GT. We are sorry she is dissatisfied with her 2008 Pontiac G5 GT. Our continued success depends upon the satisfaction our customers receive from their vehicles. We feel our customers have the right to expect long-term, reliable performance from their Chevrolet products. However, there are many variables, which may affect the life of any part, or the appearance of an automobile. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The New Vehicle Limited Warranty coverage on the 2008 Pontiac G5 GT is 36 months and/or 36,000 miles, whichever comes first. The Vehicle Powertrain Limited Warranty coverage on the 2008 Pontiac G5 is 60 months and/or 100,000 miles, whichever comes first. We regret that because [redacted] vehicle is an additional 52 months and/or 83,500 miles beyond the New Vehicle Limited Warranty and is an additional 28 months and/or 19,500 miles beyond the Vehicle Powertrain Limited Warranty, GM is not obligated to offer any financial assistance at this time of reimbursement for repairs, repurchase or replacement.

We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty. [redacted] concerns relating to the vehicle occurred outside the terms of the manufacturer's warranty.

However as a customer relations measure for customer satisfaction gesture, General Motors would like to offer [redacted] a $1,500.00 Owner Loyalty Certificate towards the purchase of a new General Motors product. Unfortunately, [redacted] wishes not to continue in discussion of this matter.

If you have further questions, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 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 pleased to assist you.

Sincerely,

General Motors

cc: FILE

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