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

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2006 Chevrolet HHR	A GM Dealer has diagnosed the current concern
[redacted]	[redacted]	Repairs have not been scheduled
Call Anytime	Mileage now: 131000 mi	Vehicle is currently operable & can be driven

Key Points

Customer states:

I'm at the point where I want someone to know that I did try to call GM. Alot of people have complaints about this car with the exact same problem. This is how you treat your customers? i don't want anyone to tell me how old my car is I want someone to listen to my problem at least.

CSR stated:

What I did on behalf of the owning agent, I've sent an email to the dealership making them aware of our conversation today. I just ask that you allow 24 to 48 business hours for the agent or the dealership to call you back. Now I'm not sure the diagnostic fee will be waived, also I can't guarantee that when they find out what's wrong with the vehicle we can't guarantee cost assistance.

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) Vehicle has been serviced for this concern: 1 time(s)	 Vehicle is > 8 years old (verified) Vehicle has > 100,000 miles
Please consider these additional questions: *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?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket 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?*

Additional key points

This customer has purchased these GM vehicles (verified): 2006 Chevrolet HHR

Reference

CAC SR#[redacted]

CAC advisor: April Dommond-->[redacted]

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.