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



September 20, 2016

State of South Carolina
Office of the Attorney General
Consumer Protection Division
Attention: John Smith

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

Dear John Smith:

Thank you for your recent correspondence dated August 2, 2016 and received by GM on August 11, 2016 regarding [redacted] and concerns with her 2006 Chevrolet HHR. 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. 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 on the 2006 Chevrolet HHR is for 36 months and/or 36,000 miles whichever occurs first. Our records show that these warranty parameters have been exceeded by 96 months and 102,000 miles. As a result, this vehicle is no longer covered by the New Vehicle Limited Warranty, and GM is not obligated to cover the cost o[redacted] repair.

However, as a customer relations measure for customer satisfactory goodwill gesture, GM has offered a $1,500 Owner Loyalty Certificate to help with the purchase of a new GM product, unfortunately [redacted] has declined our offer. Therefore GM will take no further action in this matter. All available information was carefully evaluated and all considerations allowed before this decision was reached.

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 pleased to assist you.

Sincerely,

General Motors

cc: FILE