



General Motors Corporation
Western Region

June 30, 2005

Mr. Don Signer
Signer Buick-Cadillac
39639 Balentine Drive
Newark, CA 94560

Dear Mr. Don Signer:

This letter is to advise you that following Dealer Self-Review (DSR) observation period 1, 2 and 3, your dealership was selected for a warranty audit contact. This contact will review the administration of General Motors policies and procedures under the Dealer Sales and Service Agreement, the GM Policies and Procedures Manual and other administrative guidelines. This audit may include vehicle inspections, parts inspection, customer contacts, and inspection of dealer records in support of transactions with General Motors.

This contact is scheduled to begin on **July 11, 2005** and will conclude approximately **July 22, 2005**. A member of your zone will contact you to schedule the opening meeting time at your facility. Your cooperation in supplying an adequate work area for the team will be appreciated. For planning purposes, your review team will consist of two to three people.

This letter also serves as notification to *discontinue scrapping all warranty parts on claims paid on June 17th and thereafter. All warranty parts must be retained, including cores, until further notice. The only exception to this would be parts that are requested by the WPC (Warranty Parts Return Center).*

Any questions you may have regarding this review may be directed to my attention at 1-800-248-5507 mailbox **35452**. We appreciate your cooperation during this audit.

Regards,

Susan Keenehan
Zone Manager
Western Region

cc: M. Jackson
M. Williams
N. Stirling
R. Hickman
B. Vieau – AVM
M. Warren – FWS
L. Knight – FWS
File