



Personal and Confidential

GM Service and Parts
Operations

General Motors Corporation
4100 South Saginaw Street
Flint, MI 48557

JULY 09, 2005

MR. DONALD R. SIGNER
SIGNER BUICK-CADILLAC 00000118725 1147315
39639 BALENTINE DR
NEWARK, CA 94560-5377

The Dealer Self-Review (DSR) Process enhances the dealers ability to perform a self-review of dealership administration of GM Warranty in the belief that most dealers prefer to implement their own corrective actions.

During the preceding 12 months, you received three Dealer Self-Review (DSR) packets, each representing various repair groups or types of repairs, with which the DSR Process had identified possible warranty administration concerns.

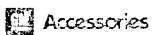
At the present time, the DSR System continues to indicate areas of concern. The outcome of these unresolved concerns is the placement of your Dealership in a select group of dealers for possible "in-store" review by the GM Regional Warranty Staff.

If further assistance or direction is required, contact General Motors Warranty Operations at (313) 667-2393 for staff assistance or your Regional Warranty Manager.

Sincerely,

Peter Lord
Executive Director,
GM Service Operations

cc: Regional Warranty Manager
Field Zone Manager
Area Service Manager





Mail Code: 485-303-135

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