

April-01	0
	0
	0
	0
	0
	0
	0
November-01	1
	1
	1
April-02	2
	2
	2
	2
August-02	F
	F
	F
	F
August-02	F
	F
October-02	F
November-02	F
December-02	1
	1
	1
April-03	2
	2
	2
	2
August-03	3
	3
	3
	3
December-03	4
January-04	4
February-04	F
March-04	F
April-04	F
May-04	F
June-04	F
July-04	1
	1
	1
November-04	2
	2
	2
	2
March-04	F
April-04	F
May-04	F
June-04	1
	1
	1
October-04	2
	2
	2
February-05	3
	3
	3
	3
June-05	4



Personal and Confidential

JANUARY 09, 2004

MR. DONALD R. SIGNER
SIGNER BUICK DBA SIGNER 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 their dealership administration of General Motor's Warranty and Policy. It is our experience that dealers prefer to implement their own corrective actions when concerns are identified.

During the preceding 12 months, you received three Dealer Self-Review packets. Each packet identified repair groups or claims with potential warranty and/or policy administration concerns.

At the present time, the DSR System continues to indicate areas of concern. As a result your Dealership has been added to a select list of dealers. GM Regional Warranty Staff refers to this list when selecting dealers for possible "in-store" claims review.

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,

A handwritten signature in black ink, appearing to be "Peter Lord", written in a cursive style.

Peter Lord
Executive Director,
GM Service Operations



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

