



General Motors Corporation  
Vehicle Sales, Service and Marketing  
515 Marie Street, Suite 100  
Livonia, OH 44130-4750

September 30, 2005

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

Dear Mr. Signer:

I want to thank you for the time and cooperation you provided our Field Warranty Staff, Linda Knight and Millicent Warren during the recent audit conducted at your dealership this past July. In reviewing the findings from the audit, a number of the significant items have come to my attention regarding:

- Labor Operations and Times
- Service Management Approvals
- Net Amounts
- Repair Order Documentation
- Parts Inspection
- Repeat Repairs and Parts Warranties
- Courtesy Transportation

While it appears each of these items was reviewed with you at the time of the audit, I am interested in seeing the details of your Action Plan that you have developed following this audit. A written Action Plan is considered an essential tool in permanently correcting the deviations uncovered during an audit.

In order to address each of these issues documented in the audit, your internal processes should be compared to the General Motors Policy and Procedures Manual, and corrections or adjustments made where deviations were uncovered. Where questions remain, the details provided in the written audit summary can help clarify any confusion. We remain interested in the causes for the deviations that were uncovered and the plans you have put into place to insure they do not continue to exist.

The purpose of our visit is not to seek out debits or charge backs, but is designed entirely to assist you with the operation, compliance and improvement of your service department so further audits and issues of non-compliance do not occur in the future.

I look forward to hearing from you regarding your Action Plans and other recent changes.

Regards:

Neil Stirling  
Western Region Service Manager

cc. Susan Keenehan  
Brian Vieau  
Linda Knight  
Robert Hickman

Signer Buick-Cadillac Audit Response Letter

