

Mary Barra
CEO General Motors
GM Headquarters
300 Renaissance Centers
Detroit MI 48243
August 1, 2022

Dear Ms. Barra:

My name is Deborah Zygmunt and I am the original owner of a 2018 Buick Regal Tour VIN W04GU8SX651152074 which was purchased on September 1, 2018. It has had several problems with the first being the AC which needed a new air compressor. The car had only eight thousand miles when in October of last year the battery needed to be replaced and AAA did jump start the vehicle. I had been extremely ill and had to have special orthopedic surgery in Boston, so the car was not driven a lot. The backup camera failed in early March and the dealer installed a backup battery and the temperature actuator door. The extended warranty covered some of the latter.

Then in March/April of this year, the car again needed to be jumped by AAA. This time Firestone thought the recently replaced battery could have been defective and installed a new battery again. Then the problem came back, and the alternator tested low at Firestone in May of this year. I have an extended warranty with preferred and was advised to take the car to the dealer which I did, and the alternator was replaced. I also need the air compressor replaced again. I have never had a vehicle that needed two air compressors replaced with only 8100 miles.

The problem of having a completely dead battery persisted. I always stated it was as if one had left the lights on overnight. The AAA person came yet again and stated that something had to be draining the battery. I took it back to the dealer Classic Chevy, 13115 Southwest Freeway, Sugar Land, TX in June with the above concern. They had to car for two weeks in June. All they did was to start the car each day and somehow check the voltage then. They could not find the problem but failed to perform detailed electrical testing. I had asked that the chief technician look at the car as I felt the vehicle had a computer problem. I do not think that my concerns were escalated at the dealer.

I then picked up the car after the dealer had the vehicle for two weeks yet again On Monday June 27; I went to a private mechanic in Stafford TX where I had taken an older vehicle. The mechanic advised me that I had to have what in mechanics term is called a "battery" parasite and to call Lone Star Auto and Electric, located at 9420 West Bellfort, Houston, TX. I did and I was advised that over fifty circuits had to be tested at a cost of \$550. In all honesty, I had to take the vehicle in as it was not useable especially with my disability with the fear of being stranded. On the drive to Lone Star Auto Electric, the navigation screen went blank.

Lone Star had the vehicle for almost 3 weeks and found two battery parasites one at a drain of 2.75 and the other at 1.75 which were intermittent. The service manager found a defective wire and the latter was replaced and the drain was still present. The main computer module was then replaced. I have enclosed the receipt of \$1262.84. Please be aware that the job was extremely time intensive, and I do not feel that they overcharged.

I then went to Classic Chevy with the invoice, and they informed me to call Preferred. Long story short is that Preferred stated that GM should cover this on the bumper-to-bumper warranty

Thus, I a disabled person was given the song and dance again. GM is responsible for the enclosed invoice as Classic Chevy had the vehicle on three occasions and it was made clear especially on the last two visits how much the problem had escalated. I do not think they took the time with the problem like Lone Star Electric did. The only way the wire could have been damaged was when the temperature actuator was replaced at Classic Chevy when the dash was entered.

I appreciate your assistance with the matter and need to be reimbursed as I have medical expenses.

Sincerely,


Deborah Zygmunt

35 High Bank Drive

Missouri City TX 77459

enc 3

317-509-3421

AUTO ELECTRIC SPECIALISTS

9420 WEST BELLFORT
HOUSTON, TEXAS 77031

Invoice

Date	Invoice #
6/27/2022	10349

Bill To
DEBORAH ZYGMUNT 35 HIGN BANK MISSOURI CITYB TEXAS 77459

P.O. No.	Terms	Project
	Due on receipt	

Quantity	Description	Rate	Amount
	2018 BUICK REGAL VIN # W04GU88X6J1152074 LIC # LJR2649 MILEAGE:8097 REQUESTED SERVICES: BATTERY DRAIN OVER TEN DAYS , HAD BATTERIES REPLACED THREE TIMES		
1	FACTORY TEST VEHICLE , RETREIVED CODES FROM VARIOUS MODULES . CONTINUE TO PIN TEST / LOCATE AND REPAIR DAMAGED DATA SIGNAL WIRING RELATED TO KEY OFF PARASITIC BATTERY DRAIN	554.00	554.00
1	MATERIALS ELECTRICAL REPAIRS	187.00	187.00T
1	BCM MODULE	467.82	467.82T
	GM TDS PROGRAMMING	295.00	295.00T
1	NO CHARGE PROGRAMMING	-295.00	-295.00T
	NOTE ### AS EXPLAINED TO CUSTOMER , THE ABOVE REPAIR WAS TO DAMAGED WIRING LEADING TO BCM MODULE AND AMP SYSTEM MODULE . AT THIS TIME THE WIRING HAS CORRECTED THE KEY OFF PARASITIC BATTERY DRAIN , REPLACED THE BCM AND PROGRAMMED VEHICLE BCM MODULE . BE ADVISED THE BCM MODULE IS THE MAIN GATEWAY MODULE TO ALL OTHERS , RIGHT NOW THERE IS NO OTHER ISSUE , HOWEVER THAT COULD CHANGE AT ANY TIME AND ANOTHER MODULE MAY NEED REPLACING AND PROGRAMMING AND OF COURSE NO OTHER REPAIRS OR MODULES OR PARTS ARE COVERED UNDER THIS WARRANTY .		
	BY SIGNING BELOW I HAVE READ , UNDERSTAND AND AGREE AND DO NOT HOLD LONE STAR LIABLE FOR ANY OTHER ISSUES .		
	X _____ DATE _____		
#002	Total		

AUTO ELECTRIC SPECIALISTS

9420 WEST BELLFORT
HOUSTON, TEXAS 77031

Invoice

Date	Invoice #
6/27/2022	10349

Bill To
DEBORAH ZYGMUNT 35 HIGN BANK MISSOURI CITYB TEXAS 77459

P.O. No.	Terms	Project
	Due on receipt	

Quantity	Description	Rate	Amount
	<p>YEAR /12,000 MILES ###</p> <p>COVERS ONLY THE ABOVE EXPLICITE PARTS INSTALLED NO OTHER PARTS OR SERVICES ARE COVERED UNDER THIS WARRANTY .</p> <p>BY SIGNING BELOW I HAVE READ , UNDERSTAND AND AGREE</p> <p>X _____ DATE _____</p> <p>Sales Tax</p>	8.25%	54.02
#002	Total		\$1,262.84

To: GM

From: Deb Zygmunt ^{ad}

Subject: Car was at Classic Chevy 2 weeks in June

There was no invoice generated as no problem was found by spot checking that car started. However, if the car would sit more than 4 days the battery was completely drained per the owner

Date: 8-2-22

To: Irma
From: Deb Zygmunt 
Subject: Buick Regal Tour 2018
Date: 7-18-2022

I asked mechanic in Stafford about my Buick Tour not holding a charge and I was advised that I could well have a battery parasite. The mechanic states he usually refers clients to Lone Star Auto Electric. I called them and was advised by the description of the problem to bring the car in. On the way to Lone Star my navigation quit working and the computer screen went blank. They had to car for almost 3 weeks and found two parasites. They first replaced a wire then retested over 7 days by performing a twice a day check and determined that the main computer module had to be replaced. The cost for the diagnostic work and module was \$1261. I had no choice as I was afraid to use the vehicle.

To: Classic Chevy
From: Deborah Zygmunt 82
317-509-3421
Subject: Alternator 2018 Buick Regal
Date: May 9, 2022

The Buick has had two new batteries within 12 months. I had to jump start the Buick on May 6, 2022 and took it to Firestone with the extended warranty papers. They performed two tests which are attached indicating the alternator. The extended warranty company states that the alternator is covered by the GM warranty and needs to be performed by the dealer.

I had to car to Classic in around March for the backup assist and you found a low battery there also. I question if the alternator has gradually been going out.



13115 Southwest Freeway
Sugar Land Texas, 77478
Phone: 281-491-9000
www.classicchevysugarland.com

Thanks!

SO # 672582

Status
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SERVICE ORDER CUSTOMER COPY



User 5146 Page 1

Customer No 2051264

DEBORAH ZYGMUNT
39 HIGH BANK DR.
MISSOURI CITY, TX 77459

Home (281) 778-7392 **Bus** (317) 509-3421
Cell (317) 509-3421 **Today** (281) 778-7392
Email

Fleet Type
Term CASH

Advisor Irma Velasquez **Promised** 05/09/2022 6:00 PM **Tag** 3453
Shop **Opened** 05/09/2022 7:19 AM **Location**
Priority 201 **Cashiered** 05/11/2022 5:43 PM **PO #**

License No	Odometer In 7966	Odometer Out 7967	InServ Date	Stock No
Year 2018	Make BUICK	Model REGAL TOURX	Model No 4ZW35	Color SUMMIT WHITE
Vehicle ID No WV04GU8SX6J1152074	Selling Dealer	Extended Warranty	Delivery Date	
Engine Size 2.0L TURBO 4-CYL SIDI	Fleet #			

Request	Description	Job	CSR	Status
99	CUSTOMER STATES THAT VEH WILL NOT START WAS TOLD IT IS THE ALT HAS ALREADY REPLACED THE BATTERY	1	5075	Original

Labor	Description	Type	Amount
99	CUSTOMER STATES THAT VEH WILL NOT START WAS TOLD IT IS THE ALT HAS ALREADY REPLACED THE BATTERY	W	

Part	Description	Shp	SL	Bin	Type	Retail	Price	Amount
13520817	GENERATOR	1	Y	SPO	W			
Technician	5050 -							0.00
Cause	ALTERNATOR NOT CHARGING. CHECKED WITH VOLT METER, ONLY READING 10.5V AND DECREASING.							0.00
Correction	REMOVED AND REPLACED ALTERNATOR AND CHECKED CHARGING SYSTEM OPERATION, WORKING AS DESIGNED. LABOR OP 4040320							0.00

Request	Description	Job	CSR	Status
99	CUSTOMER STATES THAT AT TIMES AC NOT BLOWING COLD FROM PSG SIDE AND FELT ACROSS THE DASH AT TIMES	2	5075	Original

Labor	Description	Type	Amount
99	CUSTOMER STATES THAT AT TIMES AC NOT BLOWING COLD FROM PSG SIDE AND FELT ACROSS THE DASH AT TIMES	W	

Part	Description	Shp	SL	Bin	Type	Retail	Price	Amount
13418809	SEAL / AC	1	Y	0324	W			
84767890	COMPRESSOR KIT	1	Y	SPO	W			
13418808	SEAL / AC	1	Y	0323D	W			
Technician	5050 -							0.00
Cause	A/C COMPRESSOR NOT PUMPING. PRESSRE AT 95/95 WHEN COMPRESSOR IS ON.							0.00
								0.00

TERMS STRICTLY CASH. UNLESS ARRANGEMENTS MADE, I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. PAYABLE IN STAFFORD, FORT BEND CO, TEXAS. DISCLAIMER OF WARRANTIES- Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE PURSUANT TO 376.0001, TEXAS PROPERTY CODE I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

A token charge equivalent to 12% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$29.50. Applicable supply items are nuts, bolts, washers, tape, pins, aerospray, she lla, solvent, rags, carburetor cleaner, tools, solder, battery cleaner, wire, window cleaner, etc.

"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance."

Date: _____ Customer Signature: _____



13115 Southwest Freeway
 Sugar Land Texas, 77478
 Phone: 281-491-9000
 www.classicchevysugarland.com

SO # 672582

Status

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SERVICE ORDER CUSTOMER COPY

User 5146 Page 2

Customer No 2051264

DEBORAH ZYGMUNT
 39 HIGH BANK DR.
 MISSOURI CITY, TX 77459

Home (281) 778-7392 Bus (317) 509-3421
 Cell (317) 509-3421 Today (281) 778-7392
 Email

Fleet Type
 Term CASH

Advisor	Irma Velasquez	Promised	05/09/2022 6:00 PM	Tag	3453
Shop		Opened	05/09/2022 7:19 AM	Location	
Priority	201	Cashiered	05/11/2022 5:43 PM	PO #	

License No	Odometer In	Odometer Out	InServ Date	Stock No
	7966	7967		
Year	Make	Model	Model No	Color
2018	BUICK	REGAL TOURX	4ZW35	SUMMIT WHITE
Vehicle ID No	Selling Dealer	Extended Warranty	Delivery Date	
W04GU8SX6J1152074				
Engine Size	2.0L TURBO 4-CYL SIDI	Fleet #		

Correction REMOVED AND REPLACED A/C COMPRESSOR AND CHARGED SYSTEM
 TO SPECS. CHECKED A/C SYSTEM OPERATION AFTER REPAIRS,
 WORKING AS DESIGNED.
 LABOR OP 4417120

Labor	0.00
Parts	0.00
Supplies	0.00
SUB-TOTAL	0.00
Tax	0.00
TOTAL INVOICE	0.00

TERMS STRICTLY CASH. UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle here in described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. PAYABLE IN STAFFORD, FORT BEND CO. TEXAS. DISCLAIMER OF WARRANTIES- Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE PURSUANT TO 1676.0001, TEXAS PROPERTY CODE I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED. DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

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Date: _____ Customer Signature: _____



13115 Southwest Freeway
Sugar Land Texas, 77478
Phone: 281-491-9000
www.classicchevysugarland.com

SO # 664553

Status
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SERVICE ORDER CUSTOMER COPY



User 5146 Page 1

Customer No	2051264
DEBORAH ZYGMUNT 39 HIGH BANK DR. MISSOURI CITY, TX 77459	
Home (281) 778-7392	Bus (317) 509-3421
Cell	Today (281) 778-7392
Email	
Fleet Type	Term See Details

Advisor	John Smith	Promised	03/14/2022 6:00 PM	Tag	3028
Shop	S1	Opened	03/14/2022 7:10 AM	Location	
Priority	10	Cashiered	03/14/2022 5:15 PM	PO #	

License No	Odometer In	Odometer Out	InServ Date	Stock No
	7719	7721		
Year	Make	Model	Model No	Color
2018	BUICK	REGAL TOURX	4ZW35	SUMMIT WHITE
Vehicle ID No	Selling Dealer	Extended Warranty		Delivery Date
W04GU8SX6J1152074				
Engine Size	2.0L TURBO 4-CYL SIDI	Fleet #		

Request	Description						Fleet #		
99	CUSTOMER STATES service park assist message comes and goes						Job	CSR	Status
Labor							1	5145	Original
99	CUSTOMER STATES service park assist message comes and goes							Type	Amount
Part								CEL	223.50
13545953	SENSOR / BAT	Shp	SL	Bin	Type	Retail		Price	Amount
39046731	ACTUATOR / AC TEMP	1	Y	0128	CQS1	75.86		75.86	75.86
Technician	5019 -	1	Y	SPO	CQS1	59.36		59.36	59.36
Cause	VERIFY CUSTOMERS CONCERN, FOUND DTC P16DC STORED IN DATA.	Parts Total							135.22
	BATTERY MONITOR MODULE HAS INTERNAL FAILURE, CAUSING	Labor Total							223.50
	ELECTRICAL CONCERNS.	Request Total							358.72
Correction	NECESSARY TO REPLACE BATTERY MONITOR MODULE.								

Request	Description								Job	CSR	Status
9126	LOF								2	5145	Original
Labor	Description								Type	Amount	
9126	LOF								CEL	22.57	
NWD	NWD								C	3.70	
Part	Description	Shp	SL	Bin	Type	Retail	Price	Amount			
12706595	FILTER / ENG OIL(PF64)	1	Y	BCTR	CQS1	9.16	9.16	9.16			
19420077	OIL / ENG(5W30,BULK)	6	N	SHOP	CQS1	7.42	7.42	44.52			
Technician	5205 -								Parts Total	53.68	
Cause	CHANGE OIL AND FILTER								Labor Total	26.27	
Correction	COMPLETE								Request Total	79.95	

Request	Description	Job	CSR	Status
INFO	PREFERRED EXT WARR 1-877-565-0816	3	5145	Original
Labor	Description	Type	Amount	
INFO	PREFERRED EXT WARR 1-877-565-0816	C	0.00	
Technician	99 -			
Correction				
		Parts Total		0.00
		Labor Total		0.00
		Request Total		0.00

Job CSR Status

TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle here in described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. PAYABLE IN STAFFORD, FORT BEND CO. TEXAS. DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED, OR BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

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Date: _____ Customer Signature: _____



13115 Southwest Freeway
Sugar Land Texas, 77478
Phone: 281-491-9000
www.classicchevysugarland.com

SO # 664553

Status
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SERVICE ORDER CUSTOMER COPY

User 5146 Page 2

Customer No 2051264		Advisor John Smith	Promised 03/14/2022 6:00 PM	Tag 3028
DEBORAH ZYGMUNT 39 HIGH BANK DR. MISSOURI CITY, TX 77459		Shop S1	Opened 03/14/2022 7:10 AM	Location
		Priority 10	Cashiered 03/14/2022 5:15 PM	PO #
Home (281) 778-7392	Bus (317) 509-3421	License No	Odometer In 7719	Odometer Out 7721
Cell	Today (281) 778-7392	Year 2018	Make BUICK	Model REGAL TOURX
Email		Vehicle ID No W04GU8SX6J1152074	Model No 4ZW35	Color SUMMIT WHITE
Fleet Type	Term See Details	Engine Size 2.0L TURBO 4-CYL SIDI	Extended Warranty	Delivery Date
			Fleet #	

99 **Labor** CUSTOMER STATES at times a/c will not blow cold, other times blows ice cold
 99 **Description** CUSTOMER STATES at times a/c will not blow cold, other times blows ice cold
 Technician 5019 -
 Cause VERIFY CUSTOMERS CONCERN, FOUND DTC B0408 STORED IN DATA. A/C TEMPERATURE ACTUATOR IS OUT OF RANGE.
 Correction NECESSARY TO REPLACE A/C TEMPERATURE ACTUATOR FOR PROPER HVAC OPERATION.

4 5145 Approved
 Type Amount
 CEL 1,832.70
 Parts Total 0.00
 Labor Total 1,832.70
 Request Total 1,832.70

10.00 OFF COUPON

Labor 2,082.47
 Parts 188.90
 Supplies 0.00
 Discount 10.00
 SUB-TOTAL 2,261.37
 Tax 15.17
TOTAL INVOICE 2,276.54

EXTENDED WARRANTY 2,102.58
CUST DED AND OIL CHANGE 173.96

TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle here in described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto, PAYABLE IN STAFFORD, FORT BEND CO. TEXAS. DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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Date: _____ Customer Signature: _____

Classic Chevrolet Sugar Land

13115 Southwest Freeway
SUGAR LAND, TX 77478
281-491-9000

3/14/22 5:16 PM

Ref #: R073364065804

Authorization Code: 09356D

RO/Stock#: 664553

Department: SERVICE

Invoice#: 664553

Total: \$173.96 USD

Card Number: XXXXXXXXXX6254

Card Holder: DEBORAH ZYGMUNT

Card Brand: VISA

Signature

Question about this receipt? Call us at .