

\*\*\* GM INTERNAL USE ONLY \*\*\*

VEHICLE HISTORY - FULL DETAIL REPORT

FERRY/1-16859298/P.DODSON  
RUN DATE: 11/03/05

\*\*\*\*\*

CURRENT OWNER

(REDACT) (REDACT)  
(REDACT)  
GREEN BAY WI (REDACT)

SATURN OF GREEN BAY FACILITY: 10399 SALE DATE: 02/28/05  
2800 RAMADA WAY WI [REDACT]

\*\*\*\*\*

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: PD  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: Z7000 PRE-DELIVERY INSPECT  
CSO: 0155167 DATE: 12/02/04 TOTAL COST: 116 MILES: 5  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M10 PDI  
COMMENTS: 0000

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE  
CSO: 0158989 DATE: 02/10/05 TOTAL COST: 0 MILES: 6  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: LR  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: X5044 RETAILER ALLOWANCE PROGRAM  
CSO: 0160176 DATE: 03/01/05 TOTAL COST: 375 MILES: 12  
COMPL: NO NOT FOUND CAUSE: M13 RETAILER I  
COMMENTS: [REDACT]

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: 15233607  
LABOR CODE: N0681 BULBS, PARK AND TURN  
CSO: 0160244 DATE: 03/02/05 TOTAL COST: 18 MILES: 104  
COMPL: O13 INOPERATIV COND: NOT FOUND CAUSE: C29 INOPERATIV  
COMMENTS: TECH CHECKED BLINKER AND CONFIRMED BLINKER IS OUT.  
TECH REPLACED DRIVERS BLINKER BULB.

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: M5180 FABRIC SEALER  
CSO: 0160451 DATE: 03/07/05 TOTAL COST: 255 MILES: 105  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: J6354 MODULE, POWERTRAIN C  
CSO: 0161927 DATE: 04/01/05 TOTAL COST: 23 MILES: 506  
COMPL: O13 INOPERATIV COND: NOT FOUND CAUSE: C02 ALIGNMENT/  
COMMENTS: CUSTOMER STATES GAS GAUGE DOES NOT WORK  
PROPERLY. TECH CHECKED AND FOUND UPDATE NEEDED.  
TECH COMPLETED UPDATE.

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FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: M0011 3,000 MI SERVICE  
CSO: 0162276 DATE: 04/08/05 TOTAL COST: 24 MILES: 3,024  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: 22718238  
LABOR CODE: L1200 SENDER AND/OR PUMP A  
CSO: 0163083 DATE: 04/22/05 TOTAL COST: 172 MILES: 3,578  
COMPL: O13 INOPERATIV COND: NOT FOUND CAUSE: C29 INOPERATIV  
COMMENTS: CUSTOMER STATES GAS GAUGE IS INOP AGAIN. TECH  
CHECKED AND CONFIRMED. TECH FOUND FUEL SENDING  
UNIT NEEDED. TECH INSTALLED NEW FUEL SENDING UNIT  
ASSEMBLY AND FILLED UP GAS TANK. TECH FOUND GAS  
GAUGE NOW WORKING PER DESIGN.

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE  
CSO: 0167238 DATE: 07/01/05 TOTAL COST: 70 MILES: 7,025  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: GW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: E9995 CHASSIS DIAGNOSIS  
CSO: 0167238 DATE: 07/01/05 TOTAL COST: 105 MILES: 7,025  
COMPL: O01 BINDS COND: NOT FOUND CAUSE: M05 COULD NOT  
COMMENTS: 3 DAYS GOODWILL RENTAL APPROVED BY SATURN  
SATURN ASSISTANCE. CLAIM # 1-16859298  
OTHER DAYS PAYED BY SATURN OF GREENBAY.

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: E9995 CHASSIS DIAGNOSIS  
CSO: 0167238 DATE: 07/01/05 TOTAL COST: 185 MILES: 7,025  
COMPL: O01 BINDS COND: NOT FOUND CAUSE: M05 COULD NOT  
COMMENTS: CUSTOMER STATES THE STEERING BINDS OR FREEZES AT  
TIMES. TECH CHECKED FOR CODES. FOUND LOSS COMMUNI-  
CATION IN HISTORY. NONE FAILING AT THIS TIME.  
CHECKED CONNECTIONS AT FUSEBOX AND BCM. CHECKED  
ELECTRICAL STEERING MODULE.AND ALL GOOD. CALLED  
TECH AND SAID TO TRY TO DUPLICATE TO REPAIR  
DROVE 97 MILES OVER SEVERAL DAYS. ALL OK. CALLED  
TECH AGAIN PER CASE #8293718 AND THEY SAID TO

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: J9995 ENGINE DIAGNOSIS  
CSO: 0167238 DATE: 07/01/05 TOTAL COST: 0 MILES: 7,025  
COMPL: O01 BINDS COND: NOT FOUND CAUSE: M05 COULD NOT  
COMMENTS: CUSTOMER STATES THE CD GOT STUCK AND WOULD NOT  
WORK. GUEST REMOVED FUSE AND REINSTALLED AND NOW  
WORKS FINE. TECH ADVISED THAT REMOVING FUSE RESET  
RADIO. ALL WORKS FINE NOW.

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW

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VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: J9995 ENGINE DIAGNOSIS  
CSO: 0167238 DATE: 07/01/05 TOTAL COST: 0 MILES: 7,025  
COMPL: V36 UNUSUAL GA COND: NOT FOUND CAUSE: M05 COULD NOT  
COMMENTS: CUSTOMER STATES THE TACH JUMPS FROM 0 TO 6 WHILE  
DRIVING. TECH TEST DROVE SEVERAL TIMES. UNABLE TO  
CONFIRM PROBLEM AT THIS TIME.

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: J9995 ENGINE DIAGNOSIS  
CSO: 0167796 DATE: 07/13/05 TOTAL COST: 52 MILES: 7,996  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE  
CSO: 0167796 DATE: 07/13/05 TOTAL COST: 0 MILES: 7,996  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: 12589999  
LABOR CODE: J6360 MODULE, PCM/VCM - RE  
CSO: 0167796 DATE: 07/13/05 TOTAL COST: 486 MILES: 7,996  
COMPL: L00 WARNING LI COND: NOT FOUND CAUSE: C02 ALIGNMENT/  
COMMENTS: CUSTOMER STATED BOTH ENGINE LIGHTS CAME ON AND CAR  
WAS DINGING/TECH CHECKED AND VERIFIED CONCERN OF  
ENGINE LIGHT BEING ON BUT WAS NOT DINGING/CODES  
P0300 AND P0222/FOLLOWED BULLETIN # 05-06-04-005A  
AND UP-DATED THE COMPUTER/ CLEARED THE CODES AND  
TEST DROVE AND LIGHT CAME BACK ON. TECH FOUND CODE  
P0222 SET FOR TPS LOW VOLTAGE. TECH FOLLOWED  
TROUBLE TREE AND TRACED TO ECM LOSING SIGNAL.

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: Y0035 SB 05538 INVENTORY U  
CSO: 0167796 DATE: 07/13/05 TOTAL COST: 23 MILES: 7,996  
COMPL: M00 MISCELLANE COND: NOT FOUND CAUSE: E00 ELECTRICAL  
COMMENTS: TECH NOTED SOFTWARE UPGRADE NEEDED.

FACILITY CODE: 11331 - GM ROADSIDE ASSISTANCE CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: Z4531 ROADSIDE TOWING COURTESY  
CSO: 0240712 DATE: 08/05/05 TOTAL COST: 63 MILES: 8,000  
COMPL: MJ NOT FOUND COND: NOT FOUND CAUSE: 98 NOT FOUND  
COMMENTS: 34416

FACILITY CODE: 11331 - GM ROADSIDE ASSISTANCE CASE TYPE: VW  
VIN: 1G8AL52F75Z(REDACT) LINE SEQ: 635332 FAILED PART:  
LABOR CODE: Z4531 ROADSIDE TOWING COURTESY  
CSO: 0195397 DATE: 07/18/05 TOTAL COST: 63 MILES: 8,000  
COMPL: MJ NOT FOUND COND: NOT FOUND CAUSE: 98 NOT FOUND  
COMMENTS: 34416

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE

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CSO: 0168133 DATE: 07/18/05 TOTAL COST: 60 MILES: 8,061  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: N6410 MN BDY/FUS BLOC REP  
CSO: 0168133 DATE: 07/18/05 TOTAL COST: 116 MILES: 8,061  
COMPL: P18 STALL COND: NOT FOUND CAUSE: E02 CHAFFED/FR  
COMMENTS: CUSTOMER STATES THE CAR STALLED AND WOULD NOT  
START. TECH FOUND CODE P0222 FOR TPS CIRCUIT 2  
LOW VOLTAGE. ALSO CODE P2135 TPS 1-2 CORRELATION.  
TECH CALLED TECH ASSISTANCE CASE#8325113. THEY  
ADVISED TO CHECK WIRES FROM ECM TO TPS SENSOR.  
TECH TRACED WIRES. REMOVED FUSE BLOCK AND UNDER  
FUSE BLOCK FOUND CHAFFED WIRE ON CIRCUIT 468  
PURPLE WIRE FROM ECM TO TPS. TECH REPAIRED WIRE

FACILITY CODE: 10076 - SATURN OF APPLETON CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: C9995 BODY INTERIOR-DIAG  
CSO: 0342430 DATE: 08/10/05 TOTAL COST: 0 MILES: 8,564  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10076 - SATURN OF APPLETON CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: E9995 CHASSIS DIAGNOSIS  
CSO: 0342430 DATE: 08/10/05 TOTAL COST: 0 MILES: 8,564  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10076 - SATURN OF APPLETON CASE TYPE: CP  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: L9995 FUEL&EXHAUST DIAG  
CSO: 0342430 DATE: 08/10/05 TOTAL COST: 0 MILES: 8,564  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10076 - SATURN OF APPLETON CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART:  
LABOR CODE: E2020 WHEEL ALIGNMENT - CH  
CSO: 0342430 DATE: 08/10/05 TOTAL COST: 69 MILES: 8,564  
COMPL: O18 PULLS/GRAB COND: NOT FOUND CAUSE: C02 ALIGNMENT/  
COMMENTS: TECH DIAG OWNERS CONCERN OF THE VEHICLE PULLING  
TO THE LEFT. TECH CHECKED THE ALIGNMENT AND  
FOUND THE FRONT TOW OUT OF SPECS CAUSING THE  
PULL. TECH REALIGNED FRONT TOW BOTH SIDES  
TEST DROVE ALL IS WORKING AS DEISGNEED.

FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW  
VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: 22726504  
LABOR CODE: C2327 PLATE, INSTRUMENT PA  
CSO: 0170186 DATE: 08/23/05 TOTAL COST: 40 MILES: 9,177  
COMPL: O09 EXCESSIVE COND: NOT FOUND CAUSE: C07 BROKEN/FRA  
COMMENTS: TECH CHECKED DRIVERS SIDE STORAGE TRAY AND FOUND  
NEW TRAY IS NEEDED. TECH REPLACED STORAGE TRAY.

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



\*\*\* GM INTERNAL USE ONLY \*\*\*

## FACSIMILE TRANSMISSION



BBB AUTO LINE  
Council of Better Business Bureaus  
4200 Wilson Blvd. Suite 800  
Arlington, Va. 22203

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**FROM:** Name: Carolyn Hill  
Fax Number: (703) 247-9700

**TO:** Name: AUTOLINE NEW CASE  
Fax Number: 19314892926

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MESSAGES:

Date and time of transmission: Monday, July 25, 2005 1:56:02 PM  
Number of pages including this cover sheet: 04

TO: AUTOLINE NEW CASE COMPANY:

**BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

**Council of Better Business Bureaus, Inc.**

July 25, 2005

Re:m01 SAT0582361 :Ferry vs Saturn Corporation

AUTOLINE NEW CASE  
SATURN CORPORATION  
100 SATURN PARKWAY  
SPRING HILL, TN 37174

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Carolyn Hill at Extension 509

### Customer Claim Form

Contact Date: 07/25/05 Start Date: Case Number : SAT0582361

Have you contacted the mfr regarding your claim?  YES  NO  
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?  YES  NO  
If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

#### Titled Owner(s) Name&Address

GREEN BAY, WI  
Day Phone: \_\_\_\_\_ Evening Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
Fax Number: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Customer Contact Info: \_\_\_\_\_

#### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: Elizabeth Ferry  
Vehicle Use:  Personal  Business  Both Percentage of time vehicle used for business purposes:  
Transmission Type: Automatic Number of vehicles owned or leased by the business: 0  
Make: Saturn Model: Ion3 Model Year: 2005 Current Mileage: 8000  
Vehicle Identification Number: \_\_\_\_\_  
*Servicing Dealer/City/State* : Saturn of Green Bay,  
*Selling Dealer/City/State* : Saturn of Green Bay, Green Bay, WI  
Insurance Carrier : \_\_\_\_\_ Policy Number: \_\_\_\_\_  
Has vehicle been in an accident/had body damage? Yes \_\_ No X Date of accident:  
Description of Damage :

#### Purchase/Lease Information (complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: \_\_\_\_\_ Mileage at purchase: \_\_\_\_\_ Lease Date:02/28/05 Mileage at lease: 0  
Purchased As :  New  Used  Demo Leased As :  New  Used  Demo  
Is the vehicle in your possession?  
Lienholder's Name: \_\_\_\_\_ Leasing Company's Name: \_\_\_\_\_  
Address: \_\_\_\_\_ Address: \_\_\_\_\_  
City/St/Zip: \_\_\_\_\_ City/St/Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Phone: ( ) - \_\_\_\_\_  
Lienholder Acct # : \_\_\_\_\_ Leasing Company's Acct #: \_\_\_\_\_

#### Customer's Desired Outcome

Customer would like SATURN to repurchase the vehicle. She says the vehicle has been in the shop more than she's been able to drive it.

Signature of Titled Owner(s): \_\_\_\_\_ Date \_\_\_\_\_  
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

**Customer Claim Form**

Customer Name:

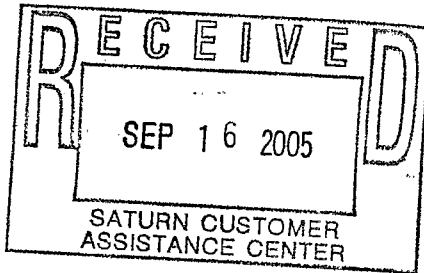


Case Number: SAT0582361

**Vehicle Concerns**

First Repair Attempt      Date: 03/09/05      Mileage: 104  
 Last Repair Attempt      Date: \_\_\_\_\_      Mileage: \_\_\_\_\_  
 Total Days out of Service: \_\_\_\_\_

Problems – Please list your <b>primary concern first</b>	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
blinkers were defective. bulbs out. replaced.		no	1			
gas gauge was not reading properly.		no	3			
power steering went out.		yes	3			
frayed wires.		yes	1			
vehicle stalled during operation day of repair.		yes	1			



**Motor Vehicle Lemon Law Notice**  
**Demand for relief under s. 218.0171, Wisconsin Statutes**

Print & complete, or click on first line. Tab to next field. Enter only as much text as will fit on a line.

Pursuant to the Wisconsin Lemon Law, I am notifying SATURN of the following:  
(check one) manufacturer

- My vehicle has been made available for repair at least 4 times for the same defect during its first year of warranty.
- My vehicle has been out of service at least 30 days because of one or more defects during its first year of warranty.

Vehicle make SATURN Model ION 3 Year 2005 VIN (17 digits) 9J13/05

Name and city/state of selling or leasing dealer or leasing company SATURN OF GREEN BAY

Date of vehicle delivery FEB. 28, 2005 Today's date 168AL52F75Z

Name of financial institution that financed/leased vehicle GMAC Loan account # \_\_\_\_\_  
By providing this information, I authorize the manufacturer to contact this financial institution for financing information needed to calculate a refund. Authorization expires 35 days after the date of this form.

→ See back for vehicle defect and repair information ←

My vehicle has a defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me one of the following within 30 days:

- (check one)
- A comparable new vehicle in accordance with the Lemon Law, plus collateral costs
  - A refund calculated in accordance with the Lemon Law, plus collateral costs

Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative transportation, towing costs.) Fixing old car. Oil valve gaskets, water pump, radiator hose, oil change, ty-rodecks \$400-\$500

Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstripping, etc.) \_\_\_\_\_

Description of missing equipment or serious unrepaired vehicle damage. (Do not include normal wear and tear such as minor dents, scratches, pitted glass, soiled carpets, minor stains or tears.) \_\_\_\_\_

I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name \_\_\_\_\_ Co-owner (if any) \_\_\_\_\_

Address \_\_\_\_\_ GREEN BAY, WI \_\_\_\_\_

Home phone (optional) \_\_\_\_\_ Work phone (optional) \_\_\_\_\_

Fax (optional) \_\_\_\_\_ Owner signature \_\_\_\_\_

## Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the defect(s) on these dates:

Date in/out	Mileage	Dealership name	Problems you reported
			Alignment is still off.
8/10/05	8544	Saturn of Appleton	was in for 2 <sup>nd</sup> opinion but they did have to do a realignment.

**We recommend you send this notice to the manufacturer by certified mail.**

**Keep a copy for your records.**



SATURN OF GREEN BAY

2800 Ramada Way  
Green Bay, WI 54304-5730  
(920) 497-6900

SERVIC  
INVOIC

EMAIL: saturngreenbay@bergstromauto.com  
WEB ADDRESS: www.bergstromauto.com

Co.# 02

Sold To:

GREEN BAY WI  
Business Phone:  
Home Phone:

Service Order Number		Service Advisor		VIN	
170186		ROBERT CHARLES		1G8AL52F75Z	
Color	Year	Make/Model	License	Engine	Stk.#
SILVER NICKEL	2005	SATURN ION 3 SDN		L61 2.2LL4	25092
Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
9177/		2/28/2005		1	
Tax Exempt		Date/Time In		Date/Time Out	

LINE 1

-----email:-----

CAUSE:  
TECH COMM:

CUSTOMER STATES DRIVERS SIDE COMPARTMENT IS  
BROKEN.  
BROKEN/FRACTURED  
TECH CHECKED DRIVERS SIDE STORAGE TRAY AND FOUND  
NEW TRAY IS NEEDED. TECH REPLACED STORAGE TRAY.

REPAIR 1  
OPCODE: C2327  
HRS: .30  
PRIMARY TECH: 018  
WARR PARTS: 1 AMT: 17.22

PLATE, INSTRUMENT PANEL TRIM - R&R OR REPLACE STEE

SALE TYPE: WARRANTY MA \$23.22

PARTS  
SN

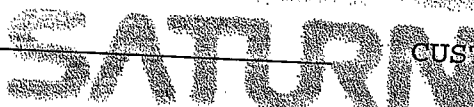
DESC	FP	QTY	PRICE	SALE TYPE	
22726504 COMPARTME	Y	1	17.220	WARRANTY MAINT.	\$17.22

LINE TOTAL

\$40.44

OUR #1 GOALS "COMPLETELY SATISFIED" & "DEFINITELY RECOMMEND"

CUSTOMER SIGNATURE \_\_\_\_\_



CUSTOMER TOTAL ..... \$ .00

*It popped open 3x and I wound up very injured. Had MRI and missed work because I was on meds.*

"Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O.Box 8911 Madison, Wisconsin 53708-8911"

**Disclaimer of Warranties**  
The Seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.



PRINT DATE: 7/18/05 11:45:22  
REPORT DATE: 7/18/05

SATURN OF GREEN BAY  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 1  
USER: JKOREN11

Vehicle Type: C  
Year: 2005 Make: SATURN

Owner: [REDACTED] Unit Number:  
Model: ION 3 SDN VIN: 1G8AL52F75Z [REDACTED] Stock Number: 25092

SO#: 167238 Date: 07/08/05 SA#: 10 Miles: 7025 FAC#: 10399 SO Tot: 360.76 Lbr: 185.76 Pts: .00 Net Itm: 175.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES THE STEERING FREEZES AND WONT TURN Caus: NO TROUBLE FOUND Tech Comm: CUSTOMER STATES THE STEERING BINDS OR FREEZES AT TIMES. TECH CHECKED FOR CODES. FOUND LOSS COMMUNICATION IN HISTORY. NONE FAILING AT THIS TIME. CHECKED CONNECTIONS AT FUSEBOX AND BCM. CHECKED ELECTRICAL STEERING MODULE AND ALL GOOD. CALLED TECH AND SAID TO TRY TO DUPLICATE TO REPAIR DROVE 97 MILES OVER SEVERAL DAYS. ALL OK. CALLED TECH AGAIN PER CASE #8293718 AND THEY SAID TO WAIT TILL CONFIRM. CALLED SATURN ASSISTANCE CENTER AND SPOKE WITH RACHELLE. SHE OPENED CASE AND DOCUMENTED. SAID TO GIVE CAR BACK TO GUEST TILL PROBLEM OCCURS AGAIN. CASE #1-16859298.	
	LABOR	185.76	WM	Corr: WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENS	009 KEVIN SMITH
	Labor Op: E9995				

L#	Type	Amount	ST	Description	Technician
2				Comp: CUSTOMER STATES THE RPM'S ARE BOUNCES WHEN GOING DOWN ROAD. Caus: NO TROUBLE FOUND Tech Comm: CUSTOMER STATES THE TACH JUMPS FROM 0 TO 6 WHILE DRIVING. TECH TEST DROVE SEVERAL TIMES. UNABLE TO CONFIRM PROBLEM AT THIS TIME.	
	LABOR	.00	WM	Corr: ENGINE/MOTOR - SYMPTOM DIAGNOSIS	009 KEVIN SMITH
	Labor Op: J9995				

L#	Type	Amount	ST	Description	Technician
3				Comp: CUSTOMER STATES THE RADIO WENT BLANK AND CD WAS STUCK. Caus: NO TROUBLE FOUND Tech Comm: CUSTOMER STATES THE CD GOT STUCK AND WOULD NOT WORK. GUEST REMOVED FUSE AND REINSTALLED AND NOW WORKS FINE. TECH ADVISED THAT REMOVING FUSE RESET RADIO. ALL WORKS FINE NOW.	
	LABOR	.00	WM	Corr: ENGINE/MOTOR - SYMPTOM DIAGNOSIS	009 KEVIN SMITH
	Labor Op: J9995				

L#	Type	Amount	ST	Description	Technician
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PRINT DATE: 7/18/05 11:45:22  
REPORT DATE: 7/18/05

SATURN OF GREEN BAY  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 2  
USER: JKOREN11

Vehicle Type: C  
Year: 2005 Make: SATURN

Owner: [REDACTED]  
Model: ION 3 SDN VIN: 1G8AL52F75Z [REDACTED]

Unit Number:  
Stock Number: 25092

L#	Type	Amount	ST	Description	Technician
4				Comp: GOODWILL CAR RENTAL. HOLIDAY WEEKEND. Caus: NO TROUBLE FOUND Tech Comm: 3 DAYS GOODWILL RENTAL APPROVED BY SATURN SATURN ASSISTANCE. CLAIM # 1-16859298 OTHER DAYS PAYED BY SATURN OF GREENBAY.	
	NET ITEM	105.00	WG	CAR RENTAL/WARRANTY	
	LABOR	.00	WG	Corr: WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENSI	
	Labor Op: E9995				009 KEVIN SMITH

L#	Type	Amount	ST	Description	Technician
5*				Comp: ADDITIONAL RENTAL NOT COVERED BY SATURN. Tech Comm: CAR RENTAL	
	NET ITEM	70.00	IA	CAR RENTAL/CUSTOMER PAY	
	LABOR	.00	IA	Corr: INFORMATION LINE	
	Labor Op: M5300				009 KEVIN SMITH

\*\*\*\*\*  
SO#: 163083 Date:04/22/05 SA#: 5 Miles: 3578 FAC#:10399 SO Tot: 172.40 Lbr: 278.64 Pts: 79.52 Net Itm: 175.00

L#	Type	Amount	ST	Description	Technician
1				Comp: CUSTOMER STATES GAS GAUGE IS INOP AGAIN Caus: DEFECTIVE PART Tech Comm: CUSTOMER STATES GAS GAUGE IS INOP AGAIN. TECH CHECKED AND CONFIRMED. TECH FOUND FUEL SENDING UNIT NEEDED. TECH INSTALLED NEW FUEL SENDING UNIT ASSEMBLY AND FILLED UP GAS TANK. TECH FOUND GAS GAUGE NOW WORKING PER DESIGN.	
	LABOR	92.88	WM	Corr: SENDER ASSEMBLY, FUEL (TANK UNIT) - RE	
	Labor Op: L1200				001 DAVE DAVISTER
	PARTS	79.52	WM	Part/Desc: 22718238 SENSOR KIT-FUEL LV 002	

\*\*\*\*\*  
SO#: 162276 Date:04/08/05 SA#: 26 Miles: 3024 FAC#:10399 SO Tot: 25.75 Lbr: 290.09 Pts: 87.02 Net Itm: 175.00

L#	Type	Amount	ST	Description	Technician
1*				Comp: 3000 MILE SERVICE	

PRINT DATE: 7/18/05 11:45:22  
REPORT DATE: 7/18/05

SATURN OF GREEN BAY  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 3  
USER: JKOREN11

Vehicle Type: C  
Year: 2005 Make: SATURN

Owner: [REDACTED]  
Model: ION 3 SDN VIN: 1G8AL52F75Z [REDACTED]

Unit Number:  
Stock Number: 25092

L#	Type	Amount	ST	Description	Technician
1	LABOR	11.45	CLT	Continued..... Corr: 3,000 MILE SERVICE	019 ROBERT EUCLIDE
	LABOR Op: M0011				
	PARTS	1.50	CLT	Part/Desc: 5W30 UP TO 5 QTS OIL 002	
		6.00	CLT	Part/Desc: 12579143 FILTER-OIL 002	
	LABOR	.00	CLT	Corr: CHANGE ENGINE OIL AND FILTER	019 ROBERT EUCLIDE
	LABOR Op: M5010				
	LABOR	.00	CLT	Corr: SAFETY INSPECTION	019 ROBERT EUCLIDE
	LABOR Op: M5200				

\*\*\*\*\*  
SO#: 161927 Date:04/01/05 SA#: 17 Miles: 506 FAC#:10399 SO Tot: 23.22 Lbr: 313.31 Pts: 87.02 Net Itm: 175.00

L#	Type	Amount	ST	Description	Technician
1	LABOR	23.22	WM	Comp: CUSTOMER STATES THAT THE GAS GAUGE DOES NOT WORK Caus: ALIGNMENT/ADJUSTMENT Tech Comm: CUSTOMER STATES GAS GAUGE DOES NOT WORK PROPERLY. TECH CHECKED AND FOUND UPDATE NEEDED. TECH COMPLETED UPDATE. Corr: EE PROM - REPROGRAMMING (INSTALL NEW	019 ROBERT EUCLIDE
	LABOR Op: J6354				

\*\*\*\*\*  
SO#: 160244 Date:03/09/05 SA#: 26 Miles: 104 FAC#:10399 SO Tot: 13.27 Lbr: 328.79 Pts: 90.33 Net Itm: 175.00

L#	Type	Amount	ST	Description	Technician
1	LABOR	15.48	WM	Comp: CUSTOMER STATES DRIVERS BLINKER IS OUT. Caus: DEFECTIVE PART Tech Comm: TECH CHECKED BLINKER AND CONFIRMED BLINKER IS OUT. TECH REPLACED DRIVERS BLINKER BULB. Corr: BULBS, LAMP - REPLACE PARK AND TURN SIGNAL, LEFT	020 LUBE TECH
	LABOR Op: N0681				
	PARTS	3.31	WM	Part/Desc: 15233607 BULB-FRT T/SIG LP 011	

\*\*\*\*\*  
SO#: 160451 Date:03/07/05 SA#: 17 Miles: 105 FAC#:10399 SO Tot: 264.29 Lbr: 448.79 Pts: 226.18 Net Itm: 175.00

#1  
April 1 - Gas Gauge

PRINT DATE: 7/18/05 11:45:22  
REPORT DATE: 7/18/05

SATURN OF GREEN BAY  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 4  
USER: JKOREN11

Vehicle Type: C Owner: [REDACTED] Unit Number:  
Year: 2005 Make: SATURN Model: ION 3 SDN VIN: 1G8AL52F75Z [REDACTED] Stock Number: 25092

L#	Type	Amount	ST	Description	Technician
1				Comp: PKGE A NEW PAINT & INTERIOR P	
	LABOR	24.00	IA	Corr: FABRIC SEALER	
	Labor Op: M5180				020 LUBE TECH
	PARTS	10.21	IA	Part/Desc: 481960 PAINT PRO SEALANT 011	
		26.33	IA	Part/Desc: 481360 ENVIRONMENT KIT 011	
		39.95	IA	Part/Desc: GWE GWE#035004 011	
		6.37	IA	Part/Desc: 515460 LEATHER/VINAL SEAL 011	
		17.74	IA	Part/Desc: 536470 FABRIC PROTECTION 011	
		21.23	IA	Part/Desc: 517160 INTERIOR PRO. KIT 011	
		14.02	IA	Part/Desc: IP IP#989226 011	
	LABOR	96.00	IA	Corr: PAINT SEALER/RENEWAL	
	Labor Op: M5185				020 LUBE TECH

\*\*\*\*\*  
SO#: 160176 Date:03/01/05 SA#: 10 Miles: 12 FAC#:10399 SO Tot: 375.00 Lbr: 448.79 Pts: 226.18 Net Itm: 550.00

L#	Type	Amount	ST	Description	Technician
1				Comp: RETAILER ALLOWANCE PROGRAM Caus: RETAILER INSTALLED ACCSRY Tech Comm: ELIZABETH FERRY 2/28/05	
	NET ITEM	375.00	WLR		
	LABOR	.00	WLR	Corr: RETAILER ALLOWANCE PROGRAM	
	Labor Op: X5044				020 LUBE TECH

\*\*\*\*\*  
SO#: 158989 Date:02/10/05 SA#: 17 Miles: 6 FAC#:10399 SO Tot: 84.50 Lbr: 448.79 Pts: 226.18 Net Itm: 634.50

L#	Type	Amount	ST	Description	Technician
1				Comp: SUBLET TO CALICO	
	LABOR	.00	IA	Corr: INFORMATION LINE	
	Labor Op: M5300				020 LUBE TECH

\*\*\*\*\*  
SO#: 155167 Date:12/10/04 SA#: 5 Miles: 5 FAC#:10399 SO Tot: 122.28 Lbr: 539.03 Pts: 226.18 Net Itm: 666.54

PRINT DATE: 7/18/05 11:45:22  
REPORT DATE: 7/18/05

SATURN OF GREEN BAY  
ENTIRE SERVICE HISTORY DETAIL

PROGRAM: SV1610RG PAGE: 5  
USER: JKOREN11

Vehicle Type: C  
Year: 2005 Make: SATURN

Owner: [REDACTED]  
Model: ION 3 SDN VIN: 1G8AL52F752 [REDACTED]

Unit Number:  
Stock Number: 25092

L#	Type	Amount	ST	Description	Technician
1				Comp: PRE-DELIVERY INSPECTION ION Caus: PDI	
	NET ITEM	20.76	WI	PRE-DELIVERY FUEL ION	
		5.28	WI	WASHER FLUID ION	
	LABOR	90.24	WI	Corr: NEW VEHICLE INSPECTION - BASE TIME	
	Labor Op: Z7000				001 DAVE DAVISTER

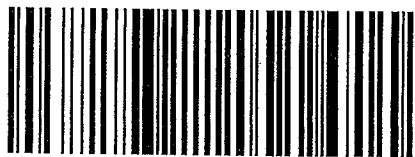
\*\*\* Following the line number denotes added operation.

\*\*\* End of Report \*\*\*

22



Green Bay WI

CERTIFIED MAIL™



7005 1160 0002 1847 3292

U.S. POSTAGE  
 PAID  
 GREEN BAY, WI 54301  
 SEP 14 05  
 AMOUNT  
**\$2.90**  
 00018599-03

0000 37174

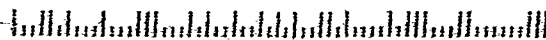
FIRST CLASS

*Jill Lajdysiak*  
*Saturn Corporation*  
*100 Saturn Pkwy*  
*Madrop 3719995-24*  
*Spring Hill, Tenn 37174*

FIRST CLASS

524

37174+2492-00 R007



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VEHICLE HISTORY - FULL DETAIL REPORT

KENN-1-19449407  
RUN DATE: 02/14/06

\*\*\*\*\*

CURRENT OWNER

(REDACT) (REDACT)  
(REDACT)

FLUSHING MI (REDACT)  
SATURN OF FLINT FACILITY: 11085 SALE DATE: 02/02/05  
2430 DUTCHER ROAD MI 48532

\*\*\*\*\*

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE  
CSO: 0104295 DATE: 01/27/05 TOTAL COST: 35 MILES: 1  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE  
CSO: 0104295 DATE: 01/27/05 TOTAL COST: 0 MILES: 1  
COMPL: 013 INOPERATIV COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

FACILITY CODE: 10917 - SATURN OF LAKESIDE CASE TYPE: PD  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: 01051515  
LABOR CODE: Z7000 PRE-DELIVERY INSPECT  
CSO: 0243758 DATE: 12/01/04 TOTAL COST: 106 MILES: 1  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

\*\*\*\*\*

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5090 DETAIL CAR WAX/BUFF  
CSO: 0104526 DATE: 02/01/05 TOTAL COST: 0 MILES: 85  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

\*\*\*\*\*

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: LR  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: X5044 RETAILER ALLOWANCE PROGRAM  
CSO: 0104797 DATE: 02/07/05 TOTAL COST: 375 MILES: 86  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M04 UNKNOWN  
COMMENTS: FEBRUARY 2, 2005

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: LR  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: X5117 PERSONALIZATION ALLOWANCE  
CSO: 0104797 DATE: 02/07/05 TOTAL COST: 1,000 MILES: 86  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M04 UNKNOWN  
COMMENTS: (REDACT) 2/2/05 \$1000

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: LR  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: X5122 MY 2005 CASH CUSTOMER ALLOWANC

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

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CSO: 0104797 DATE: 02/07/05 TOTAL COST: 500 MILES: 86  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: M04 UNKNOWN  
COMMENTS: (REDACT) 2/2/05

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP

VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5010 CHANGE ENGINE OIL AND FILTER

CSO: 0108763 DATE: 05/03/05 TOTAL COST: 24 MILES: 5,125  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: VW

VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: J6354 MODULE, POWERTRAIN C

CSO: 0110099 DATE: 06/03/05 TOTAL COST: 22 MILES: 7,680  
COMPL: 000 OPERATION COND: NOT FOUND CAUSE: C29 INOPERATIV  
COMMENTS: C/S @ TIMES GAUGES FREEZE UP CAUSE: TEST DROVE & V  
ERIFIED CONCERN FOLLOWED BULLETIN 050604020 CORREC  
T: TECH RECAL PCM  
KK

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP

VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5010 CHANGE ENGINE OIL AND FILTER

CSO: 0113441 DATE: 08/23/05 TOTAL COST: 24 MILES: 13,223  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: VW

VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: C0140 CHANNEL AND/OR RETAI

CSO: 0113538 DATE: 08/26/05 TOTAL COST: 89 MILES: 13,472  
COMPL: V13 LEAKS COND: NOT FOUND CAUSE: C02 ALIGNMENT/  
COMMENTS: WINDOW CHANNEL SEAL OUT OF POSITION CAUSING PROBLE  
M W/GLASS  
REMOVE CHANNEL SEAL & REINSTALL PROPERLY

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP

VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5010 CHANGE ENGINE OIL AND FILTER

CSO: 0116078 DATE: 11/02/05 TOTAL COST: 19 MILES: 17,836  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: LR

VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: Z2109 OWNER APPRECIATION O

CSO: 0116078 DATE: 11/02/05 TOTAL COST: 20 MILES: 17,836  
COMPL: M12 MONEY BACK COND: NOT FOUND CAUSE: M12 MONEY BACK  
COMMENTS: (REDACT)  
1G8AJ52F85ZXXXXXX  
AL

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: GW

VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: J4226 PLUGS, SPARK - ONE -

CSO: 0116990 DATE: 11/22/05 TOTAL COST: 30 MILES: 19,024  
COMPL: O13 INOPERATIV COND: NOT FOUND CAUSE: C29 INOPERATIV  
COMMENTS: ONE DAY RENTAL



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AL

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: VW  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: 15233606  
LABOR CODE: B7288 HEADLAMP/COMPOSITE A  
CSO: 0116990 DATE: 11/22/05 TOTAL COST: 155 MILES: 19,024  
COMPL: V13 LEAKS COND: NOT FOUND CAUSE: C29 INOPERATIV  
COMMENTS: RGT HEADLAMP HAS WATER INSIDE SEAL IS FAULTY LETTI  
NG WATER IN-REPLACED RGT FRT HEADLAMP  
AL

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: VW  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: J4345 COIL, ELECTRONIC IGN  
CSO: 0116990 DATE: 11/22/05 TOTAL COST: 55 MILES: 19,024  
COMPL: 000 OPERATION COND: NOT FOUND CAUSE: C29 INOPERATIV  
COMMENTS: TOW IN  
AL  
~OK WARRANTY RENTAL

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: VW  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: 12587426  
LABOR CODE: J4345 COIL, ELECTRONIC IGN  
CSO: 0116990 DATE: 11/22/05 TOTAL COST: 203 MILES: 19,024  
COMPL: 000 OPERATION COND: NOT FOUND CAUSE: C29 INOPERATIV  
COMMENTS: CODE:P0300 CHECKED MISFIRE DATA FOUND #2+#3 HAS A  
DEAD MISS.FOLLOWED S1 IGN COIL #2+3 IS SHORTED TO  
GROUND.BURNT OUT ECM PLUGS FOULED OUT ATTACHED S1  
DOC SAYS TO REPLACED ALL PLUGS,ICM AND COIL ASM  
REPLACED ALL SPARK PLUGS,ICM.IGN COIL ASM  
AL

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5010 CHANGE ENGINE OIL AND FILTER  
CSO: 0118832 DATE: 01/10/06 TOTAL COST: 24 MILES: 22,926  
COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND  
COMMENTS: 0000

\*\*\*\*\*  
FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE  
CSO: 0119431 DATE: 01/26/06 TOTAL COST: 0 MILES: 24,031  
COMPL: 013 INOPERATIV COND: NOT FOUND CAUSE: M05 COULD NOT  
COMMENTS: 0000

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE  
CSO: 0119431 DATE: 01/26/06 TOTAL COST: 0 MILES: 24,031  
COMPL: 013 INOPERATIV COND: NOT FOUND CAUSE: M05 COULD NOT  
COMMENTS: 0000

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: CP  
VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART:  
LABOR CODE: M5300 INFORMATION LINE  
CSO: 0119431 DATE: 01/26/06 TOTAL COST: 0 MILES: 24,031  
COMPL: 013 INOPERATIV COND: NOT FOUND CAUSE: M05 COULD NOT  
COMMENTS: 0000

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## INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

September 10, 2010

(REDACT)

(REDACT)

Glen Ellyn, IL (REDACT)

Service request: 1-278657716

Vehicle Identification Number: 1G1ZS52F85FXXXXXX

Customer Relationship Manager: Larry Meeks

Dear (REDACT):

Thank you for allowing us the opportunity to review the product allegation involving your 2005 Chevrolet Malibu.

After careful investigation of your case, none of the available data suggests that the product allegation has any merit. If you'd like to provide us with any additional evidence that you feel would further support your claim, please contact us again. However at this time, General Motors is unable to assume responsibility for damages and we suggest that you resolve this matter through your insurance carrier.

Sincerely,

General Motors Corporation

PA0003T

# PAR Case Assessment Form

---

## ALLEGATION and / or CLAIM SECTION

---

Siebel Request No.: 1-278657716

Customer Name: (REDACT)

Product Purchased?: x New  Used

Vehicle Identification Number: 1G1ZS52F85FXXXXXX

Model: Malibu

Make: Chevrolet

Year: 2005

Mileage: 7250

---

Service Request Detail Screen x Reviewed and Updated

Pre-PAR Form x Reviewed and Updated

PAR Detail Form x Reviewed and Updated; Complete and Accurate

---

OnStar (Follow specialized procedure)

Credit / Rebill Process (Review Step-by-Step)

x Injury

x Reviewed Step-by-Step in Webknowledge:

**Major** (Surgery, compensation, current medical treatment, lacerations, sutures, fractures, paralysis, loss of consciousness, fatality)

Forward file to ESIS.

x **Minor** (Bruises, bumps, scratches, abrasions, headaches) - Review with customer for a thorough description.

Dealer

x Forward file to EAA

**Grey Area** (Past: medical treatment, surgery and injury. Pregnancy, numbness)

Review file with Team Manager

Forward file to ESIS

PAR will work file

---

## VEHICLE EVALUATION SECTION

---

x Collision (Includes curbs and / or sidewalks):

**Air Bag/s (Vetronix)** –

**Non-Deployment**

Forward file to EAA

Advised customer on basic air bag function

**Inadvertent Deployment without collision**

Advised customer on basic airbag function

Dealer (Inspect under-carriage)

Forward file to EAA

**Deployment with Collision**

Advised customer on basic air bag function

Dealer (Inspect vehicle and obtain a repair estimate)

Forward file to EAA (Customer is requesting an inspection)

x **Brakes / ABS (Vetronix if applicable) / Suspension / Tires / Wheel Separation / Steering**

x **Major Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)

x Forward file to EAA

Advised customer on basic brake/ABS function

**Minor Body Damage** (Review with customer and/or Dealership, Bodyshop for thorough description and vehicle location)

Advised customer on basic brake/ABS function

Dealer

Forward file to EAA (Customer is requesting an inspection)

# PAR Case Assessment Form

- Thermal Event:**
- Major** (Entire: vehicle, compartment, component and / or > 2 components)
    - Forward file to EAA.
  - Minor** (Centralized / Confined to a small area) – Review with customer and/or Dealership for a thorough description.
    - Dealer Inspection and / or Repair Order
    - Forward file to EAA.
  - Smoke / Non-Thermal –**
    - Return to Workflow (File reviewed < 24 HRS after assignment).
    - PAR will work file (File is > 24 HRS after assignment).
- Property Damage (Includes pets):**
- < \$1,000 - Advise Dealership to proceed under PAR Warranty code Z1241
  - > \$1,000 - Review with customer and/or Dealership for thorough description. Obtain estimate and attach to file and / or conclude damage may be >\$1,000
    - Forward file to ESIS.
- Insurance Subrogation Claim**
- Deductible Claim**
- Compensation Claim with Supporting Documentation** – Review with customer and/or caller for thorough description.
  - Forward file to ESIS.
- Law Enforcement Inquiry without allegation**
  - Forward file to Workflow
- Law Enforcement Inquiry with allegation**
  - Review file with Team Manager
- Customer Retracted Allegation:**
  - PAR will close file.

---

**Inspection requested**

x EAA

- Dealer
- Field Personnel

**Inspection not requested**

- Customer did not authorize inspection
  - Customer accepted explanation and resolution
  - Customer retracted allegation
  - Vehicle not available
  - Customer does not own vehicle
- 

---

## FOLLOW-UP/RESOLUTION/RECOMMENDATION SECTION

---

- Documented all actions and events in the PAR Siebel SR
- Provided resolution to Dealer and AVM
- 

- Forward file to ESIS
  - Repair
  - Repurchase
  - Trade Repurchase
  - Law Enforcement Inquiry
  - GM declines responsibility
  - File Closed / Customer Information Request Only
  - File forwarded to the Workflow
  - Non PAR File
  - Other
-



**Property Damage Appraisers**  
**Diary Information for Assignment 4110219-0**

---

**Insured:** ENTERPRISE  
**Claimant:**

**Policy #:** AQ4425  
**Claim #:** DX2038955

---

11/10/2004 03:41:43 PM Assignment Received. Phone:(309) 261-4642 Fax:(309) 665-2021  
11/11/2004 04:30:00 PM Owner contacted.  
11/11/2004 04:30:00 PM Property inspected.  
11/11/2004 04:42:49 PM Invoice Sent. Invoice Amt.: \$50.00 Appraisal Amt.: \$.00

---

**Invoice Number:** 200-1107080  
**Appraisal Amount:** \$ 0.00  
**Turnaround Time:** 1.0 Days

Thank you for the opportunity to fulfill your appraising needs.  
We appreciate your business.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: { 11/23/2004 }  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

Mileage at Inspection: { 7519 } Inspection Location: { Dyer Auto Auction 641 Joliet Rd. Dyer, IN. 46311 }  
 Inspector's phone number: { 815-538-2008 } Inspected By: { Chuck Baumann, EAA }

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**  
 { Vehicle pulled left then right during braking causing vehicle to leave roadway and rollover. }

**Following the inspection, summarize the facts and observations:** *(Additional cmts may be placed in section 9)*  
 { Steering system showed no concerns. Steering gear is electronic. No broken components were seen. Vehicle was driven at speeds of 50 MPH with no concerns of steering with or without brake application. }  
 { Power assist was operative during testing. }  
 { }  
 { }  
 { }  
 { }  
 { }  
 { }  
 { }

**Section 2 INTERVIEW - INCIDENT DETAILS**

**Obtain all of the information for this section from the Driver/Claimant**  
**Provide a complete description of the incident according to the DRIVER / CLAIMANT**  
 Interview mode:  By Telephone  In Person Incident Date and Time: { 10/29/2004 at 16:00 }  
 Hrs. \_\_\_\_\_  
 Interview date: { 11/23/2004 }  
**Was a police/fire department report obtained?**  Yes  No  
 Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. *(Additional cmts may be placed in section 9)*  
 { When brakes were applied, vehicle pulled left then right, entered a roadside ditch and turned over. }  
 { Interstate traffic had slowed ahead of vehicle causing driver to apply brakes. }  
 { }  
 { }  
 { }





**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: { Enterprise Rent Car Inspection Date:                       
{ 11/23/2004                       
Vehicle Brand: { Chevrolet Model: { Malibu  
File # { 1-278657716 VIN:                       
{ 1G1ZS52F85FXXXXXX                     

**Were any warning lights illuminated or driver information center messages displayed?**  Yes  No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident?  Yes  No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. { **Driver statement to claimant did not indicate any warning lights or unusual noises.**

Describe any evasive action:  Turning  Braking  Accelerating  Other: {                     

Describe cargo (in the vehicle interior, trunk and/or trailer (if any):  
{                     

Estimated total weight of cargo: {                      Estimated weight of the trailer, if any. {                     

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?:  Yes  No Describe: { **Vehicle entered roadside ditch and rolled over.**

Objects Impacted: { **None**

How was the vehicle transported from the incident site to the present location?  Tow Truck  Flat Bed  Other

Additional comments concerning the incident: { **Driver of vehicle is liable for replacement cost as no insurance was purchased and driver has no personal insurance.**

{                       
{                     

**Section 3 INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:  
{                     

Comments: *(Additional cmts may be placed in section 9)*  
{                     

Did the owner purchase the vehicle new?  Yes  No Date 06/29/2004 Used?  Yes  No Date             

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:  
{ **No**

{                       
{

**PRODUCT ALLEGATION RESOLUTION**  
**PRELIMINARY INSPECTION**  
**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: { Enterprise Rent Car \_\_\_\_\_ Inspection Date: \_\_\_\_\_  
 {{ 11/23/2004 \_\_\_\_\_  
 Vehicle Brand: { Chevrolet \_\_\_\_\_ Model: { Malibu \_\_\_\_\_  
 File # { 1-278657716 \_\_\_\_\_ VIN: \_\_\_\_\_  
 { 1G1ZS52F85FXXXXXX \_\_\_\_\_

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service?  No  Yes If yes, describe: { \_\_\_\_\_  
 { \_\_\_\_\_  
 Prior collision repair?  No  Yes If yes, describe: { \_\_\_\_\_  
 { \_\_\_\_\_  
 Repaired by whom? (name, address, phone) { \_\_\_\_\_  
 { \_\_\_\_\_  
 Prior chassis system service, repair, or replacement?  No  Yes If yes, describe what was done:  
 { \_\_\_\_\_  
 Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)  
 { \_\_\_\_\_  
 Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)?  No  Yes  
 If yes, describe: { \_\_\_\_\_  
 { \_\_\_\_\_

**Section 4 VEHICLE INSPECTION – VISUAL/PHOTO**

**THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.**  
**PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.**

**DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:**

{ \_\_\_\_\_  
 { \_\_\_\_\_

**UNDERBODY / FRAME / CHASSIS AREA:** Describe **any damage** to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

{ **None** \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_

**CORNER ASSEMBLIES**

Struts/shocks	Ball joints	Tire/wheel assemblies
Springs	Steering knuckles	
Control arms	Axle assemblies	

Comments: { **Wheels have earth imbedded in outside areas.** \_\_\_\_\_  
 { \_\_\_\_\_

**UNDERHOOD**

Engine compartment	Power steering lines, hoses, clamps and connections
Brake fluid level and condition	Power steering fluid level and condition

Comments: \_\_\_\_\_

**PRODUCT ALLEGATION RESOLUTION**  
**PRELIMINARY INSPECTION**  
**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: { 11/23/2004 }  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

{        All components are normal in appearance and condition. Brake fluid is at correct level. Power steering is electronic.

{ \_\_\_\_\_

**GENERAL OBSERVATIONS**

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:

{ None }

{ \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_

**Section 5 VEHICLE INSPECTION - PASSENGER COMPARTMENT**

**INTERIOR**

- |  |   |
|--|---|
| Instrument panel                       | Odometer  |
| Controls                               | Steering wheel and column                                       |
| Overall view of seat position          | Driver and passenger seat back angle (inclinometer measurement) |
| Photo of options label-glove box/trunk | Sunvisors and headliner   |
| Personal items/cargo                   |   |

**INTERIOR INSPECTION** (Describe any damage and photograph )

{ Windshield is crushed inward. No other damages }

{ \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_

**Section 6 STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

**PRODUCT ALLEGATION RESOLUTION**  
**PRELIMINARY INSPECTION**  
**STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: { Enterprise Rent Car Inspection Date:  
 {{ 11/23/2004 \_\_\_\_\_  
 Vehicle Brand: { Chevrolet Model: { Malibu \_\_\_\_\_  
 File # { 1-278657716 VIN:  
 { 1G1ZS52F85FXXXXXX \_\_\_\_\_

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	{ <b>All connected. Steering wheel can rotated from lock to lock with no binding. Power assist is evident.</b> _____ _____
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	{ <b>No interferences, no broken components.</b> _____ _____
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	{ <b>No damages</b> _____ _____
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	{ <b>Normal conditions.</b> _____ _____
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	{ <b>Electric power steering that is operational.</b> _____ _____
PS fluid level and condition-Color, contamination, odor	{ <b>N/A</b> _____ _____
Steering knuckle-All attachments secure and proper?	{ <b>Normal</b> _____ _____
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	{ <b>All components are connected, no missing or broken parts.</b> _____ _____
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	{ <b>All components are connected, no broken parts.</b> _____ _____
Strut attachments, springs	{ _____

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: { Enterprise Rent Car \_\_\_\_\_ Inspection Date: \_\_\_\_\_  
 {{ 11/23/2004 \_\_\_\_\_  
 Vehicle Brand: { Chevrolet \_\_\_\_\_ Model: { Malibu \_\_\_\_\_  
 File # { 1-278657716 \_\_\_\_\_ VIN: \_\_\_\_\_  
 { 1G1ZS52F85FXXXXXX \_\_\_\_\_

intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	<u>Normal conditions.</u> _____
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	{ <u>Normal conditions</u> _____
Rear axle assembly-deformed, signs of impact, properly located, etc.	{ <u>No</u> _____
Deformation to the frame	{ _____
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	{ <u>None</u> _____
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	{ <u>None</u> _____
Stability Enhancement system/components-check for codes with Tech II	{ <u>N/A</u> _____
Engine (normal, other)-Obtain codes using a Tech II.	{ <u>Normal. Check engine light out after starting</u> _____
Electrical (normal, other)	{ <u>Normal</u> _____
Warning lights/messages displayed? Describe and obtain codes using a Tech II	{ <u>No</u> _____
Anything components missing?	{ <u>No</u> _____
Other	{ <u>None</u> _____

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". { Vehicle driven within inspection site. Left and right turns were made with and without brakes applied. Steering did not have interferences during turns and vehicle did not pull to either side.

{ \_\_\_\_\_

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: 11/23/2004  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: 1G1ZS52F85FXXXXXX

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

**TIRE AND WHEEL INSPECTION**

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT Numbers
LF	<u>Bridgestone</u>	<u>92S</u>	<u>P205/65R15</u>	<u>31</u>	<u>10/32</u>	<u>OBURB</u> <u>41 2304</u>
RF	<u>Bridgestone</u>	<u>92S</u>	<u>P205/65R15</u>	<u>30</u>	<u>10/32</u>	<u>OBURB</u> <u>41 2304</u>
LR	<u>Bridgestone</u>	<u>92S</u>	<u>P205/65R15</u>	<u>31</u>	<u>10/32</u>	<u>OBURB</u> <u>41 2304</u>
RR	<u>Bridgestone</u>	<u>92S</u>	<u>P205/65R15</u>	<u>32</u>	<u>10/32</u>	<u>OBURB</u> <u>41 2304</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF Earth imbedded, no bent areas.

RF Earth imbedded, no bent areas.

LR Grass in rim bead

RR Earth and grass in rim bead

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: { Enterprise Rent Car Inspection Date:                       
{ 11/23/2004  
Vehicle Brand: { Chevrolet Model: { Malibu  
File # { 1-278657716 VIN:                       
{ 1G1ZS52F85FXXXXXX

**2. TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD (psi)
TIRES	<u>P205/65R15</u>	<u>30</u>	<u>                    </u>
SPARE TIRE	<u>                    </u>	<u>                    </u>	<u>                    </u>

**Section 7 SITE INSPECTION**

**SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:**

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and property if involved.

**Comments:**

{ Exact site not known, police report # not available.

{ Indiana State police investigated near Michigan City, IN. on interstate 94.

{  
{  
{

**Section 8 COMMENT OVERFLOW**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{ None

{  
{  
{  
{

**Section 9 OTHER REPORT INFORMATION**





**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: { 11/23/2004 }  
Vehicle Brand: { Chevrolet } Model: { Malibu }  
File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

Mileage at Inspection: { 7519 } Inspection Location: { Dyer Auto Auction 641 Joliet Rd. Dyer, IN. 46311 }

Inspector's phone number: { 815-538-2008 } Inspected By: { Chuck Baumann, EAA }

**Section 1 INSPECTION SUMMARY**

**Briefly describe the customer's allegation concerning the brakes/abs:**

{ Vehicles brakes when applied caused vehicle to pull left then right, causing lost of control.

{  
{  
{  
{  
{

**Following the inspection, summarize the facts and observations:** { Vehicle was seen with all wheels in place. Body damage consists of impact to hood, roof and windshield.

{Wheel assemblies were in like new condition. No brake fluid leaks were seen. Brake fluid reservoir was full. Brake warning light was normal in operation. Brake pedal tests were normal in function.

{Vehicle was driven within lot of inspection site. Speeds of fifty miles hour were obtained. Vehicle stopped straight /even with no pulling. All wheels provided braking effort.

{  
{  
{  
{  
{  
{  
{

**Section 2 INTERVIEW - INCIDENT DETAILS**

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode:  By Telephone  In Person Incident Date and Time: { 10/29/2004 at 16:00 Hrs. }  
Interview date: { 11/23/2004 }

Provide a complete description of the incident according to the driver. Include information concerning the length of the drive immediately preceding the incident, the type of driving conditions, how many brake stops had occurred during this drive and, if the vehicle was pulling a trailer at the time of the incident, the estimated total weight of the cargo and trailer. Determine whether driver has experienced this type of behavior before. If so, how often? If so, has a dealer been contacted previously concerning the issue?

{ Vehicle rented in Detroit area same day as incident. Driving conditions were dry interstate highway. Driving distance prior to incident was three hundred seventy six miles.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: 11/23/2004  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

{ Driver slowed for traffic, applying brake pedal. Vehicle pulled left and right causing vehicle to travel into the right ditch. The vehicle rolled onto its roof.

{ Rental Company has no record of prior concerns relating to brakes.

{ Vehicles brakes were used in exiting interstate traffic prior to incident with no concerns.

Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

	Before the Incident	At the Beginning* and During the Incident
Brake operation (normal, fade, pull, grab, etc.)	{ <u>Normal</u> } _____ { _____ } { _____ }	{ <u>Pulled side to side.</u> } _____ { _____ } { _____ }
Brake pedal feel (normal, hard, spongy, etc.)	{ <u>Normal</u> } _____ { _____ } { _____ }	{ <u>Not known</u> } _____ { _____ } { _____ }
Warning lights/messages displayed. Describe	{ <u>None</u> } _____ { _____ } { _____ }	{ <u>None</u> } _____ { _____ } { _____ }
Unusual odors (from where?)	{ <u>None</u> } _____ { _____ } { _____ }	{ <u>None</u> } _____ { _____ } { _____ }
Other { _____ }	{ <u>None</u> } _____ { _____ } { _____ }	{ <u>None</u> } _____ { _____ } { _____ }

\* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: { Not known } MPH at the beginning of the incident according to the driver.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: { Not known }

{ \_\_\_\_\_ }

Has the driver ever experienced this condition before? Describe. { No }

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car Inspection Date:  
{ 11/23/2004  
Vehicle Brand: { Chevrolet Model: { Malibu  
File # { 1-278657716 VIN:  
{ 1G1ZS52F85FXXXXXX

Surface where incident occurred:  
Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt or Other? Asphalt Describe:  
{ \_\_\_\_\_  
{ \_\_\_\_\_  
Condition: Wet, Dry, Icy or Other? { Dry If other, specify:  
{ \_\_\_\_\_

Other comments or observations that have not been covered? { Driver rented vehicle and did not purchase insurance. Driver does not have personal insurance. Driver is responsible for replacement costs of vehicle.  
\_\_\_\_\_  
{ \_\_\_\_\_  
{ \_\_\_\_\_

**Section 3 INTERVIEW - VEHICLE HISTORY**

Did the owner purchase the vehicle  New or  Used? Purchase Date: { 06/29/2004 }

Source of information (name, address, phone number, & relationship if other than claimant):  
{ \_\_\_\_\_  
Comments:  
{ \_\_\_\_\_

**Note to the inspector:** In questions 3-5 below, document only the information which relates to the incident/allegation.

**Prior collision** damage? (date, description, etc.) { No \_\_\_\_\_  
{ \_\_\_\_\_  
{ \_\_\_\_\_

Repaired by: { \_\_\_\_\_  
{ \_\_\_\_\_

Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", engine miss, etc.):  
{ None \_\_\_\_\_  
{ \_\_\_\_\_

**Repairs** outside of warranty (what, when, by whom?): { No \_\_\_\_\_  
{ \_\_\_\_\_  
{ \_\_\_\_\_

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: { 11/23/2004 }  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

Other **vehicle history** information (from person being interviewed or GM Warranty History)? { No }  
 { \_\_\_\_\_ }  
 { \_\_\_\_\_ }

**Last brake maintenance** (date, description, by whom?): { None }  
 { \_\_\_\_\_ }

**Section 4 VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

**Take color photographs of the following: ( include overview and closeup photos of damaged areas)**

**A. Exterior:**

Front	VIN
Right side	Left side
Rear	

Comments: { Windshield, roof and hood have impact damage from rollover. }  
 { \_\_\_\_\_ }  
 { \_\_\_\_\_ }

**B. Brakes:**

Front assemblies with calipers removed  
 Rear assemblies with drums/calipers removed

Comments: { Normal appearance, no concerns }  
 { \_\_\_\_\_ }  
 { \_\_\_\_\_ }

**C. Interior:**

Instrument panel & odometer  
 List all driver electrical controls which are in the "On" position: { None }

{ \_\_\_\_\_ }  
 { \_\_\_\_\_ }

Comments: { No concerns }  
 { \_\_\_\_\_ }  
 { \_\_\_\_\_ }

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: 11/23/2004  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

**D. Underhood:**

Engine compartment	Brake lines and hoses
Master cylinder and brake fluid reservoir	ABS/TCS Modulator

Comments: { Fluid levels correct, no leaks, no missing or broken components. }

{ \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_

**E. Underbody:**

Scrapes or impact damage on the following:  
 Fuel tank  
 Tires/Wheels

Comments: { Wheels are earth packed on outside. This indicates to be from grass on roadside. }

{ \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_

**F. General Observations (Take photographs if applicable):**

Anything on vehicle which is after-market: { No }

{ \_\_\_\_\_  
 { \_\_\_\_\_

Anything on vehicle which is a modification: { No }

{ \_\_\_\_\_  
 { \_\_\_\_\_

Other relevant information: { No }

{ \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_

**Section 5****BRAKES**

Use the following table to identify what you did and what you found during the inspection of the brake system. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: 11/23/2004  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

	OBSERVATIONS/TEST RESULTS
Red brake warning light-note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.	{ <u>Brake light on with key, goes off after 4 seconds.</u> _____ { { <u>Brake light on when park brake is applied, goes off after releasing.</u> _____ {
Yellow ABS light-note the operation of the light when the ignition key is turned "ON"	{ <u>No ABS</u> _____ { {
Brake fluid level and condition-comment on the level, color, contamination, and smell	{ <u>Full, no odors, clean in appearance.</u> _____ { {
Boost/booster/master cylinder-with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.	{ <u>Brake pedal descends 1 1/2" becomes firm when engine started.</u> _____ { { <u>Two pedal applies after turning engine off to deplete vacuum.</u> _____ { <u>Vacuum line is connected.</u> _____ { _____ { _____ {
External leakage? Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.	{ <u>No leaks</u> _____ { { {
Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.	{ <u>1 3/4" of travel.</u> _____ { {
Front brakes-note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.	{ <u>No leaks, no grooving or scoring. All components in like new condition.</u> _____ { {
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	{ <u>No scoring or unusual conditions.</u> _____ { {
Pads and linings-measure and record	{ <u>Front pads 11mm, Like new condition</u>

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: { 11/23/2004 }  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

lining thickness in inches or millimeters. Note condition.	{ <u>Rear shoes 7mm, no cracks, no hot spots, firm bond to shoe frame.</u> }
ABS/TCS/SES system-check for codes, current and history	{ <u>No ABS</u> }
Other(scan tool results, description of codes, etc.)	{ <u>None</u> }

Other Comments: { None }

{ \_\_\_\_\_ }  
 { \_\_\_\_\_ }

**BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:**

OBSERVATIONS: { Brake pedal remains firm when applied. Vehicle stops straight with no pulling left or right. }

{ \_\_\_\_\_ }  
 { \_\_\_\_\_ }

**ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:**

OBSERVATIONS: { None ABS. }

{ \_\_\_\_\_ }  
 { \_\_\_\_\_ }

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move.

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: 11/23/2004  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

## Section 6

**TIRES****1. TIRE IDENTIFICATION:**

Use a tread depth gauge at four points around the circumference to determine the average tread depth.

If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT NUMBERS *
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	{ <u>Bridgestone</u> }	{ <u>92S</u> }	{ <u>P205/65R15</u> }	{ <u>30</u> }	{ <u>10/32</u> }	{ <u>OBURB41 2304</u> }
RF	{ <u>Bridgestone</u> }	{ <u>92S</u> }	{ <u>P205/65R15</u> }	{ <u>31</u> }	{ <u>10/32</u> }	{ <u>OBURB41 2304</u> }
LR	{ <u>Bridgestone</u> }	{ <u>92S</u> }	{ <u>P205/65R15</u> }	{ <u>30</u> }	{ <u>10/32</u> }	{ <u>OBURB41 2304</u> }
RR	{ <u>Bridgestone</u> }	{ <u>92S</u> }	{ <u>P205/65R15</u> }	{ <u>32</u> }	{ <u>10/32</u> }	{ <u>OBURB41 2304</u> }

\* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

Describe and photograph any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

{ No tire damage }

{ \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_

**2. TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)
TIRES	{ <u>P205/65R15</u> }	{ <u>30</u> }

## Section 7

**WHEELS****WHEEL CONDITION:**

Note and photograph any damage to wheels and mountings, such as bent rims, impact marks, etc.

{ Earth imbedded into outside of wheel. No impact damage. }

{ \_\_\_\_\_  
 { \_\_\_\_\_  
 { \_\_\_\_\_



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: { Enterprise Rent Car } Inspection Date: 11/23/2004  
 Vehicle Brand: { Chevrolet } Model: { Malibu }  
 File # { 1-278657716 } VIN: { 1G1ZS52F85FXXXXXX }

**Section 8 SITE INSPECTION (If applicable)**

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

{ Exact site not known, Police report # not available.

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**Section 9 Comment Overflow Sheet**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{ None

{ \_\_\_\_\_  
 { \_\_\_\_\_  
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 { \_\_\_\_\_  
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**Section 10 Other Report Information**

Check here if there was evidence of a "Fire-Related" event. According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)  
 Photographs     Data Downloads     Other Records





# Property Damage Appraisers

P. O. Box 6366 South Bend, IN 46660  
 (574) 287-2359  
 Fax: (574) 287-8967

Damage Assessed By: Bruce Crowel

Appraised For: ENTERPRISE

Condition Code: Good  
 Date of Loss: 10/29/2004  
 Deductible: UNKNOWN  
 File Number: 4110219-0B  
 Claim Number: DX2038955

Type of Loss: Collision

Insured: ENTERPRISE

Mitchell Service: 910161

Description: 2005 Chevrolet Malibu  
 Body Style: 4D Sed  
 VIN: 1G1ZS52F85F [REDACTED]  
 OEM/ALT: O  
 Color: TAN  
 Options: AUTOMATIC TRANSMISSION, L-4 ENGINE, 4-DOOR

Drive Train: 2.2L Inj 4 Cyl 4A FWD  
 License: NONE IL  
 Search Code: None

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type	Dollar Amount	Labor Units
1	001543	BDY	REMOVE/INSTALL	FRT BUMPER ASSY			1.4 #
2	001546	BDY	CHECK/ADJUST	HEADLAMPS			0.4
3	001547	BDY	REMOVE/INSTALL	R FRT COMBINATION LAMP			INC
4	001548	BDY	REMOVE/INSTALL	L FRT COMBINATION LAMP			INC
5	000028	BDY	REMOVE/REPLACE	R FRONT COMBINATION LAMP ASSEMBLY	New	210.00	INC
6	000029	BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	New	210.00	INC
7	000042	BDY	REMOVE/REPLACE	HOOD PANEL	New	369.20	0.8
8	AUTO	REF	REFINISH	HOOD OUTSIDE			C 2.6
9	AUTO	REF	REFINISH	HOOD UNDERSIDE			C 1.3
10	000145	BDY	REMOVE/REPLACE	R FENDER PANEL	New	187.53	1.5 #
11	AUTO	REF	REFINISH	R FENDER OUTSIDE			C 1.4
12	AUTO	REF	REFINISH	R FENDER EDGE			C 0.5
13	000146	BDY	REMOVE/REPLACE	L FENDER PANEL	New	186.27	1.5 #
14	AUTO	REF	REFINISH	L FENDER OUTSIDE			C 1.4
15	AUTO	REF	REFINISH	L FENDER EDGE			C 0.5
16	001505	MCH	REMOVE/REPLACE	DISABLE & ENABLE AIR BAG SYSTEM	-M		0.5
17	001506	MCH	REMOVE/REPLACE	AIR BAG SYSTEM DIAGNOSIS	-M		0.5 #
18	000251	BDY	REPAIR	WHEEL	Existing		0.5*
19	000251	BDY	REPAIR	WHEEL	Existing		0.5*
20	000337	MCH	REMOVE/REPLACE	STEERING WHEEL	New	126.84	0.5
21	000525	GLS	REMOVE/REPLACE	W/SHIELD GLASS	New	600.00 *	INC #
22				SUBJECT TO -25.00% GLASS ADJUSTMENT			
23	000528	BDY	REMOVE/REPLACE	W/SHIELD REVEAL MOULDING	New	56.55	INC #
24	000548	BDY	REMOVE/REPLACE	L W/SHIELD SUN VISOR	New	35.00	INC
25	000600	MCH	REMOVE/REPLACE	INST PANEL ASSY	New	209.18	6.5 #
26	000713	BDY	REPAIR	R FRT DOOR SHELL	Existing		1.0* #
27	AUTO	REF	REFINISH	R FRT DOOR OUTSIDE			C 1.6
28	000714	BDY	REPAIR	L FRT DOOR SHELL	Existing		1.0* #
29	AUTO	REF	REFINISH	L FRT DOOR OUTSIDE			C 1.6
30	001581	REF	REFINISH	R FRT OTR HANDLE			C 0.2
31	001583	REF	REFINISH	R FRT OTR HANDLE COVER			C 0.2

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32	001585	BDY	REMOVE/INSTALL	R FRT OTR DOOR HANDLE					0.2
33	001586	BDY	REMOVE/INSTALL	L FRT OTR DOOR HANDLE					0.2
34	000862	BDY	REPAIR	R REAR DOOR SHELL	Existing				1.0*
35	AUTO	REF	REFINISH	R REAR DOOR OUTSIDE				C	1.6
36	000863	BDY	REPAIR	L REAR DOOR SHELL	Existing				1.0*
37	AUTO	REF	REFINISH	L REAR DOOR OUTSIDE				C	1.6
38	001593	BDY	REMOVE/INSTALL	R REAR OTR BELT MOULDING					0.2
39	001594	BDY	REMOVE/INSTALL	L REAR OTR BELT MOULDING					0.2
40	001601	REF	REFINISH	R REAR OTR HANDLE				C	0.2
41	001602	REF	REFINISH	L REAR OTR HANDLE				C	0.2
42	931090	FRM *	REPAIR	UNIBODY STRUCTURE	Existing				5.0*
43	900500	MCH *	ALIGN	4 WHEEL ALIGNMENT	Sublet		59.95 *		0.0*
44	900500	MCH *	REPAIR	MOUNT & BALANCE TIRE	Sublet		12.00 *		0.0*
45	900500	MCH *	REPAIR	MOUNT & BALANCE TIRE	Sublet		12.00 *		0.0*
46	001605	BDY	REMOVE/INSTALL	R REAR OTR DOOR HANDLE					0.2
47	001606	BDY	REMOVE/INSTALL	L REAR OTR DOOR HANDLE					0.2
48	001179	BDY	REMOVE/REPLACE	ROOF PANEL	New		312.79		14.5
49	AUTO	REF	REFINISH	ROOF PANEL				C	2.3
50	001182	BDY	REMOVE/REPLACE	FRT ROOF HEADER PANEL	New		22.02		1.5
51	001184	BDY	REMOVE/REPLACE	REAR ROOF REINFORCEMENT BOW	New		47.63		0.5
52	001184	BDY	REMOVE/REPLACE	REAR ROOF REINFORCEMENT BOW	New		47.63		0.5
53	001236	BDY	REMOVE/REPLACE	ROOF HEADLINER	New		397.35		INC
54	001320	BDY	REPAIR	R SIDE BODY PANEL ASSEMBLY	-S Existing				4.0*
55	AUTO	REF	REFINISH	R SIDE BODY PANEL COMPLETE				C	6.1
56	001321	BDY	REPAIR	L SIDE BODY PANEL ASSEMBLY	-S Existing				4.0*
57	AUTO	REF	REFINISH	L SIDE BODY PANEL COMPLETE				C	6.1
58	AUTO	REF	ADD'L OPR	CLEAR COAT					3.4
59	933003	REF	ADD'L OPR	TINT COLOR			0.00 *		0.5*
60	933006	BDY *	ADD'L OPR	FRAME/RACK SET UP					1.5*
61	AUTO		ADD'L COST	PAINT/MATERIALS			350.00 *		
62				ESTIMATE CALCULATED USING A PRESET USER THRESHOLD					
63				AMOUNT FOR THE PAINT AND MATERIAL COST					

\* - Judgement Item  
 # - Labor Note Applies  
 C - Included in Clear Coat Calc

Remarks  
 APPRAISAL FOR DAMAGE.

UNIT #AQ4425

Prior Damage  
 NONE

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	38.3	28.00	0.00	0.00	1,072.40 T	Taxable Parts	3,017.99
Refinish	33.3	28.00	0.00	0.00	932.40 T	Parts Adjustments	604.50-
Frame	5.0	40.00	0.00	0.00	200.00 T	Glass Adjustments	@ -25.000% 150.00-
Mechanical	8.0	40.00	0.00	83.95	403.95 T	Sales Tax	@ 8.000% 181.08
					Taxable Labor		
					2,608.75	Total Replacement Parts Amount	2,444.57
Labor Summary	84.6				2,608.75		

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III. Additional Costs	Amount	IV. Adjustments	Amount
Taxable Costs	350.00	Customer Responsibility	0.00
Sales Tax @ 8.000%	28.00		
<b>Total Additional Costs</b>	<b>378.00</b>		
		I. Total Labor:	2,608.75
		II. Total Replacement Parts:	2,444.57
		III. Total Additional Costs:	378.00
		Gross Total:	5,431.32
		IV. Total Adjustments:	0.00
		Net Total:	5,431.32

Point(s) of Impact

13 Rollover (P)

Insurance Co: ENTERPRISE

Inspection Site: DYER AUTO AUCTION  
 Inspection Date: 11/10/2004

+++++AGREED REPAIR COST+++++  
 IT IS UNDERSTOOD THAT THE ABOVE SHOP, IF ONE IS LISTED, AGREES TO COMPLETE AND GUARANTEE ALL REPAIRS LISTED ABOVE FOR THE AMOUNT LISTED, UNLESS A DIFFERENT AMOUNT IS LISTED HERE \$\_\_\_\_\_.  
 BY: \_\_\_\_\_ DATE: \_\_\_\_\_.

+++++ADDITIONAL INFORMATION+++++  
 VEHICLE IS: REPAIRABLE( ) A BORDERLINE TOTAL( ) A TOTAL LOSS ( )  
 REPAIRS ON THIS VEHICLE SHOULD TAKE \_\_\_\_\_ DAYS TO COMPLETE  
 Deductibles ARE NOT addressed or included in the estimate/appraisal!!  
 The repairer should check to see if a deductible is applicable to this loss and, if so, collect it from the vehicle owner prior to the release of the repaired vehicle.

\*\*\*\*\*NOTICE\*\*\*\*\*  
 THIS IS NOT AN AUTHORIZATION TO REPAIR. ALL COST OF REPAIRS ARE THE SOLE RESPONSIBILITY OF THE VEHICLE OWNER, WHO ULTIMATELY MUST AUTHORIZE ALL REPAIRS. NO SUPPLEMENTS WILL BE HONORED WITHOUT THE PRIOR INSPECTION BY PROPERTY DAMAGE APPRAISERS.  
 \*\*\*\*\*  
 PROPERTY DAMAGE APPRAISERS SPECIFIES THAT ALL REPAIRS AND/OR PART REPLACEMENTS LISTED HEREIN BE MADE IN STRICT ACCORDANCE WITH MANUFACTURER'S SPECIFICATIONS.  
 \*\*\*\*\*



**Property Damage Appraisers  
INVOICE**

**PLEASE REFERENCE THIS NUMBER ON ALL PAYMENTS  
AND ENCLOSE A COPY OF THE INVOICE WITH PAYMENT.**

**INVOICE NUMBER**  
200-1107080

**BILL TO:**

ENTERPRISE RENT A CAR  
ATT: BOB  
3270 W LINCOLN HIGHWAY  
PARK FOREST, IL 60466

<b>CUSTOMER NUMBER</b> ENT500268	<b>INVOICE DATE</b> 11/11/2004
-------------------------------------	-----------------------------------

<b>APPRAISED AMOUNT</b> .00	<b>NUMBER OF UNITS</b> 1
--------------------------------	-----------------------------

**BUSINESS LINE/LOSS TYPE**  
Auto Physical Damage

**FOR INQUIRIES CONTACT:**

**Property Damage Appraisers**  
PDA SOUTH BEND, INDIANA  
**PHONE:** 574-287-2359  
**FAX:** 574-287-8967

**SUBMIT PAYMENT TO:**

JOHN SKIDMORE & ASSOC. INC, DBA  
PDA SOUTH BEND, INDIANA  
P.O. BOX 6366  
SOUTH BEND, IN 46660  
**TIN:** 35-1549768

ATTENTION: ATT: BOB

<b>INSURED</b> ENTERPRISE		<b>CLAIMANT</b>		<b>ASSIGNMENT DATE</b> 11/10/2004		
<b>POLICY NUMBER</b> AQ4425	<b>CLAIM NUMBER</b> DX2038955	<b>DATE OF LOSS</b> 10/29/2004	<b>PDA ASSIGNMENT NUMBER</b> 4110219-0 BC			
<b>SERVICE FEE</b>					50.00	
<b>TOTAL LOSS EVALUATION</b>					.00	
<b>OFFICE CHARGE</b>					.00	
<b>DRIVING TIME</b>					.00	
<b>MILEAGE</b>					.00	
<b>PHOTOS</b>					.00	
<b>LONG DISTANCE</b>					.00	
<b>MISCELLANEOUS @ .00 @ .00</b>					.00	
<b>COMMENTS</b> Thank you for the assignment. We appreciate your business.						
<b>Terms: Professional Fees Due Upon Receipt</b>  Please enclose a copy of this invoice with your payment and put the invoice number on your check.				<b>TOTAL CHARGES</b>		50.00
				<b>APPLICABLE TAXES</b>		.00
				<b>INVOICE TOTAL</b>		50.00

**Thank you for choosing PDA. We appreciate your business.**









## CDR File Information

Vehicle Identification Number	1G1ZS52F85F [REDACTED]
Investigator	Baumann, EAA
Case Number	1-278657716
Investigation Date	Tuesday, November 23 2004
Crash Date	Friday, October 29 2004
Interface used to collected data	Block number: 00 Interface version: 3F Date: 08-06-04 Checksum: 6700
Event(s) recovered	Deployment Non-Deployment

## SDM Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the non-deployment file will be locked after a deployment, if the non-deployment occurred within 5 seconds before the deployment or a deployment level event occurs within 5 seconds after the deployment.

### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For deployments and deployment level events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For non-deployments, the SDM will record the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a non-deployment event, is 5 mph.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combine "X" and "Y" axis.

-Calculated Principle Direction of Force (PDOF) is the Arctangent of the maximum observer latitudinal velocity change divided by the maximum observed longitudinal velocity change.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM does not receive a valid message.

-Belt Switch Circuit Status data indicates the status of the seat belt switch circuit.

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

### SDM Data Source:

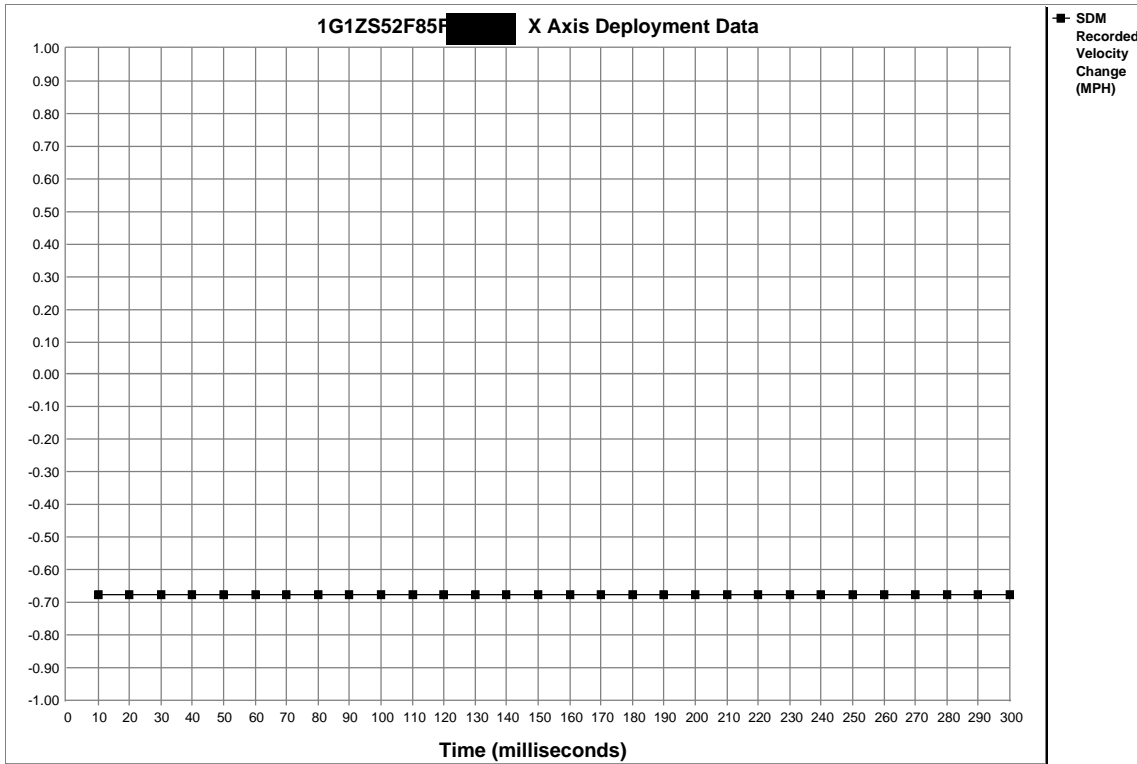
All SDM recorded data is measured, calculated, and stored internally, except for the Vehicle Status Data (Pre-Crash), which is transmitted by various vehicle control modules, via the Class 2 data link, to the SDM.

## System Status At Deployment

SIR Warning Lamp Status	ON
SIR Warning Lamp ON/OFF Time (seconds)	655350
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	65535
Ignition Cycles At Investigation	698
Ignition Cycles At Event	65535
Ignition Cycles Since DTCs Were Last Cleared	255
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	BUCKLED
Driver Seat Position Switch Circuit Status	Forward
Passenger Seat Position Switch Circuit Status	Forward
Driver First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	510
Driver Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	510
Passenger First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	510
Passenger Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	510
Time Between Events (sec)	N/A
Driver First Stage Deployment Loop Commanded	Yes
Driver Second Stage Deployment Loop Commanded	Yes
Driver Side Deployment Loop Commanded	Yes
Driver Pretensioner Deployment Loop Commanded	Yes
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	Yes
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	Yes
Passenger Second Stage Deployment Loop Commanded	Yes
Passenger Side Deployment Loop Commanded	Yes
Passenger Pretensioner Deployment Loop Commanded	Yes
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	Yes
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	Yes
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	Yes
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Center Rear Pretensioner Deployment Loop Commanded	No
Fault 1	U3???
Fault 2	U3???
Fault 3	U3???
Fault 4	U3???
Fault 5	U3???
Fault 6	U3???
Crash Record Locked	No
Event Recording Complete	No
Calculated Principle Direction of Force (PDOF) degrees	45.00



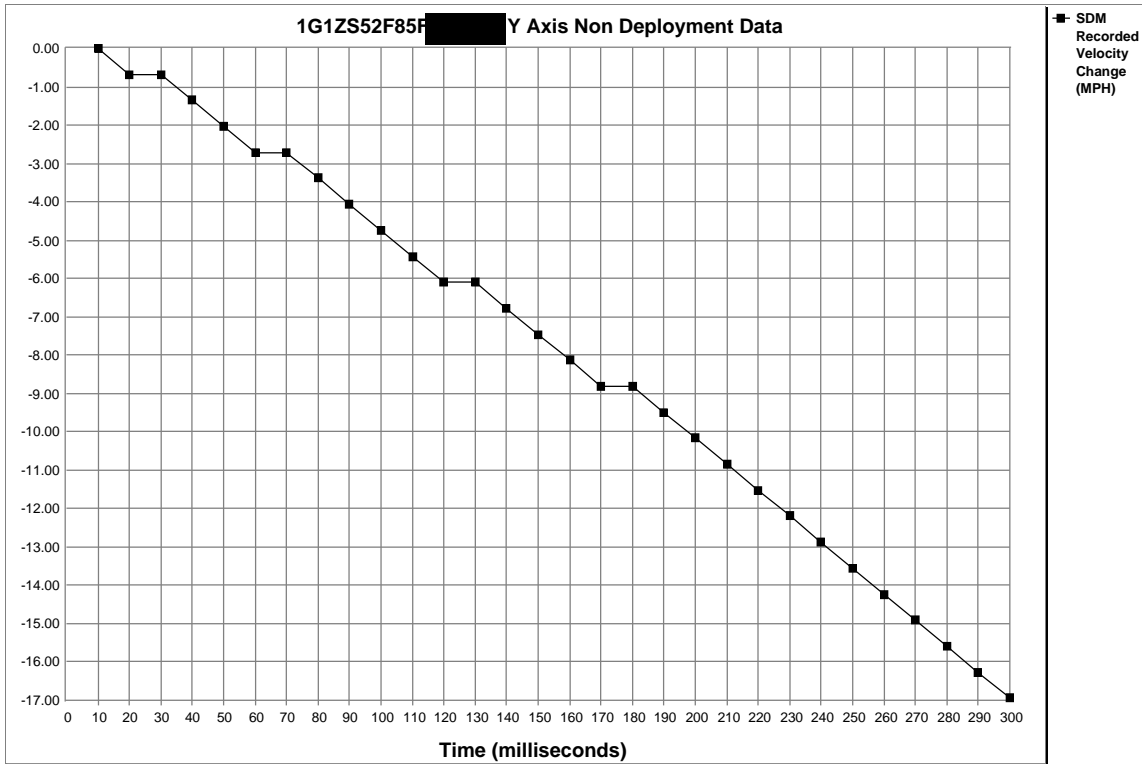
Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity Change (MPH)	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68



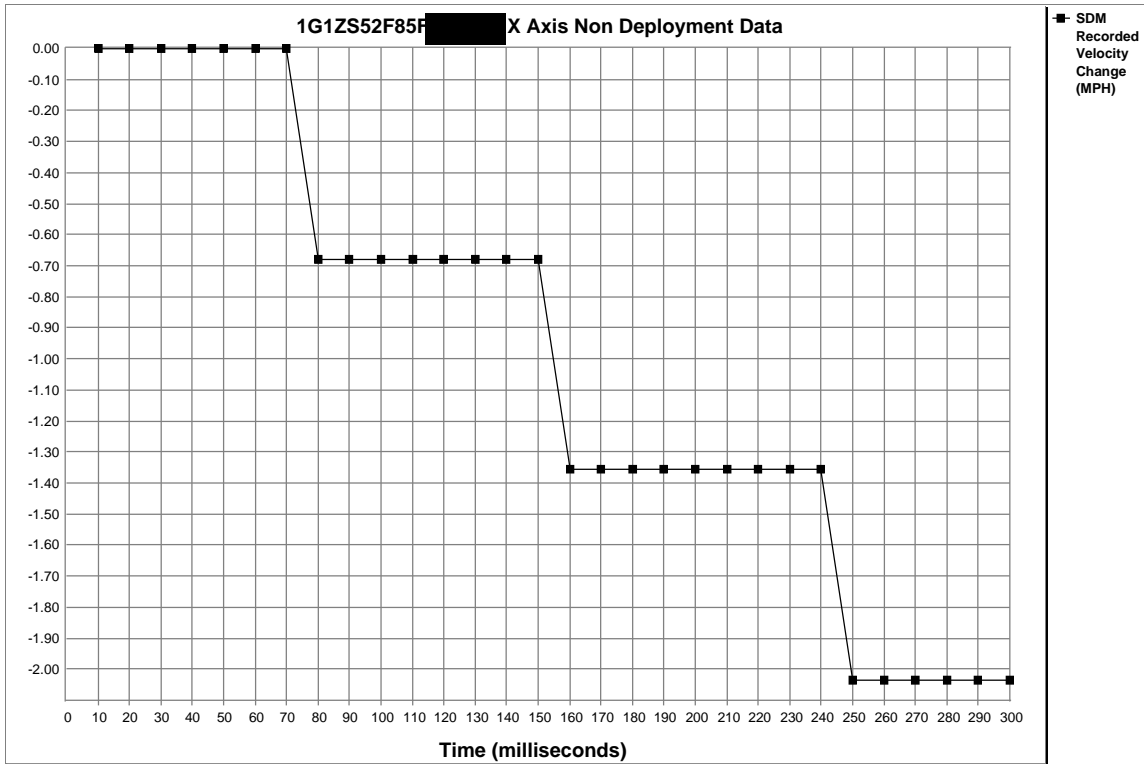
Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
X Axis Recorded Velocity Change (MPH)	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
X Axis Recorded Velocity Change (MPH)	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68

## System Status At Non-Deployment

SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	687
Ignition Cycles At Investigation	698
Ignition Cycles At Event	688
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	BUCKLED
Passenger's Belt Switch Circuit Status	BUCKLED
Maximum SDM Recorded Velocity Change (MPH)	21.97
Algorithm Enable to Maximum SDM Recorded Velocity Change (msec)	480
Driver First Stage Deployment Loop Commanded	No
Driver Second Stage Deployment Loop Commanded	No
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	No
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	No
Passenger Second Stage Deployment Loop Commanded	No
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	No
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Center Rear Pretensioner Deployment Loop Commanded	No
Fault 1	N/A
Fault 2	N/A
Fault 3	N/A
Fault 4	N/A
Fault 5	N/A
Fault 6	N/A
Multiple Event Counter	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No
Crash Record Locked	No
Event Recording Complete	Yes
Calculated Principle Direction of Force (PDOF) degrees	83.16



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	0.00	-0.68	-0.68	-1.36	-2.03	-2.71	-2.71	-3.39	-4.07	-4.74	-5.42	-6.10	-6.10	-6.78	-7.46
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity Change (MPH)	-8.13	-8.81	-8.81	-9.49	-10.17	-10.85	-11.52	-12.20	-12.88	-13.56	-14.23	-14.91	-15.59	-16.27	-16.95



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
X Axis Recorded Velocity Change (MPH)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
X Axis Recorded Velocity Change (MPH)	-1.36	-1.36	-1.36	-1.36	-1.36	-1.36	-1.36	-1.36	-1.36	-2.03	-2.03	-2.03	-2.03	-2.03	-2.03



## Hexadecimal Data

This page displays all the data retrieved from the air bag module.  
It contains data that is not converted by this program.

```
$01 00 00 00 00 5A 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 72 78
$07 00 00 00 00 00 00 00
$08 F5 92 00 00 00 00 00
$09 00 6A 6A 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 C0 00 00 00 00
$0E D0 00 00 00 00 00 00
$0F A2 00 00 00 00 00 00
$10 47 31 5A 53 35 32 46
$11 38 35 46 31 30 39 39
$12 34 38 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 03 02 02 00 00 00
$18 02 02 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 67 00 7A 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 76 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2E 00 01 6E 00 08 00 00
$2F 00 FE 02 BA 0A 00 00
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$34 17 18 1C 1E 25 00 00
$35 49 4F 59 63 77 00 00
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$37 00 00 00 04 0B 00 E2
$38 86 00 00 00 03 C0 00
$39 00 00 00 00 00 80 00
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$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 5A 53 35 32 46 00
$3E 35 10 99 48 00 00 00
$3F 00 00 90 00 00 00 00
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$41 00 00 00 00 00 00 00
$42 00 FF F0 02 AF 00 00
$43 FE 02 B0 00 00 00 00
```

\$44 00 00 00 00 00 00 00  
\$45 00 00 00 00 00 00 00  
\$46 00 00 00 00 00 00 00  
\$47 00 00 FF 00 FF 00 00  
\$48 FE 00 FD 00 FC 00 00  
\$49 FC 00 FB FF FA FF 00  
\$4A F9 FF F8 FF F7 FF 00  
\$4B F7 FF F6 FF F5 FF 00  
\$4C F4 FE F3 FE F3 FE 00  
\$4D F2 FE F1 FE F0 FE 00  
\$4E EF FE EE FE ED FE 00  
\$4F EC FD EB FD EA FD 00  
\$50 E9 FD E8 FD E7 FD 00  
\$51 F0 00 00 00 00 00 00  
\$52 80 00 00 00 00 00 00  
\$53 30 04 E2 00 00 00 00  
\$55 00 00 00 00 00 00 00  
\$67 00 00 00 00 00 00 00  
\$68 F8 F8 90 C0 00 00 00  
\$69 80 FF FF FF FF 00 00  
\$6A FF FF FF 00 00 00 00  
\$6B FF FF FF FF FF FF 00  
\$6C FF FF FF FF FF FF 00  
\$6D FF FF FF FF FF FF 00  
\$6E FF FF FF FF FF FF 00  
\$6F FF FF FF FF FF FF 00  
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\$73 FF FF FF FF FF FF 00  
\$74 FF FF FF FF FF FF 00  
\$75 FF FF FF FF FF FF 00  
\$76 FF FF FF FF FF FF 00  
\$77 FF FF FF FF FF FF 00  
\$78 F0 00 00 F0 00 00 00  
\$79 81 FF FF FF 00 00 00  
\$7B FF FF FF FF FF FF 00  
  
\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$02 01 02 03 04  
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$04 01 02 03 04  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 36 35 32 39 52 34 31 36 36 31 43 54 53 56  
\$0E 01 59 D3 B3  
\$0F 41 4A 36 35 32 39 52 34 31 36 35 33 43 53 4C 43  
\$10 01 59 D3 B3  
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$14 FF FF FF FF  
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
\$21 31 12 66 1A D0 2E 91 9A  
\$22 72 78  
\$23 31 5A 53 54 55 55 32  
\$24 31 5A 53 54 55 55 32  
\$25 31 5A 53 54 55 55 32  
\$26 31 5A 53 54 55 55 32  
\$40 00 00  
\$41 3F 00 00 06 00 18  
\$42 10 C4  
\$43 00 00 8C 80  
\$44 C6 00 00 FC C0 C0  
\$45 07 01 07 01 05 01  
\$46 00 0F 0F 64 64

```
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$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 37 32 37 38 32 33 30 34 31 36 20 20 20 20
$B7 50 AA 01 0F 01
$B8 54 41 68 02 11
$C1 30 46 30 31
$CA 30 46 30 31
$CB 01 5A CA 6E
$CC 01 5A CA 6E
$D1 00 00
$DB 00 00
$DC 00 00
```



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UNITED STATES POSTAL SERVICE

DEC 29 2004

Addressee Copy

Label 11-B, March 2004

Post Office To Addressee

DELIVERY (POSTAL USE ONLY)

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Mo. Day			
Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Date	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			

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PAYMENT BY ACCOUNT Express Mail Corporate Acct. No.  WAIVER OF SIGNATURE (Domestic Mail Only) Additional merchandise insurance is void if customer requests waiver of signature. I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

Federal Agency Acct. No. or Postal Service Acct. No. \_\_\_\_\_

NO DELIVERY  
 Weekend  Holiday  Mailer Signature

ORIGIN (POSTAL SERVICE USE ONLY)

PO ZIP Code	Day of Delivery	Postage
	<input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 2nd Del. Day	\$
Date Accepted	Scheduled Date of Delivery	Return Receipt Fee
Mo. Day Year	Month Day	\$
Time Accepted	Scheduled Time of Delivery	COD Fee
<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	\$
Flat Rate <input type="checkbox"/> or Weight	Military	Insurance Fee
lbs. ozs.	<input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	\$
	Int'l Alpha Country Code	Total Postage & Fees
		\$
		Acceptance Emp. Initials

FROM: (PLEASE PRINT) PHONE ( ) - -

TO: (PLEASE PRINT) PHONE ( ) - -

10014

232-5170

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INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

December 28, 2004

Chevrolet Motor Division  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170

To whom it may concern,

I believe that my car is a "lemon" under the New Jersey Lemon Law (N.J.S.A. 56:19-29 to 56:12-49). I am hereby making a written demand for relief under the Lemon Law.

On 11/23/2004, I leased a 1995 Chevrolet Malibu Maxx (VIN# 1G1ZT62865F [REDACTED]) from Lynn Chevrolet (Kearny, NJ) using GM's Smart Buy financing with the intent to purchase the vehicle.

Within the first week after taking delivery and with less than 300 miles on the odometer, there was a problem in the car's steering. The steering pulled leftward while driving. On 11/30/04, I called Lynn Chevrolet's sales agent Gil Martins and was told to contact the service department.

To date, I have had to return the car to Lynn Chevrolet's service department three times for the steering problem. There have been other problems as well. The table below provides detail. The mileage on the odometer is 1600 miles at the time of writing this letter.

Date In	Date Out	Invoice #	Defect / Problem	Misc Note
12/1/2004	12/1/2004	CVCS133302	- Steering pulls leftward	Invoice notes car was out at 10:59AM. It was returned around noon as the problem was not corrected. The car was out around 5PM; problem remained.
12/3/2004	12/3/2004	CVCS133338	- Steering pulls leftward - single instance of sudden, sharp leftward pull of steering on 12/1 accompanied by loud bang noise (diagnosed as faulty torque sensor) - Engine Light On (diagnosed as gas tank sensor fault)	
12/20/2004	12/22/2004	CVCS133534	- Steering pulls leftward - Installation of gas tank sensor that was on order - difficult/unable to fill gas tank at gas pumps. (filler neck on order)	
Currently	Not applicable	Not applicable	- Steering pulls leftward - difficulty filling gas tank at gas pumps (told new filler neck will correct this)	- Cancelled 12/24/04 drive to Florida for steering problem - still unable to fill tank w/o pump cutting off frequently (even at 1/4 tank on gauge)

Since these defects substantially impair the use, value, and safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. If repairs are not made within ten calendar days of receipt of this letter, I am entitled to a replacement vehicle acceptable to me, or a refund calculated in accordance with the Lemon Law. I look forward to hearing from you soon. My contact information is noted below.

Regards, [REDACTED]

[REDACTED]  
Jersey City, NJ [REDACTED]

Telephone: 201 936 7004

Direct all correspondence to: [REDACTED] New York, NY [REDACTED]

September 10, 2010

(REDACT)

(REDACT)

Jersey City, NJ (REDACT)

Service Request: 1-285145810

Customer Relationship Manager: Carolyn Miller

Dear (REDACT):

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu MAXX. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

September 10, 2010

(REDACT)

(REDACT)

Jersey City, NJ (REDACT)

Service Request: 1-285145810

Customer Relationship Manager: Robert Carrillo Jr.

Dear (REDACT):

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu MAXX. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

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Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation



From:

[Redacted]  
[Redacted]  
New York, NY [Redacted]

**CERTIFIED MAIL™**



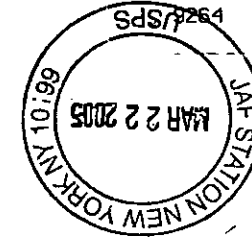
7004 2890 0004 5702 9047



48232

U.S. POSTAGE  
PAID  
NEW YORK, NY  
10199  
MAR 22 05  
AMOUNT

**\$4.54**  
00048408-35



*Repurchase*

MAR 28 2005

2)

To: GM Customer Service  
Chevrolet Division  
P.O. Box 33170  
Detroit, MI 48232

**RETURN RECEIPT  
REQUESTED**

RE

DOC

March 22, 2005

GM Customer Service  
Chevrolet Division  
P.O. Box 33170  
Detroit, MI 48232

Attention: Carolyn Miller (800 231 1841 extension 58206)  
In regards to: Case number: 1-285-145-810 (VIN# 1G1ZT62865F [REDACTED])

Dear Carolyn Miller,

This letter is sent to follow up our phone conversation on 3/15/2005 in which you informed me that GM has rejected my request to buy back or replace my vehicle under a state of New Jersey lemon law claim. I am extremely disappointed by the decision in light of the facts of this matter.

I leased a 2005 Chevrolet Malibu Maxx from Lynn Chevrolet (Keamy, NJ) on 11/23/04. A steering problem that causes the vehicle to veer leftward was noticed in the first week of ownership. It was brought to GM's attention in the second week when the car was taken to the dealership for service on 12/1/04. Despite a full day of service from 7AM to 6PM, the problem was not corrected. Other problems and more service visits soon followed.

After three unsuccessful service visits (on 12/1/04, 12/3/04, and 12/20/04), I sent a last chance letter in accordance with New Jersey's lemon law. During the service visit on 12/3/04, I had asked the dealership's salesman (Gil Martins) to replace the car and was told that GM had exclusive discretion in the matter. I called GM customer service while at the dealership and received a reply on 12/8/04. GM rejected my first request. Interestingly, I was told by customer service that replacement could only be made on the dealer's recommendation and that the dealer had rejected the request.

A second defect that prevents fuel from freely flowing into the tank appeared in the second or third week. It causes gas pumps to cut off after a few (five to twenty) cents of fuel is pumped. The problem happens repeatedly at different stations, even with a near empty tank.

The fuel tank sensor failed on 12/2/04. Accompanying the failure was an inability to know how much fuel was in the car. On 12/6/04, the fuel gauge went from ¼ full to an empty light in a few minutes while driving. The faulty sensor was the only problem that was successfully corrected during the three visits.

You arranged the fourth service visit on 1/3/05 to address the concerns in my last chance letter. On 1/6/05, I received an strange letter from the dealer noting that the service department was "unable to contact" me, indicating that the car was ready. There had been no trouble contacting me before. So, I called GM's customer service about the letter and visited the dealership on the following morning.

Despite the letter and assurance received in a call placed to the service manager on the morning of 1/7/05, a test-drive with the service manager proved that the steering was still unbalanced. Another courtesy rental was provided and service continued. Later, I was called on 1/12/05 and informed that the car was ready.

After taking the car from dealership on the morning of 1/13/05, the leftward pull of the steering returned while driving from the dealership to New York City. That evening, while trying to refuel, the filling problem was still present. The gas pump first cut off at 4 cents, then at every few cents after.

Despite nine days in the dealer's service department with a last chance "lemon law" letter in effect, neither defect was fixed. Yet, new parts had been installed including a "redesigned" filler neck for the fuel tank.

I called GM's customer service on 1/13/05 from the gas station around 8pm, after unsuccessfully attempting to fill the gas tank. The customer service manager offered to arrange for another service visit. And, I seriously considered a fifth service visit because I like the car that much. So much that I initially asked for a replacement vehicle of the same model on 12/3/04 and was puzzled by this whole matter.

A lot of time has passed quickly since 1/13/05. I am very busy with a major project at work and with classes in the evenings. My ability to fully focus on addressing this matter is strained. Having to address the defects and GM's current position has made the car a distraction and burden instead of the positive addition it was meant to be. GM should have replaced it in December with 500 miles on it and settled this matter. Currently, the car has 4300 miles on it.

Time and scheduling constraints kept me from fully addressing this matter sooner, but GM's customer service did contact me during February. I was asked for another chance to service the car and seriously considered allowing it. GM offered to dispatch a "field engineer" to try and fix the car. Still, the frustrating difficulty in trying to fill the tank, the steering imbalance, and the unsuccessful service visits are too much. GM has offered a "customer care" maintenance package three times for my trouble with the car. My position remains that the gesture would have been received if it were not an offer made in lieu of fixing the car.

My experience with this vehicle has not been pleasant. To date, the car has cost me time from work and ruined my Christmas vacation due to required and unsuccessful repairs. In the past week, the ventilation fan started clicking and squeaking on its lowest setting. The car is only notably four months in ownership. Certainly, I drive it because I need quick, convenient, and reliable transportation, but the defects are there.

The steering has a persistent tendency to settle into a leftward motion. The severity and force of the leftward steer can vary from day to day. On most days the leftward steer is light enough that it is only a nuisance requiring repeated correction to bring the car back into a straight line. Many other times, the leftward pull has been constant like the pull of a heavy rubber band that must be countered. My hand has sometimes become fatigued and cramped on such days because my grip can not be relaxed for a second. On the worst days, the steering has pulled dangerously as if the car would go into a turn if let go. It is sometimes unnerving in close driving. At its worst, there was a single instance when the steering suddenly and violently pulled leftward (on 12/1/04). As for the filing problem: it is at every gas stop. I have driven many cars over many years (including GM other vehicles) and never had a similar problem.

When we spoke on 3/3/05 and you said that you would inform GM about my request, I was relieved and thought that in light of the failed attempts to correct the problems, GM would honor its stated commitment to the quality of its products. Especially since the defects started appearing in the first week of ownership and remain uncorrected. In all, repair service totaled fifteen days between 12/1/04 and 1/14/05. If the defects are specifically unique to my vehicle and not the vehicle model, then replacement is the most fair and obvious option. As such, it was a tremendous disappointment when you informed me on 3/15/05 of GM's decision not to buy back or replace the car. GM's position forces me to continue paying for a car with defects. It is an abusive position for GM to take.

It was not until the second service visit with 500 miles on the odometer and more problems in less than three weeks that I requested a replacement vehicle of the same model. Since that time, GM has not successfully repaired my car's steering or fuel tank filling problem, despite four opportunities. The steering is potentially dangerous and causes me to avoid long drives where fatigue might occur or another driver might need to drive. It is certain that I was sold a car with defects. GM's position is unfair, abusive, and GM should buy back the car. I am asking GM to reconsider its decision and buy back the car in accordance with New Jersey's lemon law where GM has failed to repair the defect under my last chance letter.

Regards,

[REDACTED]  
New York, NY [REDACTED]

Case #  
1-285-145-810

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

Mileage at Inspection: {\_3907}

Inspection Location: {AXLEROD PONTIAC

{PARMA, OHIO

Inspector's phone number: {\_216-831-8467}

Inspected By: {JACK RIVARD

**Section 1 INSPECTION SUMMARY**

Briefly describe the customer's allegation concerning the brakes/abs:

{DRIVER WENT OVER HENDERSON LOFTON BRIDGE AND CAME UPON AN ICY PATCH IN ROAD ON BRIDGE EXIT AT 05:30 A.M. GOING TO WORK. DRIVER TRAVELING EAST ON 21<sup>ST</sup> STREET IN LORAIN OHIO. VEHICLE LOW TRACTION LIGHT CAME ON AND DRIVER STATED STEERING FELT AS THOUGH IT WAS BINDING. VEHICLE CONTACTED GUARD RAIL OF BRIDGE EXIT WITH CONTACT TO FRONT OF VEHICLE. \_DRIVER ALSO STATED THAT SHE HEARD A LOUD NOISE AS TRACTION LIGHT CAME ON. SNOW ON GROUND AND TEMPERATURE 10 DEGREES.

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Following the inspection, summarize the facts and observations: {ON INSPECTION USE VETRONIX CDR FOR DATA. INSPECTION OF BRAKES SHOW HEAVY RUST CONDITION ON ALL ROTORS. CHECKED PEDAL PRESSURE AND FREE PLAY. USE KM J28662 PRESSURE GAUGE FOR LOSS OF PRESSURE . PRESSURE HELD 100PSI FOR THREE MINUTES. ALSO CHECK BRAKE TORQUE.DAMAGE TO FRONT END, ESTIMATE ATTACHED.VETRONIX DATA ALSO ATTACHED.

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**Section 2 INTERVIEW - INCIDENT DETAILS**

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode:  By Telephone  In Person Incident Date and Time: {12-26-04 AT 05:30 A.M.

Interview date: {\_01-15-05}

Provide a complete description of the incident according to the driver. Include information concerning the length of the drive immediately preceding the incident, the type of driving conditions, how many brake stops had occurred during this drive and, if the vehicle was pulling a trailer at the time of the incident, the estimated total weight of the cargo and trailer.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

Determine whether driver has experienced this type of behavior before. If so, how often? If so, has a dealer been contacted previously concerning the issue?

{DRIVER STATES VEHICLE DRIVEN OVER BRIDGE AND ON EXIT AREA HIT AN ICY PATCH ON ROAD AT 15 MPH. A LOUD NOISE CAME OUT OF VEHICLE AS LOW TRACTION LIGHT CAME ON. APPLY BRAKES AND STEERING FELT AS BINDING. CONTACTED GUARD RAIL WITH FRONT OF VEHICLE. DRIVER MADE TWO BRAKE STOPS BEFORE INCIDENT. TRACTION LIGHT NOT ON PREVIOUSLY. BRAKE SYSTEM NORMAL.

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Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

	Before the Incident	At the Beginning* and During the Incident
Brake operation (normal, fade, pull, grab, etc.)	{ NORMAL }	{ NORMAL }
Brake pedal feel (normal, hard, spongy, etc.)	{ NORMAL }	{ NORMAL }
Warning lights/messages displayed. Describe	{ NONE }	{ LOW TRACTION LIGHT ON AFTER HITTING ICY PATCH }
Unusual odors (from where?)	{ NONE }	{ NONE }
Other { NOISE }	{ NONE }	{ LOW TRACTION LIGHT TURNED ON HEARD LOUD NOISE COMING FROM VEHICLE }

\* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: { 15 } MPH at the beginning of the incident according to the driver.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: {APPLY BRAKES, TRY TO STEER OUT OF GUARD RAIL}

{

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

Surface where incident occurred:

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt or Other? \_\_\_ Describe: {\_ASPHALT}

{  
Condition: Wet, Dry, Icy or Other? {\_\_\_ If other, specify: {\_ICY

Other comments or observations that have not been covered? {ON BRIDGE EXIT AREA

Section 3

**INTERVIEW - VEHICLE HISTORY**

**Note to the inspector:** In questions 3-5 below, document only the information which relates to the incident/allegation.

1. Did the owner purchase the vehicle X  New or  Used? Purchase Date: {08-24-04}

2. **Source of information** (name, address, phone number, & relationship if other than claimant):  
{ JESSICA WOODRUFF ,1122 W. 18<sup>TH</sup> ST. LORAIN OHIO 44052---440-244-0587

Comments:

{ LOUD NOISE IN VEHICLE IS CONCERN

3. **Prior collision** damage? (date, description, etc.) {

Repaired by: {

4. Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", engine miss, etc.):

5. **Repairs** outside of warranty (what, when, by whom?): {

6. Other **vehicle history** information (from person being interviewed or GM Warranty History)? {

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

7. **Last brake maintenance** (date, description, by whom?): { \_\_\_\_\_  
{ \_\_\_\_\_  
{ \_\_\_\_\_

Section 4

**VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

**Take color photographs of the following: ( include overview and closeup photos of damaged areas)**

**A. Exterior:**

Front  
Right side  
Rear  
VIN  
Left side

Comments: {FRONT BUMPER COVER BROKEN ON BOTH EDGES. RADIATOR AND A/C CONDENSER BENT ON BOTTOM.FRONT BUMPER BACK BAR PULLED OFF.

{ \_\_\_\_\_  
{ \_\_\_\_\_

**B. Brakes:**

Front assemblies with calipers removed  
Rear assemblies with drums/calipers removed

Comments: {\_ ALL FOUR BRAKE ROTORS HEAVY RUST ON PAD CONTACT AREA

{ \_\_\_\_\_  
{ \_\_\_\_\_

**C. Interior:**

Instrument panel & odometer

List all driver electrical controls which are in the "On" position: { \_\_\_\_\_

{ \_\_\_\_\_  
{ \_\_\_\_\_

Comments: { \_\_\_\_\_  
{ \_\_\_\_\_  
{ \_\_\_\_\_

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

**D. Underhood:**

- Engine compartment
- Master cylinder and brake fluid reservoir
- Brake lines and hoses
- ABS/TCS Modulator

Comments: {  
{  
{

**E. Underbody:**

- Scrapes or impact damage on the following:
  - Fuel tank
  - Tires/Wheels

Comments: {\_ENGINE CRADLE BENT, FRONT BUMPER BRACKETS TO CRADLE  
BENT  
{  
{

**F. General Observations (Take photographs if applicable):**

Anything on vehicle which is after-market:  
{ NOTHING  
{

Anything on vehicle which is a modification:  
{ NONE  
{

Other relevant information: {  
{  
{

**Section 5 BRAKES**

Use the following table to identify what you did and what you found during the inspection of the brake system. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	<b>OBSERVATIONS/TEST RESULTS</b>
Red brake warning light-note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.	{LIGHT TURNS ON THEN GOES OUT. PARKING BRAKE APPLIED LIGHT GOES OUT  { { {
Yellow ABS light-note the operation of	{



**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

<p>the light when the ignition key is turned "ON"</p>	<p>{TURNS ON THEN OFF _____ _____</p>
<p>Brake fluid level and condition- comment on the level, color, contamination, and smell</p>	<p>{ FULL AAND CLEAR _____ _____</p>
<p>Boost/booster/master cylinder-with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.</p>	<p>{ { FOUR APPLIES WITH ENGINE OFF. _____ _____ _____ _____ _____ _____ _____</p>
<p>External leakage? Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.</p>	<p>{USE KM28662 PRESSURE GAUGE, HOLDS 100PSI FOR THREE MINUTES _____ _____ _____</p>
<p>Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.</p>	<p>{ 1.75 INCHES _____ _____</p>
<p>Front brakes-note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.</p>	<p>{ ROTORS HEAVY RUST PRESENT ON PAD LOCATION _____ _____</p>
<p>Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)</p>	<p>{ ROTORS HEAVY RUST PRESENT ON PAD LOCATION _____ _____</p>
<p>Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.</p>	<p>{RF OUT 17/32, IN 17/32. LF OUT 18/32,IN 18/32 .. RR OUT 13/32,IN 13/32, LR OUT 13/32, IN 13/32 _____ _____</p>
<p>ABS/TCS system-check for codes, current and history</p>	<p>{ _____ _____</p>
<p>Other(scan tool results, description of codes, etc.)</p>	<p>{ _____ _____</p>

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

Other Comments: {  
{  
{

**BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:**

OBSERVATIONS: {\_UNABLE TO ROAD TEST DUE TO RADIATOR DAMAGE}

{  
{

**ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:**

OBSERVATIONS: {

{  
{

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move. AT 2500 RPM WITH 40% THROTTLE HOLDS VEHICLE

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move.

**AT 1500 RPM 30% THROTTLE HOLDS VEHICLE**

**Section 6**

**TIRES**

**1. TIRE IDENTIFICATION:**

Use a tread depth gauge at four points around the circumference to determine the average tread depth. If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch
					AVE. TREAD
LF	{CONTINENTAL AL	{TOURING	{P225/50R17	{ 29	{ 9
RF	{CONTINENTAL AL	{ TOURING	{P225/50R17	{ 29	{ 9
LR	{CONTINENTAL AL	{ TOURING	{P225/50R17	{ 27	{ 9
RR	{CONTINENTAL AL	{ TOURING	{P225/50R17	{ 30	{ 9

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

{  
{  
{  
{

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

**2. TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>
TIRES	{P225/50R17}	{ 30 }

**Section 7 WHEELS**

**WHEEL CONDITION:**

Note any damage to wheels and mountings, such as bent rims, impact marks, etc.

{NONE}

{

{

{

{

**Section 8 SITE INSPECTION (If applicable)**

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

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**Section 9 Comment Overflow Sheet**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

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**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
BRAKE & ABS SYSTEMS**

Customer's Name: {JESSICA WOODRUFF} Inspection Date: {\_01-13-05}

Vehicle Brand: {PONTIAC} Model: {\_G6 05}

File # {1-294946897} VIN:

{1G2ZH548954XXXXXX}

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**Section 10**

**Other Report Information**

- Check here if there was evidence of a "Fire-Related" event.  
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

**Attachments: (Check all that apply)**

X Photographs    X Data Downloads    X Other Records

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS**

<b>Division:</b> PONTIAC	<b>Ref#</b> 1-294946897	<b>VIN:</b> 1G2ZH548954XXXXXX
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**Claimant's Name (LAST, First) (REDACT), (REDACT)**

Inspected By: JACK RIVARD

Organization: EAA

Phone: (REDACT) - \_\_\_\_\_  
x \_\_\_\_\_

Inspection Date: 01-13-05

Mileage at Inspection: 3907

**I INSPECTION SUMMARY**

Following the inspection, summarize the tests and observations: DRIVER WENT OVER HENDERSON LOFTON BRIDGE AND CAME UPON AN ICY PATCH IN ROAD ON BRIDGE EXIT, AT 05:30A.M. GOING TO WORK ON 21<sup>ST</sup> STREET IN LORAIN OHIO. VEHICLE TRACTION LIGHT CAME ON AND DRIVER STATED STEERING BECAME STIFF.. VEHICLE WENT INTO GUARD RAIL OF BRIDGE EXIT WITH FRONT OF VEHICLE. DRIVER STATED SHE HEARD LOUD NOISE COMING FROM VEHICLE AS TRACTION LIGHT TURNED ON .SNOW ON GROUND AND TEMPERATURE 10 DEGREES.DRIVE IN PARKING LOT OF DEALERSHIP,NO UNUSUAL NOISES OR WARNING LIGHTS. USE VETRONIX CDR FOR DATA. INCIDENT HAPPENED ON 12-26-04

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**II INTERVIEW - VEHICLE HISTORY**

**Note to the inspector:** In questions 3-5 below, document only the information which relates to the incident/allegation.

1. **Name, address & phone number** of person being interviewed: (REDACT)(REDACT),LORAIN OHIO (REDACT)

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2. **Prior collision** damage (date, description, etc.)

NONE

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Repaired by: \_\_\_\_\_

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3. Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", tires worn, etc.):

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4. **Repairs** outside of warranty (what, when, by whom?): \_\_\_\_\_

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5. Other **vehicle history** information (from person being interviewed or GM Warranty History)? \_\_\_\_\_

6. **Last maintenance** (date, description, by whom?):

**NONE**

**III INTERVIEW - INCIDENT DETAILS**

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: \_\_\_\_\_

lbs, Load description: \_\_\_\_\_

Load location: \_\_\_\_\_

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	<u>NORMAL</u>	<u>BINDS DURING STOPPING</u>
Suspension (normal, other)	<u>NORMAL</u>	<u>NORMAL</u>
Engine (normal, other)	<u>NORMAL</u>	<u>NORMAL</u>
Transmission (normal, other)	<u>NORMAL</u>	<u>NORMAL</u>
Electrical (normal, other)	<u>NORMAL</u>	<u>NORMAL</u>
Warning lights/messages	<u>NORMAL</u>	<u>LOW TRACTION LIGHT CCAME ON AFTER HITTING ICY SPOT</u>
Unusual noises (from where?)	<u>NORMAL</u>	<u>LOUD NOISE COMING FROM VEHICLE AFTERE TRACTION LIGHT ON</u>
Smoke/steam (from where?)	<u>NONE</u>	<u>NONE</u>
Other		

\*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: EXIT AREA OF HENDERSON LOFTON BRIDGE ONTO 21<sup>ST</sup> STREET IN LORAIN OHIO

Surface where incident occurred:

Type: Concrete, Asphalt, Gravel, Crushed Rock, Dirt, or Other? \_ Describe: ASPHALT

Condition: Wet, Dry, Icy, or Other? \_ If other, specify: ICY

Estimated vehicle speed 15 MPH Source of estimate: (REDACT)

Incident occurred while: Accelerating, Turning, Braking, Coasting, Driving normally: BRAKING

What did you do after you realized something was wrong? Describe: STEERING BECAME HARD TO USE

Any other comments or observations that have not been covered? UNABLE TO DETERMINE LOUD NOISE COMING FROM VEHICLE LOCATION AS STATED BY DRIVER. DROVE VEHICLE IN PARKING LOT TO DO BRAKE TORQUE TESTS.

**IV VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

**A. Exterior:**

- Front
- Right side
- Rear
- VIN
- Left side

Comments: FRONT BUMPER COVER BROKEN ON EACH END. LOWER BUMPER PANEL BROKEN AT FOG LAMPS.

**B. Corner assemblies, if applicable:**

- Struts/shocks
- Springs
- Control arms
- Ball joints
- Steering knuckles
- Axle assemblies

Comments: \_\_\_\_\_

**C. Interior:**

- Instrument panel & odometer

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**D. Underhood:**

- Engine compartment
- Steering linkage
- Steering
- Power steering lines/hoses, connections/clamps

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**E. Underbody:**

- Steering linkage
- Scrapes or impact damage on the following:
  - Fuel tank
  - Tires/Wheels
  - Etc.

Comments: ENGINE CRADLE BENT ONE INCH ON LEFT SIDE. BUMPER BRACKETS BENT. RADIATOR AND A/C CONDENSER BENT AND LEAKING.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**F. General Observations (Take photographs if applicable):**

Anything on vehicle which is after-market:

NONE

Anything on vehicle which is a modification:

NONE

Anything on vehicle which is unusual, out-of-place, etc.: HEAVY CORROSION ON ALL FOUR BRAKE ROTORS.

Other relevant information: \_\_\_\_\_  
\_\_\_\_\_

**V CHASSIS INSPECTION**

**Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.**

**A. STEERING, SUSPENSION, WHEELS, AXLES:**

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.



	<b>OBSERVATIONS/TEST RESULTS</b>
Steering system	<u><b>NORMAL</b></u> _____
Steering linkage	<u><b>NORMAL</b></u> _____
Gear/rack and pinion	<u><b>NORMAL</b></u> _____
Steering column, ignition switch, intermediate shaft	<u><b>NORMAL</b></u> _____
Steering pump, drive, hoses, connections, flow, pressure	<u><b>NORMAL</b></u> _____
PS fluid level and condition	<u><b>FULL AND CLEAN</b></u> _____
Steering knuckle	<u><b>NORMAL</b></u> _____
Suspension components - LF	_____
RF	_____
LR	_____
RR	_____
Rear axle assembly	_____
Deformation to the frame	<u><b>BOTH FRONT BUMPER BRACKETS BENT. ENGINE CRADLE BENT O LEFT SIDE</b></u> _____

<b>OBSERVATIONS/TEST RESULTS</b>	
Describe evidence of axle/suspension/ tire contact with frame, body or components	_____
Describe contact of the under-carriage with the road surface (road, shoulder, curb, or grass)	<b><u>FRONT BUMPER CONTACTED GUARD RAIL</u></b>
Electronic level control system/components	_____
Engine (normal, other)	<b>NORMAL</b>
Electrical (normal, other)	<b>NORMAL</b>
Warning lights/messages	<b>NNONE</b>
Wheels (damage/impact marks)	<b>NONE</b>
Codes/numbers for failed components. Describe	_____
Other	_____

**B. ECM/PCM**

Stored codes? (Y/N) \_\_\_ If yes, list code number and description.

<u>CODE</u>	<u>COUNTS</u>	<u>DESCRIPTION</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Other comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION** (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

<u>CURRENT CODE</u>	<u>DESCRIPTION</u>
_____	_____
_____	_____
_____	_____
_____	_____

<u>HISTORY CODE</u>	<u>DESCRIPTION</u>
_____	_____

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: \_\_\_\_\_  
\_\_\_\_\_

3. Other comments: UNABLE TO USE TECH 2 ON THIS VEHICLE  
\_\_\_\_\_  
\_\_\_\_\_

**D. TIRE INSPECTION**

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch
LF	<u>CONTINENT</u> <u>AL</u>	<u>TOURING</u>	<u>P225/50R17</u>	<u>29</u>	<u>9</u>
RF	<u>CONTINENT</u> <u>AL</u>	<u>TOURING</u>	<u>P225/50R17</u>	<u>29</u>	<u>9</u>
LR	<u>CONTINENT</u> <u>AL</u>	<u>TOURING</u>	<u>P225/50R17</u>	<u>27</u>	<u>9</u>
RR	<u>CONTINENT</u> <u>AL</u>	<u>TOURING</u>	<u>P225/50R17</u>	<u>30</u>	<u>9</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF \_\_\_\_\_  
RF \_\_\_\_\_  
LR \_\_\_\_\_  
RR \_\_\_\_\_

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	<u>P225/50R17</u>	<u>30</u>	_____
SPARE TIRE	_____	_____	_____

**VI SITE INSPECTION**

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**VII OTHER REPORT INFORMATION**

- Check here if there was evidence of a "Fire-Related" event. According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)  
 Photographs       Data Downloads       Other Records

## CDR File Information

Vehicle Identification Number	1G2ZH548954 [REDACTED]
Investigator	jack rivard
Case Number	1-294946897
Investigation Date	Thursday, January 13 2005
Crash Date	Sunday, December 26 2004
Filename	1G2ZH548954 [REDACTED].A.CDR
Saved on	Thursday, January 13 2005 at 11:55:23 AM
Data check information	C09AFB80
Collected with CDR version	Crash Data Retrieval Tool 2.521
Collecting program verification number	C39E766F
Reported with CDR version	Crash Data Retrieval Tool 2.521
Reporting program verification number	C39E766F
Interface used to collected data	Block number: 00 Interface version: 41 Date: 11-04-04 Checksum: 9E00
Event(s) recovered	None

## SDM Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the non-deployment file will be locked after a deployment, if the non-deployment occurred within 5 seconds before the deployment or a deployment level event occurs within 5 seconds after the deployment.

### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For deployments and deployment level events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For non-deployments, the SDM will record the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a non-deployment event, is 5 mph.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combine "X" and "Y" axis.

-Calculated Principle Direction of Force (PDOF) is the Arctangent of the maximum observer latitudinal velocity change divided by the maximum observed longitudinal velocity change.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM does not receive a valid message.

-Belt Switch Circuit Status data indicates the status of the seat belt switch circuit.

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-modding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the deployment event occurred first. If the value is positive, then the non-deployment event occurred first.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the Vehicle Status Data (Pre-Crash), which is

transmitted by various vehicle control modules, via the vehicle's communication network, to the SDM.

### System Status At AE

Vehicle Identification Number	XXÿÿÿÿÿÿXÿX???
Low Tire Pressure Warning Lamp	OFF
Vehicle Power Mode Status	Crank
Remote Start Status	Active
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp	ON

### System Status At 1 second

Transmission Range	Invalid
Transmission Selector Position	Invalid
Traction Control System Active	Invalid
Service Engine Soon (Non-Emission Related) Lamp	Invalid
Service Vehicle Soon Lamp	Invalid
Outside Air Temperature (degrees F)	Invalid
Left Front Door Status	Invalid
Right Front Door Status	Invalid
Left Rear Door Status	Invalid
Right Rear Door Status	Invalid
Rear Door(s) Status	Invalid

### Pre-crash data

Parm	-2 sec	-1 sec
Engine Limp Home Mode	ON	ON
Cruise Control Active	Invalid	Invalid
Cruise Control Resume Switch Active	Invalid	Invalid
Cruise Control Set Switch Active	Invalid	Invalid

### Pre-crash data

Parm	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	Invalid	Invalid	Invalid	Invalid	Invalid
Engine Speed (RPM)	Invalid	Invalid	Invalid	Invalid	Invalid
Percent Throttle	Invalid	Invalid	Invalid	Invalid	Invalid
Brake Switch Circuit Status	Invalid	Invalid	Invalid	Invalid	Invalid
Accelerator Pedal Position	Invalid	Invalid	Invalid	Invalid	Invalid
Antilock Brake System Active	Invalid	Invalid	Invalid	Invalid	Invalid
Lateral Acceleration	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle	Invalid	Invalid	Invalid	Invalid	Invalid
Vehicle Dynamics Control Active	Invalid	Invalid	Invalid	Invalid	Invalid

## Hexadecimal Data

This page displays all the data retrieved from the air bag module.  
It contains data that is not converted by this program.

```
$01 00 00 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 56 63
$07 02 20 00 00 00 00 00
$08 E7 8A 00 00 00 00 00
$09 00 77 74 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 20 00 05 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D FF E9 C0 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BA 80 00 00 00 00 00
$10 47 32 5A 48 35 34 38
$11 39 35 34 31 31 30 31
$12 38 38 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 88 E3 29 ED 00 00 00
$15 EE 76 71 90 00 00 00
$16 05 01 0D 30 79 55 00
$17 03 03 03 03 02 02 00
$18 02 02 00 00 00 07 07
$19 03 03 00 00 00 00 00
$1B FF 33 00 66 00 78 00
$1C FF 30 00 66 00 18 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 01 01 00 00 F0 00 00
$22 00 78 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 BD 55 02 1F 00 00
$2F 00 FE 02 1F 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
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$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
```



\$43 FF FF FF 00 00 00 00  
\$44 FF FF FF FF FF FF 00  
\$45 FF FF FF FF FF FF 00  
\$46 FF FF FF FF FF FF 00  
\$47 FF FF FF FF FF FF 00  
\$48 FF FF FF FF FF FF 00  
\$49 FF FF FF FF FF FF 00  
\$4A FF FF FF FF FF FF 00  
\$4B FF FF FF FF FF FF 00  
\$4C FF FF FF FF FF FF 00  
\$4D FF FF FF FF FF FF 00  
\$4E FF FF FF FF FF FF 00  
\$4F FF FF FF FF FF FF 00  
\$50 FF FF FF FF FF FF 00  
\$51 F0 00 00 F0 00 00 00  
\$52 81 FF FF FF 00 00 00  
\$53 FF FF FF 00 00 00 00  
\$54 82 FF FF 00 00 00 00  
\$55 FF FF FF FF FF FF 00  
\$67 A0 FF 00 00 00 00 00  
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\$76 FF FF FF FF FF FF 00  
\$77 FF FF FF FF FF FF 00  
\$78 F0 00 00 F0 00 00 00  
\$79 81 FF FF FF 00 00 00  
\$7A 82 FF FF 00 00 00 00  
\$7B FF FF FF FF FF FF 00

\$01 41 55 35 36 36 35 52 34 32 31 39 33 30 45 31 59  
\$02 41 05 94 61  
\$03 41 54 35 36 36 35 52 34 32 31 39 33 30 45 36 4E  
\$04 41 05 94 61  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$08 FF FF FF FF  
\$0D 41 48 35 36 36 36 52 34 31 39 30 32 30 47 47 57  
\$0E 01 5A 39 A4  
\$0F 41 4A 35 36 36 36 52 34 31 39 38 32 30 4A 58 30  
\$10 01 5A 39 A4  
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$14 FF FF FF FF  
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
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\$22 56 63  
\$23 32 5A 46 47 48 4D 34  
\$24 32 5A 46 47 48 4D 34  
\$25 32 5A 46 47 48 4D 34  
\$26 32 5A 46 47 48 4D 34  
\$40 00 00  
\$41 FF 30 00 66 00 18  
\$42 10 C4  
\$43 00 00 8C 80

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 35 36 36 33 32 33 30 30 39 52 20 20 20 20
$B7 50 AA 01 0F 01
$B8 53 42 67 10 17
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 9E 2A DF
$CC 00 9E 2A DF
$D1 00 00
$DB 00 00
$DC 00 00
```

October 28, 2010

(REDACT)  
(REDACT)  
Sarasota, FL (REDACT)

Service Request: 1-295668830  
Customer Relationship Manager: Jolynn Becker

Dear (REDACT):

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F95FXXXXXX, is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 1/5/05 and ending on 1/5/06, and begins with 300 and ends with 12,300 odometer miles

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmlink.com](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

October 28, 2010

(REDACT)

(REDACT)

Sarasota, FL (REDACT)

Service Request: 1-295668830

Customer Relationship Manager: Parrish Chang

Dear (REDACT):

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

## CDR File Information

Vehicle Identification Number	1G1ZT52865F [REDACTED]
Investigator	Ernie Frazier
Case Number	1-322798567
Investigation Date	Tuesday, March 29 2005
Crash Date	Thursday, March 17 2005
Interface used to collected data	Block number: 00 Interface version: 41 Date: 11-04-04 Checksum: 9E00
Event(s) recovered	Deployment

## SDM Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the non-deployment file will be locked after a deployment, if the non-deployment occurred within 5 seconds before the deployment or a deployment level event occurs within 5 seconds after the deployment.

### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For deployments and deployment level events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For non-deployments, the SDM will record the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a non-deployment event, is 5 mph.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combine "X" and "Y" axis.

-Calculated Principle Direction of Force (PDOF) is the Arctangent of the maximum observer latitudinal velocity change divided by the maximum observed longitudinal velocity change.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM does not receive a valid message.

-Belt Switch Circuit Status data indicates the status of the seat belt switch circuit.

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the deployment event occurred first. If the value is positive, then the non-deployment event occurred first.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the Vehicle Status Data (Pre-Crash), which is transmitted by various vehicle control modules, via the vehicle's communication network, to the SDM.

### System Status At AE

Vehicle Identification Number	XX1ZT528X5X16 6678
Low Tire Pressure Warning Lamp	OFF
Vehicle Power Mode Status	Run
Remote Start Status	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp	OFF

### System Status At 1 second

Transmission Range	Shift in Progress
Transmission Selector Position	Drive
Traction Control System Active	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F)	32
Left Front Door Status	Closed
Right Front Door Status	Closed
Left Rear Door Status	Unused
Right Rear Door Status	Closed
Rear Door(s) Status	Closed

### Pre-crash data

Parm	-2 sec	-1 sec
Engine Limp Home Mode	OFF	OFF
Cruise Control Active	No	No
Cruise Control Resume Switch Active	No	No
Cruise Control Set Switch Active	No	No

### Pre-crash data

Parm	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	53	51	48	46	29
Engine Speed (RPM)	1472	1408	1280	1216	896
Percent Throttle	0	0	0	0	0
Brake Switch Circuit Status	OFF	OFF	OFF	OFF	OFF
Accelerator Pedal Position	0	0	0	0	0
Antilock Brake System Active	No	No	No	No	Yes
Lateral Acceleration	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle	-16	-16	-16	-16	64
Vehicle Dynamics Control Active	Invalid	Invalid	Invalid	Invalid	Invalid

## System Status At Deployment

SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	942
Ignition Cycles At Investigation	951
Ignition Cycles At Event	943
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	UNBUCKLED
Passenger's Belt Switch Circuit Status	BUCKLED
Driver First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	56
Driver Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Passenger First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	56
Passenger Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Time Between Events (sec)	N/A
Driver First Stage Deployment Loop Commanded	Yes
Driver Second Stage Deployment Loop Commanded	Yes
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	Yes
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	Yes
Passenger Second Stage Deployment Loop Commanded	Yes
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	Yes
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Center Rear Pretensioner Deployment Loop Commanded	No
Diagnostic Trouble Codes at Event 1	N/A
Diagnostic Trouble Codes at Event 2	N/A
Diagnostic Trouble Codes at Event 3	N/A
Diagnostic Trouble Codes at Event 4	N/A
Diagnostic Trouble Codes at Event 5	N/A
Diagnostic Trouble Codes at Event 6	N/A
Multiple Event Counter	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No
Crash Record Locked	Yes
Pre-Crash event data locked for this event.	Yes
Event Recording Complete	Yes
Calculated Principle Direction of Force (PDOF) degrees	-30



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	0.68	1.36	1.36	2.71	2.71	3.39	4.07	4.07	4.74	4.74	4.74	4.74
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity Change (MPH)	4.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
X Axis Recorded Velocity Change (MPH)	0.00	0.00	-0.68	-0.68	-2.03	-2.71	-4.74	-5.42	-6.78	-7.46	-8.13	-8.81	-8.81	-8.81	-8.81
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
X Axis Recorded Velocity Change (MPH)	-8.81	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## Hexadecimal Data

This page displays all the data retrieved from the air bag module.  
It contains data that is not converted by this program.

```
$01 00 03 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 72 78
$07 00 20 00 00 00 00 00
$08 38 21 00 00 00 00 00
$09 00 7B 6B 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 C0 00 00 00 00
$0E D0 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
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$11 36 35 46 31 36 36 36
$12 37 38 00 00 00 00 00
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$19 07 07 00 00 00 00 00
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$1D 00 00 00 00 00 00 00
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$21 FF 01 00 00 70 00 00
$22 00 87 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 80 00 F7 00 08 00 00
$2F 00 FE 03 B7 00 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 00 00 00
$32 00 00 00 00 00 00 00
$33 00 00 00 00 00 00 00
$34 0E 13 14 16 17 00 00
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$36 04 FF FF FF FF 00 00
$37 80 00 00 00 0B 00 20
$38 50 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 5A 54 35 32 38 00
$3E 35 16 66 78 00 00 00
$3F 00 00 90 00 00 00 00
$40 00 00 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
```

```
$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
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$49 FF FF FF FF FF FF 00
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$4B FF FF FF FF FF FF 00
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$55 FF FF FF FF FF FF 00
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$6A FE 03 AF 00 00 00 00
$6B 00 00 00 00 00 00 00
$6C 00 00 00 00 00 00 00
$6D 00 00 00 00 00 00 00
$6E 00 00 00 00 01 FF 00
$6F 01 FF 02 FD 02 FC 00
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$71 06 F5 06 F4 07 F3 00
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$73 07 F3 00 00 00 00 00
$74 00 00 00 00 00 00 00
$75 00 00 00 00 00 00 00
$76 00 00 00 00 00 00 00
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$79 80 00 00 00 00 00 00
$7A 80 00 00 00 00 00 00
$7B 1C 4E 1C 4E 00 00 00

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$02 01 02 03 04
$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
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$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF 00 80 00 FF FF
$08 FF FF FF FF
$0D 41 48 36 35 32 39 52 34 32 32 32 32 46 58 50 37
$0E 01 59 D3 B3
$0F 41 4A 36 35 32 39 52 34 32 31 39 31 46 4A 36 4C
$10 01 59 D3 B3
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF 00 80 00 FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A D0 2E 91 9A
$22 72 78
$23 31 5A 53 54 55 55 32
$24 31 5A 53 54 55 55 32
$25 31 5A 53 54 55 55 32
$26 31 5A 53 54 55 55 32
$40 00 00
$41 3F 00 00 06 00 18
$42 10 C4
$43 00 00 8C 80
```

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 37 32 37 38 32 33 30 57 56 43 20 20 20 20
$B7 50 AA 01 0F 01
$B8 54 41 68 02 11
$C1 30 46 30 31
$CA 30 46 30 31
$CB 01 5A CA 6E
$CC 01 5A CA 6E
$D1 00 00
$DB 00 00
$DC 00 00
```

## CDR File Information

Vehicle Identification Number	1G1ZT52865F [REDACTED]
Investigator	Ernie Frazier
Case Number	1-322798567
Investigation Date	Tuesday, March 29 2005
Crash Date	Thursday, March 17 2005
Interface used to collected data	Block number: 00 Interface version: 41 Date: 11-04-04 Checksum: 9E00
Event(s) recovered	Deployment

## SDM Data Limitations

### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the non-deployment file will be locked after a deployment, if the non-deployment occurred within 5 seconds before the deployment or a deployment level event occurs within 5 seconds after the deployment.

### SDM Data Limitations:

- SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For deployments and deployment level events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For non-deployments, the SDM will record the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a non-deployment event, is 5 mph.
- Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combine "X" and "Y" axis.
- Calculated Principle Direction of Force (PDOF) is the Arctangent of the maximum observer latitudinal velocity change divided by the maximum observed longitudinal velocity change.
- Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
- SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
- Brake Switch Circuit Status indicates the status of the brake switch circuit.
- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM does not receive a valid message.
- Belt Switch Circuit Status data indicates the status of the seat belt switch circuit.
- The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
- The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the deployment event occurred first. If the value is positive, then the non-deployment event occurred first.

### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the Vehicle Status Data (Pre-Crash), which is transmitted by various vehicle control modules, via the vehicle's communication network, to the SDM.

### System Status At AE

Vehicle Identification Number	XX1ZT528X5
Low Tire Pressure Warning Lamp	OFF
Vehicle Power Mode Status	Run
Remote Start Status	Inactive
Run/Crank Ignition Switch Logic Level	Active
Brake System Warning Lamp	OFF

### System Status At 1 second

Transmission Range	Shift in Progress
Transmission Selector Position	Drive
Traction Control System Active	No
Service Engine Soon (Non-Emission Related) Lamp	OFF
Service Vehicle Soon Lamp	OFF
Outside Air Temperature (degrees F)	32
Left Front Door Status	Closed
Right Front Door Status	Closed
Left Rear Door Status	Unused
Right Rear Door Status	Closed
Rear Door(s) Status	Closed

### Pre-crash data

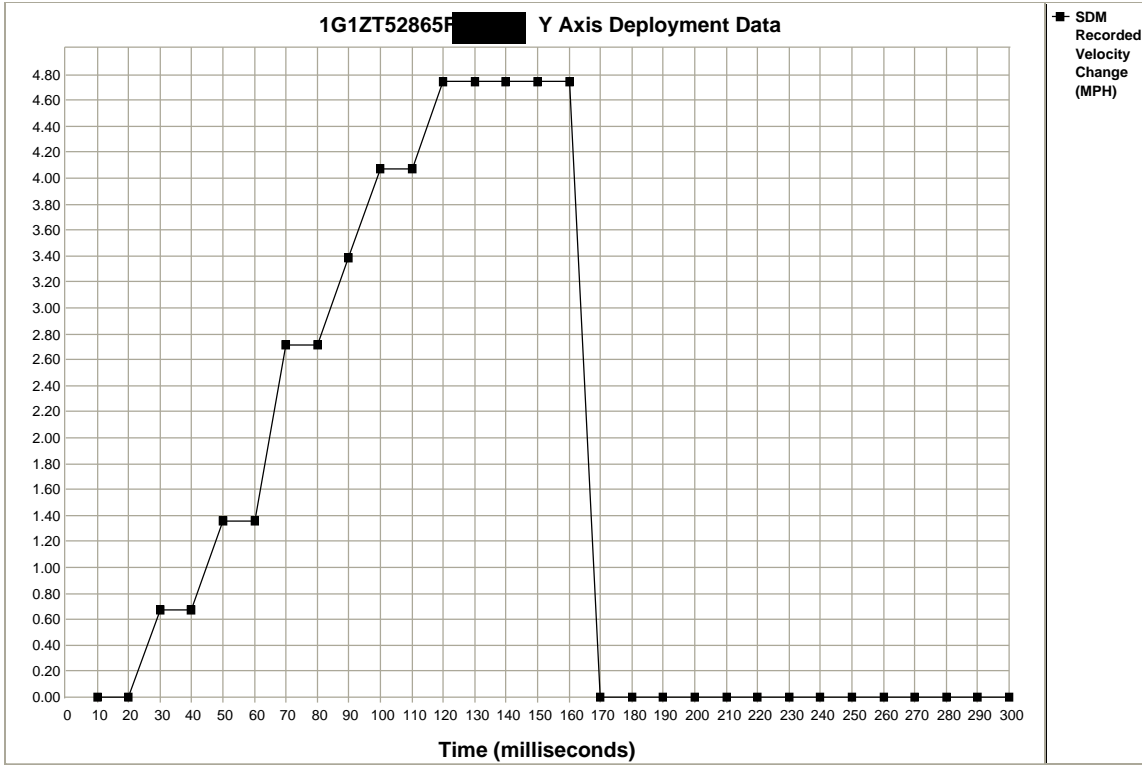
Parm	-2 sec	-1 sec
Engine Limp Home Mode	OFF	OFF
Cruise Control Active	No	No
Cruise Control Resume Switch Active	No	No
Cruise Control Set Switch Active	No	No

### Pre-crash data

Parm	-5 sec	-4 sec	-3 sec	-2 sec	-1 sec
Vehicle Speed (MPH)	53	51	48	46	29
Engine Speed (RPM)	1472	1408	1280	1216	896
Percent Throttle	0	0	0	0	0
Brake Switch Circuit Status	OFF	OFF	OFF	OFF	OFF
Accelerator Pedal Position	0	0	0	0	0
Antilock Brake System Active	No	No	No	No	Yes
Lateral Acceleration	Invalid	Invalid	Invalid	Invalid	Invalid
Yaw Rate	Invalid	Invalid	Invalid	Invalid	Invalid
Steering Wheel Angle	-16	-16	-16	-16	64
Vehicle Dynamics Control Active	Invalid	Invalid	Invalid	Invalid	Invalid

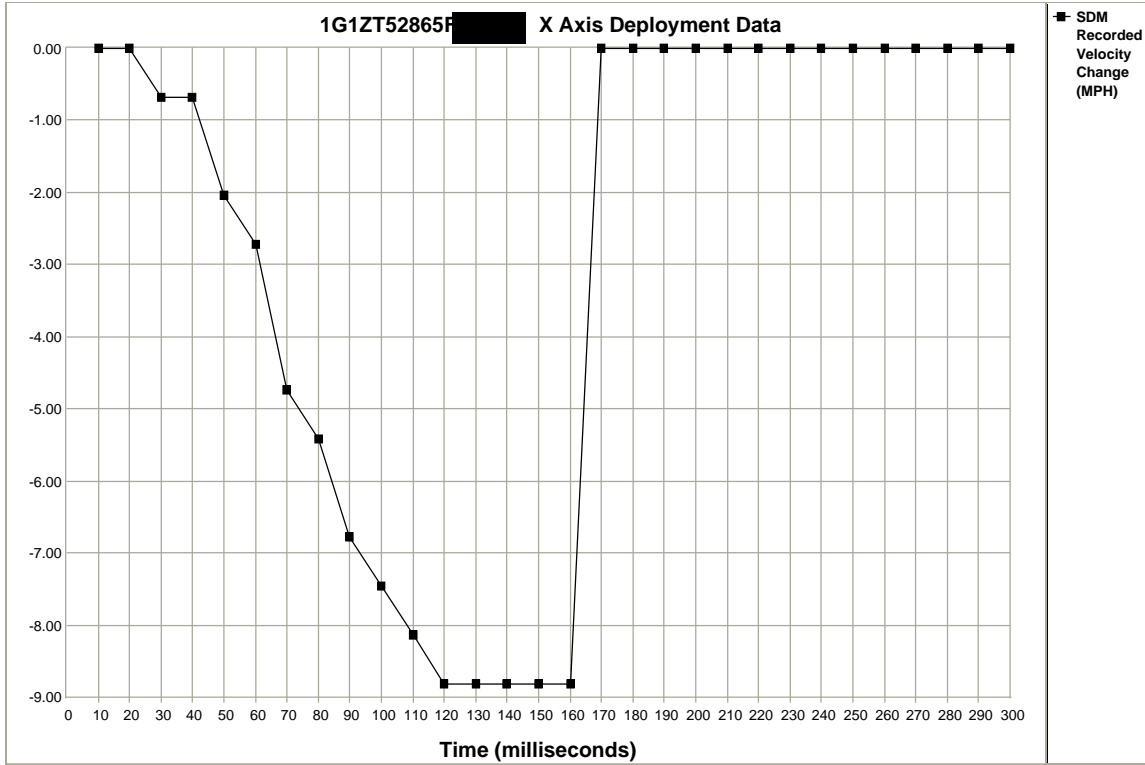
## System Status At Deployment

SIR Warning Lamp Status	OFF
SIR Warning Lamp ON/OFF Time (seconds)	655200
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	942
Ignition Cycles At Investigation	951
Ignition Cycles At Event	943
Ignition Cycles Since DTCs Were Last Cleared	254
Driver's Belt Switch Circuit Status	UNBUCKLED
Passenger's Belt Switch Circuit Status	BUCKLED
Driver First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	56
Driver Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Passenger First Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	56
Passenger Second Stage Time Algorithm Enabled to Deployment Command Criteria Met (msec)	Disposal
Time Between Events (sec)	N/A
Driver First Stage Deployment Loop Commanded	Yes
Driver Second Stage Deployment Loop Commanded	Yes
Driver Side Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop Commanded	Yes
Driver (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Driver (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Driver Knee Deployment Loop Commanded	No
Passenger First Stage Deployment Loop Commanded	Yes
Passenger Second Stage Deployment Loop Commanded	Yes
Passenger Side Deployment Loop Commanded	No
Passenger Pretensioner Deployment Loop Commanded	Yes
Passenger (Initiator 1) Roof Rail/Head Curtain Loop Commanded	No
Passenger (Initiator 2) Roof Rail/Head Curtain Loop Commanded	No
Passenger Knee Deployment Loop Commanded	No
Second Row Left Side Deployment Loop Commanded	No
Second Row Left Pretensioner Deployment Loop Commanded	No
Third Row Left Roof Rail/Head Curtain Loop Commanded	No
Second Row Right Side Deployment Loop Commanded	No
Second Row Right Pretensioner Deployment Loop Commanded	No
Third Row Right Roof Rail/Head Curtain Loop Commanded	No
Center Rear Pretensioner Deployment Loop Commanded	No
Diagnostic Trouble Codes at Event 1	N/A
Diagnostic Trouble Codes at Event 2	N/A
Diagnostic Trouble Codes at Event 3	N/A
Diagnostic Trouble Codes at Event 4	N/A
Diagnostic Trouble Codes at Event 5	N/A
Diagnostic Trouble Codes at Event 6	N/A
Multiple Event Counter	0
An Event(s) Preceded the Recorded Event(s)	No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No
Crash Record Locked	Yes
Pre-Crash event data locked for this event.	Yes
Event Recording Complete	Yes
Calculated Principle Direction of Force (PDOF) degrees	-30



Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	0.68	1.36	1.36	2.71	2.71	3.39	4.07	4.07	4.74	4.74	4.74	4.74
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity Change (MPH)	4.74	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
X Axis Recorded Velocity Change (MPH)	0.00	0.00	-0.68	-0.68	-2.03	-2.71	-4.74	-5.42	-6.78	-7.46	-8.13	-8.81	-8.81	-8.81	-8.81
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
X Axis Recorded Velocity Change (MPH)	-8.81	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

## Hexadecimal Data

This page displays all the data retrieved from the air bag module.  
It contains data that is not converted by this program.

```
$01 00 03 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 72 78
$07 00 20 00 00 00 00 00
$08 38 21 00 00 00 00 00
$09 00 7B 6B 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 C0 00 00 00 00
$0E D0 00 00 00 00 00 00
$0F BA 00 00 00 00 00 00
$10 47 31 5A 54 35 32 38
$11 36 35 46 31 36 36 36
$12 37 38 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 07 07 07 07 00 00 00
$18 07 07 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 30 00 67 00 7A 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 87 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 80 00 F7 00 08 00 00
$2F 00 FE 03 B7 00 00 00
$30 9D 00 00 00 00 00 00
$31 00 00 00 00 00 00 00
$32 00 00 00 00 00 00 00
$33 00 00 00 00 00 00 00
$34 0E 13 14 16 17 00 00
$35 2F 4A 4E 52 55 00 00
$36 04 FF FF FF FF 00 00
$37 80 00 00 00 0B 00 20
$38 50 00 40 00 03 C0 00
$39 00 00 00 00 00 80 00
$3A 00 00 00 00 00 80 00
$3B 03 06 0C 00 00 00 00
$3C 00 00 00 00 00 00 C0
$3D 31 5A 54 35 32 38 00
$3E 35 16 66 78 00 00 00
$3F 00 00 90 00 00 00 00
$40 00 00 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
```

\$43 FF FF FF 00 00 00 00  
\$44 FF FF FF FF FF FF 00  
\$45 FF FF FF FF FF FF 00  
\$46 FF FF FF FF FF FF 00  
\$47 FF FF FF FF FF FF 00  
\$48 FF FF FF FF FF FF 00  
\$49 FF FF FF FF FF FF 00  
\$4A FF FF FF FF FF FF 00  
\$4B FF FF FF FF FF FF 00  
\$4C FF FF FF FF FF FF 00  
\$4D FF FF FF FF FF FF 00  
\$4E FF FF FF FF FF FF 00  
\$4F FF FF FF FF FF FF 00  
\$50 FF FF FF FF FF FF 00  
\$51 F0 00 00 F0 00 00 00  
\$52 81 FF FF FF 00 00 00  
\$53 FF FF FF 00 00 00 00  
\$54 82 FF FF 00 00 00 00  
\$55 FF FF FF FF FF FF 00  
\$67 A0 A5 00 00 00 00 00  
\$68 D0 D0 00 C0 00 00 00  
\$69 00 FF F0 03 AE 00 00  
\$6A FE 03 AF 00 00 00 00  
\$6B 00 00 00 00 00 00 00  
\$6C 00 00 00 00 00 00 00  
\$6D 00 00 00 00 00 00 00  
\$6E 00 00 00 00 01 FF 00  
\$6F 01 FF 02 FD 02 FC 00  
\$70 04 F9 04 F8 05 F6 00  
\$71 06 F5 06 F4 07 F3 00  
\$72 07 F3 07 F3 07 F3 00  
\$73 07 F3 00 00 00 00 00  
\$74 00 00 00 00 00 00 00  
\$75 00 00 00 00 00 00 00  
\$76 00 00 00 00 00 00 00  
\$77 00 00 00 00 00 00 00  
\$78 70 00 00 00 00 00 00  
\$79 80 00 00 00 00 00 00  
\$7A 80 00 00 00 00 00 00  
\$7B 1C 4E 1C 4E 00 00 00  
  
\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$02 01 02 03 04  
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01  
\$04 01 02 03 04  
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$06 FF FF FF FF  
\$07 42 54 FF FF FF FF FF FF FF FF FF 00 80 00 FF FF  
\$08 FF FF FF FF  
\$0D 41 48 36 35 32 39 52 34 32 32 32 32 46 58 50 37  
\$0E 01 59 D3 B3  
\$0F 41 4A 36 35 32 39 52 34 32 31 39 31 46 4A 36 4C  
\$10 01 59 D3 B3  
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF  
\$14 FF FF FF FF  
\$17 42 54 FF FF 00 80 00 FF FF FF FF FF FF FF FF FF  
\$18 FF FF FF FF  
\$21 31 12 66 1A D0 2E 91 9A  
\$22 72 78  
\$23 31 5A 53 54 55 55 32  
\$24 31 5A 53 54 55 55 32  
\$25 31 5A 53 54 55 55 32  
\$26 31 5A 53 54 55 55 32  
\$40 00 00  
\$41 3F 00 00 06 00 18  
\$42 10 C4  
\$43 00 00 8C 80

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$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 37 32 37 38 32 33 30 57 56 43 20 20 20 20
$B7 50 AA 01 0F 01
$B8 54 41 68 02 11
$C1 30 46 30 31
$CA 30 46 30 31
$CB 01 5A CA 6E
$CC 01 5A CA 6E
$D1 00 00
$DB 00 00
$DC 00 00
```

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: (REDACT) Inspection Date: 3/26/2005  
Vehicle Brand: Chevrolet Model: Malibu  
File # 1-322798567 VIN: 1G1ZT52865FXXXXXX

Mileage at Inspection: 6311

Inspection Location: Taubes Collision  
51951 County Line RD. New Baltimore, MI. 48087

Inspector's phone number: 734-516-6562

Inspected By: Ernie Frazier / EA Service Associate

**Section 1 INSPECTION SUMMARY**

**BRIEFLY Describe the customer's ALLEGATION below:**  
Steering failed while entering rest stop from highway.

{ \_\_\_\_\_  
\_\_\_\_\_

**Following the inspection, summarize the facts and observations:** *(Additional cmts may be placed in section 9)*  
Airbags deployed. Approximately 20 pounds of dirt and clay removed from front undercarriage to take photos. The A/C condenser and radiator are pushed back about 13 inches from back of bumper cover. The radiator core supports are bent down 5 to 6 inches. A 20 inch long and 6 inch wide dent is located over the right front door. Juan Spears from Enterprise 586-925-2730 was present during inspection. Dealership technician used updated version of the Tech 2 Scan Tool to check for any stored or history codes. None found.

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**Section 2 INTERVIEW - INCIDENT DETAILS**

**Obtain all of the information for this section from the Driver/Claimant**

**Provide a complete description of the incident according to the DRIVER / CLAIMANT**

Interview mode:  By Telephone  In Person Incident Date and Time: 3/19/2005 / 8:00am  
Interview date: { \_\_\_\_\_

**Was a police/fire department report obtained?**  Yes  No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. *(Additional cmts may be placed in section 9)*

Driver information obtained from Jeff Ostema, Elco [Enterprise Rental Car] PO Box 2638 Glen Ellyn, IL. 60138 / 630-469-9412 x 307. Driver rented car on 3/18/2005 at 1:59pm and was headed to Ga. from Chicago They missed the Interstate turn 20 miles from home and ended up in Detroit. MI. 4.5 hours later. They got a room and stayed over night. When they started again, they were told to take I75 south. The driver was still confused so they stopped at a rest stop for information When the driver was entering the rest area ramp the vehicle pulled to the left and a wheel went off a shoulder, she over corrected and lost control and entered a ditch on the right hand side.

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\_\_\_\_\_

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):  
**Female xxxxxxxxxxxxxxxxxxxx**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: (REDACT) Inspection Date: 3/26/2005  
Vehicle Brand: Chevrolet Model: Malibu  
File # 1-322798567 VIN: 1G1ZT52865FXXXXXX

**If there was a collision:**Describe extent of any injuries to the Driver: None

{

Describe where other occupants were seated & extent of any injuries: Passenger seat / None

{

{

**What was the exact location of the incident. Unknown****Driving conditions at the time of the incident:**Weather conditions & Visibility: **Clear** Approximate Temp (°F): **35**Road Surface:  Concrete  Asphalt  Gravel  Crushed rock  DirtRoad Condition:  Dry  Wet  Icy  Other: { \_\_\_\_\_ }Shoulder x Curb :  Concrete  Asphalt  Gravel  Crushed rock  DirtShoulder/Curb Condition:  Dry  Wet  Icy  Other: { \_\_\_\_\_ }Posted Speed Limit **Unknown**Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) None**Length of Drive Prior to incident:**Total Time (hrs. & mins.): 1.0 Distance (miles): 25Estimate of vehicle speed: 35/40 mph Source of est. **Driver**Estimated vehicle speed at impact: Unk mph Source of est. **Driver****(Do Not report speed information from the Vetronix data here)**

**If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.**

<b>Steering</b>	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe Pulling
<b>Suspension</b>	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
<b>Brakes</b>	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
<b>Engine</b>	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }
<b>Electrical</b>	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe { _____ }

**Were any warning lights illuminated or driver information center messages displayed?**  Yes  No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident?  Yes  No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **None**

Describe any evasive action:  Turning  Braking  Accelerating  Other: { \_\_\_\_\_ }

Describe cargo (in the vehicle interior, trunk and/or trailer (if any)): LuggageEstimated total weight of cargo: Unknown Estimated weight of the trailer, if any. **N/A**

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?:  Yes  No Describe: { \_\_\_\_\_ }Objects Impacted: Ditch

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: (REDACT) Inspection Date: 3/26/2005  
Vehicle Brand: Chevrolet Model: Malibu  
File # 1-322798567 VIN: 1G1ZT52865FXXXXXX

How was the vehicle transported from the incident site to the present location?  Tow Truck  Flat Bed  Other

Additional comments concerning the incident: None

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\_\_\_\_\_

**Section 3 INTERVIEW - VEHICLE HISTORY**

Source of information (name, address, phone number, & relationship), if other than claimant:  
**Jeff Ostema / Elco [ Enterprise Rental Car ] PO Box 2638 Glen Ellyn, IL. 60138 / 630-469-9412 x 307**

Comments: (Additional cmts may be placed in section 9)

{  
\_\_\_\_\_

Did the owner purchase the vehicle new?  Yes  No Date 12/18/2004 Used?  Yes  No Date \_\_\_\_\_

**VEHICLE MODIFICATIONS / ALTERATIONS**

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:

**None Noticed**

{  
\_\_\_\_\_  
\_\_\_\_\_

**VEHICLE REPAIR / SERVICE HISTORY**

Prior electrical system service?  No  Yes If yes, describe: { \_\_\_\_\_

{  
Prior collision repair?  No  Yes If yes, describe: { \_\_\_\_\_

{  
Repaired by whom? (name, address, phone) **N/A**

{  
Prior chassis system service, repair, or replacement?  No  Yes If yes, describe what was done:

{  
Prior electrical system components serviced, repaired, or replaced by whom? ( name, address, phone number)

**N/A**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)?  No  Yes

If yes, describe: { \_\_\_\_\_

{  
\_\_\_\_\_

**Section 4 VEHICLE INSPECTION – VISUAL/PHOTO**

**THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION. PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.**

**DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:**

**A/C condenser and radiator support bent backwards approximately 13 inches from back of bumper cover. Both radiator supports are bent down.**

{  
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**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	(REDACT)	<u>Inspection Date:</u>	3/26/2005
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Malibu
<u>File #</u>	1-322798567	<u>VIN:</u>	1G1ZT52865FXXXXXX

**UNDERBODY / FRAME / CHASSIS AREA:** Describe **any damage** to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

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**CORNER ASSEMBLIES**

Struts/shocks	Ball joints	Tire/wheel assemblies
Springs	Steering knuckles	
Control arms	Axle assemblies	

Comments: **Right front axle boot is torn and lubrication grease is visible on the boot.**

{  
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**UNDERHOOD**

Engine compartment	Power steering lines, hoses, clamps and connections
Brake fluid level and condition	Power steering fluid level and condition

Comments:

**Normal**

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\_\_\_\_\_

**GENERAL OBSERVATIONS**

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:

**Rental Car. None noticed**

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**Section 5      VEHICLE INSPECTION - PASSENGER COMPARTMENT**

**INTERIOR**

Instrument panel	Odometer
Controls	Steering wheel and column
Overall view of seat position	Driver and passenger seat back angle (inclinometer measurement)
Photo of options label-glove box/trunk	Sunvisors and headliner
Personal items/cargo	

**INTERIOR INSPECTION** (Describe any damage and photograph )

**Driver and passenger airbags deployed. Seat belt pretensioner deployed. No other damage found.**

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**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: **(REDACT)**                      Inspection Date:            **3/26/2005**  
Vehicle Brand:    **Chevrolet**                      Model:    **Malibu**  
File #            **1-322798567**                      VIN:    **1G1ZT52865FXXXXXX**

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**Section 6                      STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION**

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: (REDACT)                      Inspection Date: 3/26/2005  
Vehicle Brand: Chevrolet                      Model: Malibu  
File # 1-322798567                      VIN: 1G1ZT52865FXXXXXX

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	Yes
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	Appeared to be normal,
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	Right front drive axle boot damaged. Grease visible on the exterior. Area was caked with dirt,
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	yes
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	2005 model, no pump, unable to drive vehicle. Steering appeared to operate normal as tested in the stall.
PS fluid level and condition-Color, contamination, odor	Same as above
Steering knuckle-All attachments secure and proper?	Yes
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	Engine Cradle to be replaced per repair estimate
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	Lower control arm and spring to be replaced per estimate
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	Not listed on repair estimate.

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: **(REDACT)**                      Inspection Date:                      **3/26/2005**  
Vehicle Brand:                      **Chevrolet**                      Model:                      **Malibu**  
File #                      **1-322798567**                      VIN:                      **1G1ZT52865FXXXXXX**

trailing arms properly attached and undamaged.                      LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc.                      RR	<b>Normal</b>
Rear axle assembly-deformed, signs of impact, properly located, etc.	<b>Normal</b>
Deformation to the frame	<b>Engine Cradle to be replaced</b>
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	<b>No contact found</b>
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	<b>Dirt and grass wedged under control arms and drive axle both sides. Photos taken</b>
Stability Enhancement system/components-check for codes with Tech II	<b>No codes found</b>
Engine (normal, other)-Obtain codes using a Tech II.	<b>No codes found</b>
Electrical (normal, other)	<b>Normal</b>
Warning lights/messages displayed? Describe and obtain codes using a Tech II	<b>No codes found</b>
Anything components missing?	<b>None noticed</b>
Other	<b>None</b>

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

**Vehicle not drivable**

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

**TIRE AND WHEEL INSPECTION**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	<b>(REDACT)</b>	<u>Inspection Date:</u>	<b>3/26/2005</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>Malibu</b>
<u>File #</u>	<b>1-322798567</b>	<u>VIN:</u>	<b>1G1ZT52865FXXXXXX</b>

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	<b><u>Mastercraft</u></b>	<b><u>All Season</u></b>	<b><u>P205/65R15</u></b>	<b><u>32</u></b>	<b><u>8</u></b>	<b><u>U9URFF14904</u></b>
RF	<b><u>Mastercraft</u></b>	<b><u>All Season</u></b>	<b><u>P205/65R15</u></b>	<b><u>32</u></b>	<b><u>8</u></b>	<b><u>U9URFF14904</u></b>
LR	<b><u>Mastercraft</u></b>	<b><u>All Season</u></b>	<b><u>P205/65/R15</u></b>	<b><u>32</u></b>	<b><u>8</u></b>	<b><u>U9URFF14904</u></b>
RR	<b><u>Mastercraft</u></b>	<b><u>All season</u></b>	<b><u>P205/65R15</u></b>	<b><u>32</u></b>	<b><u>8</u></b>	<b><u>U9URFF14904</u></b>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF **None**

RF **None**

LR **None**

RR **None**

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<b><u>P205/65R15</u></b>	<b><u>32</u></b>	<b><u>35</u></b>
SPARE TIRE	<b><u>Space Saver</u></b>	<b><u>32</u></b>	<b><u>35</u></b>

## Section 7

**SITE INSPECTION****SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:**

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

**Photograph the scene and property if involved.**

**Comments:**

**PRODUCT ALLEGATION RESOLUTION  
PRELIMINARY INSPECTION  
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	<b>(REDACT)</b>	<u>Inspection Date:</u>	<b>3/26/2005</b>
<u>Vehicle Brand:</u>	<b>Chevrolet</b>	<u>Model:</u>	<b>Malibu</b>
<u>File #</u>	<b>1-322798567</b>	<u>VIN:</u>	<b>1G1ZT52865FXXXXXX</b>

No scene inspection conducted

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**Section 8 COMMENT OVERFLOW**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

Repair estimate prepared by Taubes Collision Inc. Total \$5,938.35. Copy will be sent with report. Police report # 05-2588 requested. Will be submitted when received.

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**Section 9 OTHER REPORT INFORMATION**

**Check here if there was evidence of a "Fire-Related" event.**  
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

**Attachments: (Check all that apply)**

x Photographs      x Data Downloads      x Other Records



























TECH 2

Passenger Frontal Deployment Loop Stage  
7 Loop Circuit

Ignition	Ignited/Current
Ignition	Power
Ignition	WIP Requested
Ignition	WIP Run
Ignition	History

1 / 9

Clear  
WIP

ACA

LR

ESR



TECH 2

Engine Coolant Temp  
ECT  
ECT  
Engine Coolant Temperature -  
Protection Mode Active  
Low Temp 7 40 000  
High Temp 100 40 000  
Low Oil Pressure 100 000  
High Oil Pressure 100 000  
Oil Pressure 100 000

ACA

Navigation buttons and keypad:  
Left arrow, Right arrow, Up arrow, Down arrow  
F1, F2, F3, F4, F5, F6, F7, F8, F9, F10  
0, 1, 2, 3, 4, 5, 6, 7, 8, 9, \*, #



TECH 2







TECH 2

F12: Air Ride Control System  
F13: ABS  
F14: Brake and Suspension  
F15: Transmission  
F16: Steering  
F17: Suspension  
F18: Tire Pressure Monitoring System  
F19: Tire Pressure Monitoring System  
F20: Tire Pressure Monitoring System  
F21: Tire Pressure Monitoring System  
F22: Tire Pressure Monitoring System  
F23: Tire Pressure Monitoring System  
F24: Tire Pressure Monitoring System  
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F96: Tire Pressure Monitoring System  
F97: Tire Pressure Monitoring System  
F98: Tire Pressure Monitoring System  
F99: Tire Pressure Monitoring System  
F100: Tire Pressure Monitoring System



TECH 2





TECH 2



YES

NO

Navigation buttons: Left arrow, Right arrow, Home (house icon), Power (power icon), and a central blue button with a white icon.



















































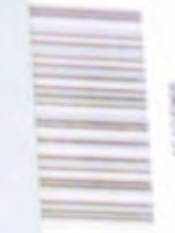
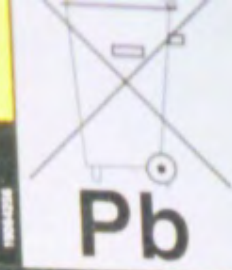
KEEP OUT OF REACH OF CHILDREN  
DO NOT TIP, DO NOT OPEN BATTERY.

UN MÉDECIN

TENIR HORS DE LA PORTÉE DES ENFANTS. NE PAS INCLINER, NE PAS OUVRIR LA BATTERIE.

# ACDelco

MAINTENANCE-FREE BATTERY BATTERIE SANS ENTRETIEN



The fuse box is open, revealing a complex arrangement of electrical components. On the left side, there are several light blue relays, some with labels like '12193602' and '340VE'. In the center, there are several grey relays, some with labels like '8867' and '14302031'. On the right side, there are several purple fuses with labels '30' and '0E', and some yellow fuses with labels '04'. There are also several red fuses with labels '10' and '15'. The fuse box is mounted on a black plastic tray, and the entire assembly is housed within a larger black plastic enclosure.

A wiring harness is connected to the fuse box. It features two white connectors with red and black terminals. The harness is secured with a black plastic cover. The wiring is bundled together and runs towards the battery.



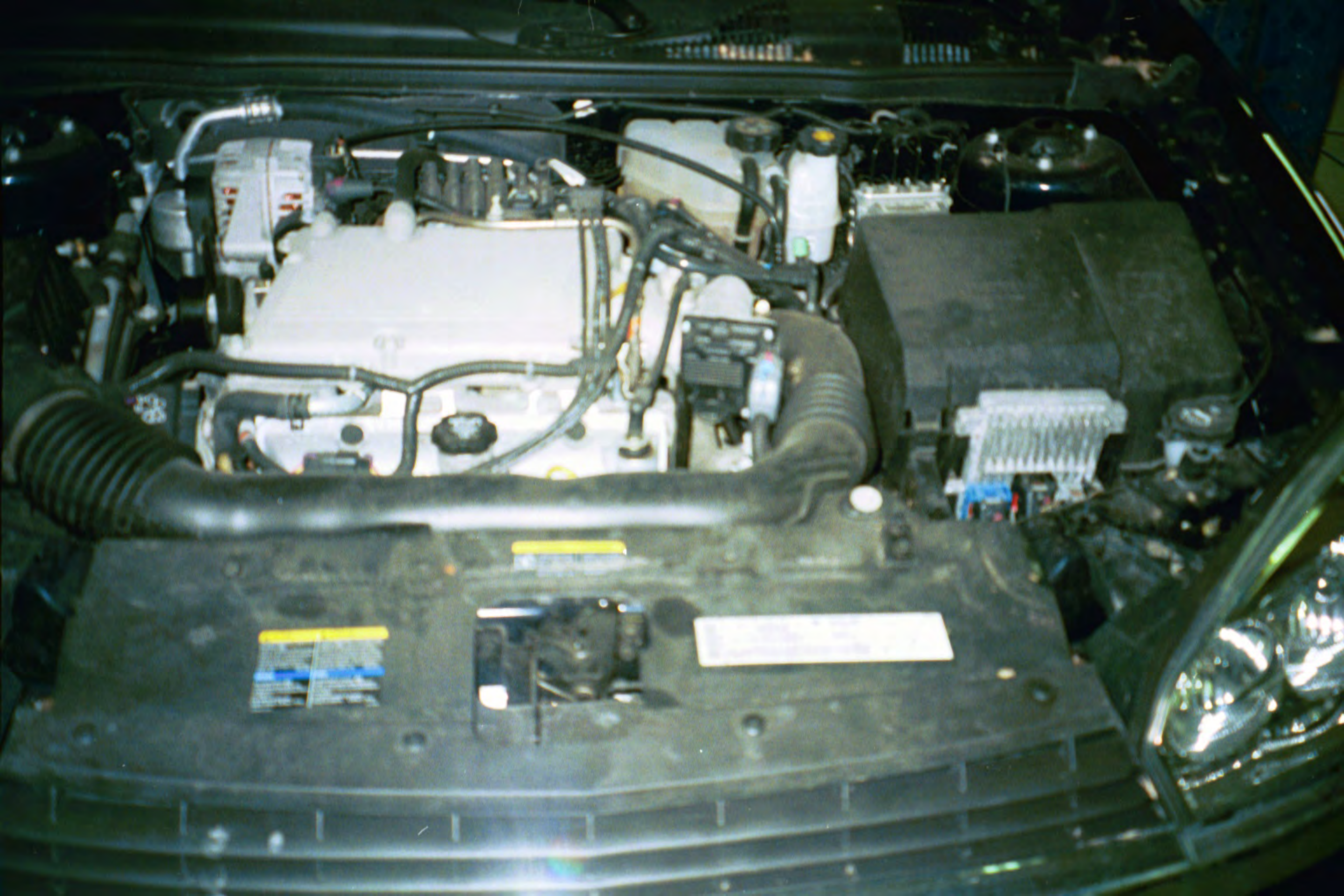
































2004

MAPPO  
Directions  
Fast Facts













Measuring tape on the roof of the car.

CDR CRASH DATA RETRIEVAL







N  
W  
I  
L  
IND, INC.  
LOS ANGELES, CA.







MALIBU



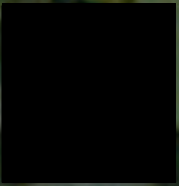


MALIBU

LS V6







LEVE


















 **Mopar**  
PARTS

756 5266







 **TIRE AND LOADING INFORMATION**

SEATING CAPACITY: 11 (TOTAL) 3 (2 FRONT, 8 (2 CENTER, 6) REAR) 1

ORIGINAL TIRE SIZE: P205/60R16

PERCENTAGE: 100%

LOADS: 1,100 LBS (500 KG)

		COLD TIRE INFLATION PRESSURE	
FRONT	FRONT	32.0 PSI (2.2 MPa)	36.0 PSI (2.5 MPa)
REAR	REAR	32.0 PSI (2.2 MPa)	36.0 PSI (2.5 MPa)

**SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION**





1G1Z152865F [REDACTED]

SALES BRANCH, BRIDGEVIEW, MD 21049  
A SOURCE OF INFORMATION FOR THE PUBLIC IS REQUESTED TO  
CONTACT THE BRIDGEVIEW POLICE DEPARTMENT AT 410-761-2300

1995  
2000  
2005  
2010  
2015  
2020  
2025  
2030  
2035  
2040



2000 BRIDGEVIEW, MD 21049





**GENERAL MOTORS  
BUSINESS RESOURCE CENTER  
TRADE REPURCHASE CHECKLIST**

<b>APP</b>	<b>APP</b>
_____ CHECK REQUEST FORM (CIF)	_____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ RVC CALCULATION WORKSHEET	_____ SIGNED SETTLEMENT OFFER LETTER
_____ SIGNED BILL OF SALE ON NEW VEHICLE	_____ SIGNED RELEASE AGREEMENT
_____ INVOICE ON REPLACEMENT VEHICLE	_____ SIGNED DEALER CONFIRMATION LETTER
_____ FRA FORM	_____ INCENTIVES FROM <b>R028</b> IN BARS
_____ INCENTIVE SHUT-OFF REQUEST	_____ DESCRIPTIONS OF INCENTIVES <b>F071</b> IN BARS
_____ COPY OF TITLE OR REGISTRATION	_____ INCENTIVE ACKNOWLEDGEMENT FORM
_____ WARRANTY HISTORY	_____ INVOICE FOR ATTORNEY FEES (If Applicable)
_____ INVOICE ON ORIGINAL VEHICLE	_____ REPAIR ORDERS FOR REASON FOR REPURCHASE (FLORIDA ONLY)

Substitution of Collateral

New Retail/Lease Contract

**REPURCHASE LIENHOLDER INFORMATION**

**CUSTOMER INFORMATION: SR1-330523772**

Name	[REDACTED]
VIN#	1G2ZG528054 [REDACTED]
Year-Make and Model:	2005 PONTIAC SEDAN

**LIENHOLDER INFORMATION:**

Lienholder Name:	GMAC
Lender Contact Person and Date:	
Physical Address:	900 N SQUIRREL RD STE 300
City/State/Zip	AUBURN HILLS MI 48326
Phone:	8002004622
Fax Number:	
Account Number:	010907608819
Dealer Buyout/Payoff Amount:	\$25,500.78
Buyout/Payoff Expiration Date:	AUGUST 13, 2005
Per Diem:	\$.70

Additional Information

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GW

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

<b>Purchase Price (New Unit)</b>	<b>\$22,552.00</b>
<b>State Sales Tax</b>	<b>\$163.75</b>
<b>Additional Tax</b>	<b>\$0.00</b>
<b>Reg./Lic./Title Fees (opt)</b>	<b>\$25.50</b>
<b>New Aftermarket Items</b>	<b>\$0.00</b>
<b>State Fees</b>	<b>\$0.00</b>
<b>Fees</b>	<b>\$0.00</b>
<b>Less Dealer Contribution</b>	<b>\$0.00</b>
<b>Subtotal</b>	<b>\$22,741.25</b>
<b>Trade-In Allowance</b>	<b>\$19,932.00</b>
<b>Loan Payoff</b>	<b>\$25,500.78</b>
<b>Net Allowance</b>	<b>-\$5,568.78</b>
<b>Cash on Delivery (Paid by GM)</b>	<b>\$189.25</b>
<b>Total Balance Due</b>	<b>\$28,120.78</b>
<b>Amount to Dealer for additional Fees</b>	<b>\$0.00</b>

**New Vehicle VIN:**  
**1G2ZH528554** XXXXXXXXXX



*Dealer Confirmation Letter- Trade Repurchase (Customer Participation)*

**General Motors**

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 x 58585

Trade Repurchase Agreement between General Motors and its dealer partner Morris K-F-G

Customer's Name: [REDACTED]

Case Number: sr1-330523772

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

The dealer will issue a check in the amount of \$5,529.28 to General Motors Corporation in order to obtain free and clear title of original vehicle. Once all of the final repurchase paperwork, including your dealer check, has been sent back to the Recquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of 25,486.78 to GMAC.

**When writing the sales agreement for the trade repurchase, please use the numbers on the right hand side of the worksheet:**

Replacement VIN:	1G2ZH528554 [REDACTED]
New Vehicle Sales Price:	\$22,552.00
Used Vehicle Trade Value:	\$19,932.00
Taxes:	\$163.75
Rebates:	[Not Applicable]
Lien on old vehicle:	\$25,486.78
Plus title and license fees:	\$25.50
Miscellaneous State Fees:	[If applicable]
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of Original Vehicle =	\$25,486.78
Usage / depreciation =	\$ 0.00
Miscellaneous State Fees =	\$0.0
Upgrade =	\$2,620.00
<b>Total Customer Contribution =</b>	<b>\$28,106.78</b>

Morris K-F-G agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return this agreement along with a signed Bill of Sale to my attention at the following fax # 866-715-8516.

\_\_\_\_\_  
Morris K-F-G Management Agent's Signature and Title.

\_\_\_\_\_  
Morris K-F-G Management Agent's Printed Name and Title.

Tiffany Roundtree  
\_\_\_\_\_  
Authorized General Motors BRC Representative Signature

Tiffany Roundtree  
\_\_\_\_\_  
Authorized General Motors BRC Representative Printed Name

Thank you for assisting General Motors in this trade repurchase for our mutual customer!

# DEALER CHECKLIST

## DEADLINE FOR RETURN OF DOCUMENTS:

Please complete the following:

For Questions Call (800) 231-1841, 58585

Fax#: 866-715-8516

- 1). Use the Repurchase Worksheet to Draft the New Vehicle's Bill of Sale. (Numbers have to match exactly or the Repurchase will be delayed). Sign and fax the New Vehicle's Bill of Sale(no customer signature is needed.)
- 2). Sign & fax the Dealer Confirmation Letter

# "Financing!!!"

## \*\*\*\*\*DEALERSHIPS RESPONSIBILITY TO COMPLETE\*\*\*\*\*

- Collateral Exchanges:  
PLEASE SECURE THE COLLATERAL EXCHANGE WITH LIENHOLDER
- Refinancing: (DO NOT SEND PAYOFF CHECK, GM WILL HANDLE THIS PORTION OF REPURCHASE(NO EXCEPTIONS))  
**\*\*PLEASE VERIFY THAT CUSTOMER QUALIFIES FOR REFINANCING\*\*(NO CASH BACK INCENTIVES OR REBATES CAN BE APPLIED(no exceptions)...IF CUSTOMER QUALIFIES FOR SPECIAL FINANCE RATES, THEN THEY ARE ELIGIBLE TO RECEIVE IT.**

**NOTE:** Upon my receipt of the above signed documents, I will process the repurchase check packet for delivery within 5 business days(*PENDING CUSTOMER COOPERATION*)

**(DO NOT DELIVER THE VEHICLE TO THE CUSTOMER UNTIL YOU RECEIVE THE RVDC CHECK PACKET !! NO EXCEPTIONS.**



Purchase Price (New Unit)	\$20,870.75
State Sales Tax	\$16.25
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$25.50
New Aftermarket Items	\$0.00
State Fees	\$0.00
Fees	\$0.00
Less Dealer Contribution to Cust	\$0.00
<b>Subtotal</b>	<b>\$20,912.50</b>
Trade-In Allowance	\$20,610.75
Loan Payoff	\$0.00
Net Allowance	\$20,610.75
Cash on Delivery (Paid by GM)	\$41.75
<b>Total Balance Due</b>	<b>\$260.00</b>
Amount to Dealer for additional Fees	\$0.00

**New Vehicle VIN:**  
**1G1AP11P367**

PLEASE REVIEW MOCK BILL OF SALE AND  
CREATE NEW BUYERS ORDER  
REFLECTING THOSE NUMBERS. ENSURE  
THE ORIGINAL VIN IS USED AS TRADE IN  
DESCRIPTION AS WELL AS VALUE. CASH  
ON DELIVERY SHOULD BE \$41.75 USED  
AS DOWNPAYMENT PAID BY GM.  
BOTTOM LINE FIGURE SHOULD BE  
\$260.00.

**Business Resource Center**  
**GM**  
**Repurchase Department**

THE FOLLOWING DOCUMENTS SHOULD BE FORWARD TO GMAC FOR A SUBSTITUTION OF COLLATERAL.

- TRADE WORKSHEET
- DEALER CONFIRMATION LETTER
- INVOICE OF THE OLD AND NEW VEHICLE
- DEALER CONTACT NAME, PHONE NUMBER AND FAX NUMBER
- CUSTOMER OFFER LETTER

**THE DOCUMENTS SHOULD BE FORWARDED TO THE ATTENTION OF TREY HARVEY. IF YOU HAVE ANY QUESTIONS HE CAN BE REACHED AT 1-800-514-6378 PROMPT 7.**

Thanks,  
Tiffany Roundtree  
Repurchase Coordinator



**Dealer Confirmation Letter- Collateral Exchange**  
**[GM Division Name]**  
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610  
Phone (800) 231-1841 Tiffany Roundtree ext 58585

Collateral Exchange Agreement between [GM Division Name] and its dealer partner *Ganley Chevrolet*

Customer's Name: [REDACTED]  
Case Number: *or1-330523772*

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$20,652.50 made payable to *Ganley Chevrolet* after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G1AP11P367 [REDACTED]
New Vehicle Sales Price:	\$20,870.75
Used Vehicle Trade Value:	\$20,610.75
Trade Difference:	\$260.00
Taxes:	\$16.25
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$25.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

Sales Tax =	\$0.00
Miscellaneous Fees =	\$0.00
Usage / depreciation =	\$0.00
<u>Upgrade =</u>	<u>\$260.00</u>
<b>Total Customer Contribution =</b>	<b>\$260.00</b>

*Ganley Chevrolet* agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-715-8516.

\_\_\_\_\_  
*Ganley Chevrolet* Management Agent's Signature and Title.

\_\_\_\_\_  
*Ganley Chevrolet* Management Agent's Printed Name and Title.

\_\_\_\_\_  
Authorized General Motors BRC Representative Signature

\_\_\_\_\_  
Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting General Motors in this collateral exchange transaction for our mutual customer!



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

November 22, 2005

Elyria OH [REDACTED]

TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2005 Pontiac G6**

Case Number: sr1-330523772

Dear [REDACTED]:

We regret that you are dissatisfied with your **2005 Pontiac G6** and that our attempts to resolve your concerns have not met your expectations.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied **General Motors** customer. **General Motors** will assist you into **2006 Chevrolet Cobalt**. Your responsibilities may be, **but not limited to**, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

Payoff of original Vehicle	\$23,729.26
Plus Upgrade	\$260.00
Plus Usage	\$0.00

**TOTAL RESPONSIBILITY OF CUSTOMER \$260.00**  
**PAYOFF WILL BE SATISFIED THROUGH SUBSTITUTION OF COLLATERAL**

**\*\*TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW\*\***

General Motors will repurchase VIN #**1G2ZG528054** [REDACTED] in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

**Please return this document to fax number 866-715-8516 by November 24, 2005. The conditions of the trade-repurchase are as follows:**

- ⇒ **the vehicle is free from any abnormal damage or alterations which impair its resale value**
- ⇒ **all factory installed equipment are intact and functional**
- ⇒ **a free and clear title is provided at the time of repurchase (payoff original loan)**
- ⇒ **a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)**
- ⇒ **an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)**





**GMC**

---

- ⇒ **this offer is contingent upon the approval of your lending/leasing institution**
- ⇒ **no cash back rebates or incentives of any kind are applicable towards this transaction**

**If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license and a copy of the current registration. If there is no lien on the vehicle a copy of the title is required.**

Upon receipt of your signed acceptance, a check will be processed and forwarded to **Ganley Chevrolet**. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58585 if you have any questions or concerns.

Sincerely,  
Tiffany Roundtree  
Business Resource Center

**This letter will be required for you to bring to the signing.**

---

Signature and Date

October 28, 2010

(REDACTED)  
(REDACTED)  
Olney, TX (REDACTED)

Service Request: 1-333179647  
Customer Relationship Manager: Henry Starling Jr

Dear (REDACTED):

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

**INFORMATION Redacted PURSUANT TO THE  
FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)**





CASE ASSESSMENT BY: Laura Salter Siebel/CARS Request No: 1-333179647

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: Chevrolet Model: Malibu Current Mileage: 26,041

Vehicle ID No.: 1G1ZS52F45F [REDACTED] In Service Date: 07-23-04 Purchased: New/Used Used  
If used: 03-17-05/18,422

What is customer seeking: Replacement Vehicle

**VEHICLE REPAIR HISTORY**

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle Hesitates And Cuts Out When Going Around Curves**

Date:	Mileage:	Days Out:	Description of Repair:
06-30-05	23,793	7	Replaced fuel pump
07-25-05	24,707	2	No problem found at this time
08-19-05	26,043	4	Replaced fan harness per bulletin 04-06-03-010A

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SES Light Comes On**

Date:	Mileage:	Days Out:	Description of Repair:
07-21-05	24,557	2	Cleaned surfaces and reinstalled gas cap
08-11-05	25,381	2	Installed updated calibration to PCM and replaced gas cap
08-19-05	26,043	4	Replaced hose assembly

**OTHER SYMPTOM/CONCERN: Power Steering Locks Up**

Date:	Mileage:	Days Out:	Description of Repair:
04-04-05	20,041	2	Replaced steering column
04-08-05	20,246	10	Replaced steering gear

**OTHER SYMPTOM/CONCERN: Growling Noise In Front End**

Date:	Mileage:	Days Out:	Description of Repair:
03-30-05	19,871	2	Could not duplicate
04-19-05	20,358	3	Replaced stabilizer bushings and links-Replaced R/F hub

Total Days Out of Service: 34 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:  NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Repairs Only

**AVM and/or DEALER RECOMMENDATION(s):**  
Repair the vehicle under the terms of the warranty

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**  
Repair the vehicle under the terms of the warranty

Decision reached by CRM: Arbitrate case:  N  Settle case: Y

Team Manager Approval:

Date:





**Fruitt**

**CHEVROLET**

PONTIAC, LLC

905 Sheppard Rd.

Burkburnett, Texas 76354

Phone: (940) 569-5271

(800) 787-7337

Fax: 940-569-2582

Date: 9-23-05

Fax to: GM

Fax # 866-715-8517

Number of Pgs: 3

Attn: Laura

Comments: \_\_\_\_\_

From: \_\_\_\_\_



# Fruitt CHEVROLET

PONTIAC, LLC  
905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

CVWS91798



CVWS91798

CUSTOMER No. <b>30205</b>		ADVISOR <b>FREDDIE BAISDEN</b>	TAG No. <b>7687</b>	INVOICE DATE <b>09/23/05</b>	INVOICE No. <b>CVWS91798</b>
[REDACTED]		LABOR RATE	LICENSE No.	MILEAGE <b>26,043</b>	COLOR <b>GREEN/</b>
OLNEY, TX		YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	DELIVERY DATE	DELIVERY MILES	STOCK No.
[REDACTED]		VEHICLE I.D. No. <b>1G1ZS52F45F</b>	SELLING DEALER NO.	PRODUCTION DATE	
BUSINESS PHONE		F. T. E. No.	P.O. No.	R.O. DATE <b>08/19/05</b>	
[REDACTED]		COMMENTS			

LABOR	65072001	SES LIGHT	HOURS: 0.20	TECH(S): 404	12.19
CUSTOMER STATES THE SERVICE ENGINE SOON LIGHT IS ON. CHECK AND ADVISE. PCM P0442 EVAP SMALL LEAK DETECTED TPM U2105 EVAP SMALL W/ ENGINE CONTROL BCM U2132 LOST COMMUNICATION W/RADIO BCM U210 LOST COMMUNICATION W/PCM EVAP HOSE SEALS ROLLED IN HOSE TO FILLER NECK REPLACE HOSE ASSY					
CLAIM #	91798	WARRANTY OP. CODES	FLAT HRS. 0.20	OTHER HRS.	FC -- AUTH. CODE -- CLAIM TYPE
					2K WG
LABOR	05CVZ	HEATING-A/C	HOURS: 0.30	TECH(S): 404	18.29
CUST STATES BLOWS MOISTURE OUT CENTER VENTS. UNABLE TO DUPLICATE CUSTOMER CONCERN UNABLE TO DUPLICATE CUSTOMER CONCERN					
CLAIM #	91798	WARRANTY OP. CODES	FLAT HRS. 0.30	OTHER HRS.	FC -- AUTH. CODE -- CLAIM TYPE
					92 OL
LABOR	01CVZ000	RENT CAR	HOURS: [REDACTED]	TECH(S): 404	0.00
CUSTOMER REQUEST RENTAL VEHICLE FOR DOWN TIME WHILE VEHICLE IS IN THE SHOP. SUPPLIED RENTAL TO THE CUSTOMER					
CLAIM #	91798	WARRANTY OP. CODES	FLAT HRS. 0.00	OTHER HRS.	FC -- AUTH. CODE -- CLAIM TYPE
					98 MJ
LABOR	01CVZ	TRIM	HOURS: [REDACTED]	TECH(S): 404	0.00
CUST STATES PASS/SIDE REAR WINDOW LEAKS WATER. NO PROBLEM FOUND NO PROBLEM FOUND					
LABOR	01CVZ004	HESITATES ON ACCELL	HOURS: 0.20	TECH(S): 404	12.19
CUST STATES VEHICLE HESITATES ON ACCELERATION. REPLACE FAN HARNESS PER BULLETINE REPLACED FAN HARNESS PER BULLETINE 04-06-03-010A					
CLAIM #	91798	WARRANTY OP. CODES	FLAT HRS. 0.20	OTHER HRS.	FC -- AUTH. CODE -- CLAIM TYPE
					93 WG

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, FRUITT CHEVROLET-PONTIAC, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FRUITT CHEVROLET-PONTIAC, LLC NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

CUSTOMER'S SIGNATURE

Notice Pursuant to §70.001, Texas Property Code  
I am the person or 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 §9.603, 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 order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	TOTAL - LABOR
1	22729539	PIPE 3.120	29.55	29.55	41.37	42.67
1	15242642	HARNESS 1.055	12.13	12.13	16.98	41.37
		JOB # 1 COST TOTAL				16.98
		JOB # 5 COST TOTAL				12.13
		TOTAL - PARTS				58.35
		TOTAL - SUBLET				259.00
						259.00





# Fruitt CHEVROLET

PONTIAC, LLC  
905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

CVWS91798



CVWS91798

CUSTOMER No. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG No. <b>7687</b>	INVOICE DATE <b>09/23/05</b>	INVOICE No. <b>CVWS91798</b>
[REDACTED]	LABOR RATE	LICENSE No.	MILEAGE <b>26,043</b>	COLOR <b>GREEN/</b>
<b>OLNEY, TX</b>	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. No. <b>1G1ZS52F45F</b>	DELIVERY DATE	STOCK No.
[REDACTED]	F. T. E. No.	P.O. No.	SELLING DEALER No.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS	R.O. DATE <b>08/19/05</b>		

COMMENTS  
AASP

MO: 26043

WARRANTY CLAIM DETAIL TOTALS

CLAIM	LABOR	PARTS	SUB. LAB.	SUB. PART	GOG.	MISC.	TAX	TOTAL
91798	42.67	58.35	259.00	0.00	0.00	0.00	0.00	360.02
CLAIM TOTALS	42.67	58.35	259.00	0.00	0.00	0.00	0.00	360.02

R/O TAX 0.00  
R/O TOTALS 360.02

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APPROVED BY SIGNATURE

X \_\_\_\_\_  
CUSTOMER'S SIGNATURE

Notice Pursuant to §70.001, Texas Property Code  
I am the person or 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 §9.503, 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 order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible or Agent for Person Responsible

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.



**Fruitt** CHEVROLET



**Fruitt** CHEVROLET  
PONTIAC, LLC

905 Sheppard Rd.  
Burkburnett, Texas 76354  
Phone: (940) 569-5271  
(800) 787-7337  
Fax: 940-569-2582

Date: 9-15-05

Fax to: \_\_\_\_\_

Fax # \_\_\_\_\_

Number of Pgs: 11

Attn: L 9409

Comments: Here Are All Service

Copies Car Info is on the way

From Pruitt clx-

From: 





# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

BUYER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>07/06/05</b>	INVOICE NO. <b>CVCS89958</b>
	LABOR RATE	LICENSE NO.	COLOR <b>GREEN/</b>	STOCK NO.
		MILEAGE <b>23,793</b>	DELIVERY DATE	DELIVERY MILES
<b>OLNEY, TX</b>	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>06/30/05</b>	
BUSINESS PHONE	COMMENTS	MO: 23793		

UNAVAILABILITY HOURS: 1.80 TECH(S):401  
 CUST STATES DIES AT TIMES AND CUTS OUT AROUND CURVES.  
 CHECK FOR DTCS NO CURRENT OR HISTORY CODES NO MISFIRE CODES  
 TEST DRIVE WITH FUEL PRESSURE GAUGE FUEL PUMP WILL NOT HOLD  
 CONSTANT PRESSURE RENEW FUEL PUMP

WARRANTY

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, FRUITT CHEVROLET-PONTIAC, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. FRUITT CHEVROLET-PONTIAC, LLC, HEREBY ASSUMES NO RESPONSIBILITY FOR ANOTHER PERSON TO ASSUME LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
1	10374394	MODULE 3.900	
			JOB # 1 TOTAL PARTS
			JOB # 1 TOTAL LABOR & PARTS

WARRANTY

0.00

0.00

RENT CAR HOURS: TECH(S):401  
 CUSTOMER REQUEST RENTAL VEHICLE FOR DOWN TIME WHILE VEHICLE IS IN THE SHOP.  
 SUPPLIED RENTAL TO THE CUSTOMER

WARRANTY

X CUSTOMER'S SIGNATURE

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS
			JOB # 2 TOTAL LABOR & PARTS

0.00

0.00

PO#	VEND INV#	INV DATE	DESCRIPTION
89958	119626	07/07/05	RENT CAR
			TOTAL - SUBLET

WARRANTY

0.00

Notice Pursuant to §20.001, Texas Property Code  
 I am the person or 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 the vehicle is subject to repossession in accordance with §9.503, 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 order has closed the account or the account on which the drawn has been closed.

Signature of Person Responsible for Agent for Person Responsible

NOT RESPONSIBLE FOR LOSS OF DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.

WE'D LIKE TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS COMMITTED TO YOUR COMPLETE SATISFACTION.  
 THANKS AGAIN  
 CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER  
 SALES, SERVICE, PARTS STAFF

TOTAL LABOR... 0.00  
 TOTAL PARTS... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G... 0.00  
 TOTAL MISC CHG... 0.00  
 TOTAL MISC DISC... 0.00  
 TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE \*\*\*\*\*



# Fruitt

## CHEVROLET

### PONTIAC, LLC

905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354



ORDER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>05/18/05</b>	INVOICE NO. <b>CVCS87389</b>
	LABOR RATE	LICENSE NO.	COLOR <b>GREEN/</b>	STOCK NO.
		MILEAGE <b>20,358</b>	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		R. O. DATE <b>04/19/05</b>	
	F. T. E. NO.	R. O. NO.		
PHONE	BUSINESS PHONE	COMMENTS	MO: 20358	

SUSPENSION/STEERING HOURS: 0.50 TECH(S):401  
 JUST STATES ROAR AND MOAN NOISE COMING FROM FRT OF VEHICLE.  
 TEST ALL FRONT END PARTS WITH CHASSIS EARS COULD NOT DETERMI  
 WHERE NOISE COMING FROM REMOVED STABILZ BAR FROM CAR NOI GON  
 REMOVED STABILIZER BUSHINGS AND LINKS AND REPLACED

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
2	22670300	LINK 7.240		
2	10361386	INSULATOR 7.243		
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

CUSTOMER REQUEST RENTAL VEHICLE FOR DOWN TIME WHILE VEHICLE  
 IS IN THE SHOP.

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

CUSTOMER REQUEST HOURS: 0.20 TECH(S):401  
 JUST STATES PLASTIC LOOSE BEHIND PASS/SIDE FRT SEAT.  
 SEAT BACK WILL NOT STAY ATTACHED  
 RENEW SEAT BACK AND FASTNERS

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	16226916	PANEL 11.358		
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

CUSTOMER REQUEST HOURS: 1.20 TECH(S):401  
 JUST STATES GRINDING NOISE RIGHT FRT AT HWY SPEEDS.  
 NOISE COMING FROM R/F HUB BEARING  
 RENEW HUB

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	22706425	BEARING 6.311		
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

QTY	FP NUMBER	INV DATE	DESCRIPTION	UNIT PRICE	WARRANTY
1	118767	04/26/05	RENT CAR		
				TOTAL - SUBLET	0.00

ANY WARRANTIES ON THE  
 SOLD HEREBY ARE THOSE OF THE  
 MANUFACTURER. THE SELLER  
 CHEVROLET-PONTIAC, LLC, HEREBY  
 EXPRESSLY DISCLAIMS ALL WARRANTIES,  
 EITHER EXPRESS OR IMPLIED,  
 INCLUDING ANY IMPLIED WARRANTY OF  
 MERCHANTABILITY OR FITNESS FOR  
 PARTICULAR PURPOSE, AND PROMITS  
 CHEVROLET-PONTIAC, LLC, NEITHER  
 ASSUMES NOR AUTHORIZES ANY  
 OTHER PERSON TO ASSUME FOR IT ANY  
 LIABILITY IN CONNECTION WITH THE  
 SALE OF SAID PRODUCTS.

CUSTOMER'S SIGNATURE \_\_\_\_\_  
 Notice Pursuant to  
 §70.001, Texas Property Code  
 I am the person or agent acting on behalf  
 of the person, who is obligated to pay  
 the repair of the motor vehicle under  
 the repair contract. I understand that the  
 vehicle is subject to repossession  
 accordance with §§803, Texas Property  
 and Commerce Code, if a writ of  
 payment for repair on the contract has  
 stopped, dishonored, because the  
 client funds, no funds, or because the  
 drawer or maker of the check has  
 account or the account on which the  
 drawn has been closed.

Signature of Person Responsible for Person Responsible  
 NOT RESPONSIBLE FOR LOSS OF  
 AGE TO CARS OR ARTICLES IN  
 CARS IN CASE OF FIRE, THEFT,  
 OTHER CAUSE BEYOND CONTROL OF  
 OR FOR ANY DELAYS IN  
 UNAVAILABILITY OF PARTS  
 IN PARTS SHIPMENT BY  
 OR TRANSPORTER.





# Fruitt CHEVROLET



PONTIAC, LLC  
905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

ORDER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>05/18/05</b>	INVOICE NO. <b>CVCS87389</b>
	LABOR RATE	LICENSE NO.	COLOR <b>GREEN/</b>	STOCK NO.
			DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	MILEAGE <b>20,358</b>	SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		R. O. DATE <b>04/19/05</b>	
	F. T. E. NO.	P. O. NO.		
	BUSINESS PHONE	COMMENTS		MO: 20358

OLNEY, TX

PLEASE TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL  
 EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS  
 COMMITTED TO YOUR COMPLETE SATISFACTION.  
 THANKS AGAIN  
 CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER  
 SALES, SERVICE, PARTS STAFF

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

ANY WARRANTIES ON THE  
 SOLD HEREBY ARE THOSE OF THE  
 MANUFACTURER. THE SELLER  
 CHEVROLET-PONTIAC, LLC, HEREBY  
 EXPRESSLY DISCLAIMS ALL WA-  
 RANTIES, EITHER EXPRESS OR IMPLIED,  
 INCLUDING ANY IMPLIED WARRANTY OF  
 MERCHANTABILITY OR FITNESS FOR  
 PARTICULAR PURPOSE, AND FRUITT  
 CHEVROLET-PONTIAC, LLC HEREBY  
 ASSUMES NOR AUTHORIZES ANY  
 OTHER PERSON TO ASSUME SUCH A  
 LIABILITY IN CONNECTION WITH THE  
 SALE OF SAID PRODUCTS.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

X CUSTOMER'S SIGNATURE

Notice Pursuant to  
 §70.001, Texas Property Code  
 I am the person or 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  
 the vehicle is subject to repossession  
 accordance with §9.503, Texas  
 and Commerce Code, if a written  
 payment for repair on the vehicle  
 stopped, delinquent because of  
 client funds, no funds, or  
 drawer or maker of the instrument  
 account or the account on which  
 drawn has been closed.

Signature of Person Responsible for Payment

NOT RESPONSIBLE FOR LOSS OR  
 DAMAGE TO CARS OR ARTICLES LEFT  
 CARS IN CASE OF FIRE, THEFT OR  
 OTHER CAUSE BEYOND OUR CONTROL  
 OR FOR ANY DELAYS CAUSED BY  
 UNAVAILABILITY OF PARTS OR DELAYS  
 IN PARTS SHIPMENT BY THE SUPPLIER  
 OR TRANSPORTER.



# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

INVOICE NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>04/18/05</b>	INVOICE NO. <b>CVCS87108</b>
	LABOR RATE	LICENSE NO.	COLOR <b>GREEN/</b>	STOCK NO.
		MILEAGE <b>20,246</b>	DELIVERY DATE	DELIVERY MILES
YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		SELLING DEALER NO.	PRODUCTION DATE
OLNEY, TX	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/08/05</b>	
BUSINESS PHONE	COMMENTS	MO: 20313		

WORKING HOURS: 0.70 TECH(S):401  
 CUSTOMER STATES STEERING LOCKS UP AT TIMES.  
 CHECK FOR BULBS BENE TEST STEERING COLUMN PASSED AT TEST  
 RENEW STEERING GEAR AS PER TAC

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
1	15215791	GEAR 6.508	
1	15215791	CORE RETURN	
1	89010661	FLUID 8.800	
JOB # 1 TOTAL PARTS			0.00
JOB # 1 TOTAL LABOR & PARTS			0.00

**WARRANTY**  
 ANY WARRANTIES ON THE SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER CHEVROLET-PONTIAC, LLC EXPRESSLY DISCLAIMS ANY WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. CHEVROLET-PONTIAC, LLC ASSUMES NO AUTHORITY TO ASSUME LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

WORKING HOURS: 0.70 TECH(S):164  
 CUSTOMER STATES THE VEHICLE IS PULLING.  
 REQUEST ALIGNMENT  
 ALIGN FRONT END ALIGNMENT RACK AND PINION REPLACENT  
 RESET TO  
 COMPLETED THE ALIGNMENT

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS			0.00
JOB # 2 TOTAL LABOR & PARTS			0.00

**WARRANTY**  
 X \_\_\_\_\_ CUSTOMER'S SIGNATURE  
 Notice Pursuant to Texas Property Code §70.001, Texas Property Code, I am the person or agent acting on behalf of the person who is obligated to pay the repair of the motor vehicle under the repair contract. I understand that the vehicle is subject to repair in accordance with §§603, Texas Property Code and Commerce Code, if a written payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because drawer or maker of the check or account or the account or card drawn has been closed.

PLEASE SAY THANK YOU FOR YOUR BUSINESS, AND TELL EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS COMMITTED TO YOUR COMPLETE SATISFACTION.  
 THANKS AGAIN  
 CHRIS MCDONALD, SHANNON MOORE, & MARK ALEXANDER  
 SALES, SERVICE, PARTS STAFF

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

Signature of Person Responsible for Person Responsible  
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\*  
 DUPLICATE INVOICE \*\*\*\*\*





# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

INVOICE NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>04/05/05</b>	INVOICE NO. <b>CVCS86926</b>
	LABOR RATE	LICENSE NO.	COLOR <b>GREEN/</b>	STOCK NO.
		MILEAGE <b>20,041</b>	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>			
	R.T.E. NO.		Q. DATE <b>04/04/05</b>	
	BUSINESS PHONE	COMMENTS		MO: <b>20048</b>

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
		ESTIMATED WORKING HOURS: 1.40 TECH(\$):401		
		LIST STATES P/S LOCKS UP AT TIMES.		
		20545 STEERING WHEEL TORQUE INPUT SENSOR TORQUE SENSOR		
		INTERMEDENT OPEN		
		RENEW STEERING COLUMN		
1	86967175	S/COL REM 6.518		WARRANTY
1	86967175	CORE RETURN		WARRANTY
		JOB # 1 TOTAL PARTS	0.00	
		JOB # 1 TOTAL LABOR & PARTS	0.00	
		TOTAL LABOR....	0.00	
		TOTAL PARTS....	0.00	
		TOTAL SUBLET....	0.00	
		TOTAL G.O.G....	0.00	
		TOTAL MISC CHG.	0.00	
		TOTAL MISC DISC	0.00	
		TOTAL TAX.....	0.00	
		<b>TOTAL INVOICE \$</b>	<b>0.00</b>	

ANY WARRANTIES ON THE SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER, CHEVROLET-PONTIAC, LLC, EXPRESSLY DISCLAIMS ANY WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. CHEVROLET-PONTIAC, LLC ASSUMES NO AUTHORITY TO ASSUME LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**X** CUSTOMER'S SIGNATURE

Notice Pursuant to Texas Property Code §70.001. I am the person or agent authorized by the person who is obligated to pay for the repair of the motor vehicle under the repair contract. I understand that the vehicle is subject to repossession in accordance with §9.503, Texas Finance and Commerce Code, if a written demand for repair on the vehicle is not stopped, honored because of insufficient funds, no funds, or a check drawn by maker of the check has not been cashed or the account to which it is drawn has been closed.

PLEASE TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS COMMITTED TO YOUR COMPLETE SATISFACTION.

CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER  
SALES, SERVICE, PARTS STAFF

\*\*\*\*\*  
DUPLICATE INVOICE \*\*\*\*\*

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR IN PARTS SHIPMENT BY SUPPLIER OR TRANSPORTER.



# Fruitt

## CHEVROLET

### PONTIAC, LLC

905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354



INVOICE NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>03/25/05</b>	INVOICE NO. <b>CVCS86551</b>
	LABOR RATE	LICENSE NO.	COLOR <b>GREEN/</b>	STOCK NO.
		MILEAGE <b>19.096</b>	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>		SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		R.O. DATE <b>03/23/05</b>	
	F.T.E. NO.	P.O. NO.		
	COMMENTS			MO: 19098

TECH(S): 404  
 LIST STATES AND PLAYER INOP. PART IN.  
 ED PAYLET INOP.  
 INSTALL NEW RADIO ASSY AND SET UP TO VEHICLE

JOB # 1 TOTAL LABOR & PARTS 0.00

TECH(S): 404  
 MAKE 2 EXTRA KEYS CHARGE TO P-3 PRUITT CHRYSLER.  
 KEYS MADE

JOB # 2 TOTAL LABOR & PARTS 0.00

PLEASE SAY THANK YOU FOR YOUR BUSINESS, AND TELL  
 EVERYONE HERE AT PRUITT CHEVROLET & PONTIAC IS  
 COMMITTED TO YOUR COMPLETE SATISFACTION.  
 THANKS AGAIN  
 CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER  
 SALES, SERVICE, PARTS STAFF

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

#### WARRANTY

ANY WARRANTIES ON THE  
 SOLD HEREBY ARE THOSE OF  
 MANUFACTURER. THE SELLER  
 CHEVROLET-PONTIAC, LLC  
 EXPRESSLY DISCLAIMS  
 WARRANTIES, EITHER EXPRESS  
 INCLUDING ANY IMPLIED  
 MERCHANTABILITY OR FIT  
 PARTICULAR PURPOSE,  
 CHEVROLET-PONTIAC, LLC  
 ASSUMES NO AUTHORITY  
 OTHER PERSON TO ASSUME  
 LIABILITY IN CONNECTION  
 SALE OF SAID PRODUCTS.

X \_\_\_\_\_  
 CUSTOMER'S SIGNATURE

Notice Pursuant  
 §70.001, Texas Property  
 Code: I am the person or agent  
 of the person, who is obligated  
 the repair of the motor vehicle  
 the repair contract. I understand  
 vehicle is subject to repair  
 accordance with §9.603, Texas  
 and Commerce Code, if every  
 payment for repair on the  
 stopped, abandoned, broken  
 clear funds, no funds, or  
 drawer or maker of the  
 account or the account or  
 drawn has been closed.

SALES SERVICE PARTS STAFF

DUPLICATE INVOICE \*\*\*\*\*

NOT RESPONSIBLE FOR  
 AGE TO LOSS OR PART  
 CASE OF FIRE  
 OTHER THAN BEYOND  
 OF FOR ANY DELAY  
 UNAVAILABILITY OF PARTS  
 IN PARTS DEPARTMENT BY  
 CREDIT CARD LETTER





# Fruitt

## CHEVROLET

### PONTIAC, LLC

905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354



ORDER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>03/24/05</b>	INVOICE NO. <b>CVCS86510</b>
	LABOR RATE	LICENSE NO.	COLOR <b>GREEN/</b>	STOCK NO.
		MILEAGE <b>19,076</b>	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/22/05</b>	
	BUSINESS PHONE	COMMENTS	MO: 19080	

TECH(S):404      WARRANTY

JUST STATES C/D PLAYER INOP.  
PARTS ORDERED

JOB # 1 TOTAL LABOR & PARTS      0.00

TECH(S):404

JUST STATES MAKE 2 EXTRA KEYS CHARGE TO PRUITT CHRYSLER.  
PARTS ORDERED

JOB # 2 TOTAL LABOR & PARTS      0.00

TOTAL LABOR....      0.00

TOTAL PARTS....      0.00

TOTAL SUBLET...      0.00

TOTAL G.O.G....      0.00

TOTAL MISC CHG.      0.00

TOTAL MISC DISC      0.00

TOTAL TAX.....      0.00

**TOTAL INVOICE \$      0.00**

ANY WARRANTIES ON THE SOLD VEHICLE ARE THOSE OF THE MANUFACTURER. THE SELLER, CHEVROLET-PONTIAC, LLC, EXPRESSLY DISCLAIMS WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND CHEVROLET-PONTIAC, LLC ASSUMES NO AUTHORITY TO ASSUME LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

X CUSTOMER'S SIGNATURE

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent authorized by the person, who is obligated to pay for the repair of the motor vehicle under the repair contract. I understand that the vehicle is subject to repossession in accordance with §§9.003, 9.004, and 9.005, Texas Property Code, if a payment for repair on the account is not made, or if the account is stopped, dishonored, or if the account is closed, or if the account is drawn or maker of the account or the account is drawn has been closed.

TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL EVERYONE HERE AT PRUITT CHEVROLET & PONTIAC IS COMMITTED TO YOUR COMPLETE SATISFACTION. AGAIN

CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER  
SALES, SERVICE, PARTS STAFF

\*\*\*\*\*  
DUPLICATE INVOICE \*\*\*\*\*

Signature of Person Repairing Vehicle  
Agent for Person Repairing Vehicle

NOT RESPONSIBLE FOR LOSS OF VEHICLE TO THEFT OR DAMAGE TO CARB OR AIR CONDITIONING IN CASE OF FIRE OR OTHER CAUSE BEYOND CONTROL OF THE MANUFACTURER OR FOR ANY DELAYS OR UNAVAILABILITY OF PARTS IN PARTS SHIPMENT BY THE MANUFACTURER OR TRANSPORTER.



# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

CUSTOMER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>08/12/05</b>	INVOICE NO. <b>CVC591538</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>25,381</b>	COLOR <b>GREEN/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			STOCK NO.
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F 4 5 F</b>			DELIVERY DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>08/11/05</b>	
BUSINESS PHONE			COMMENTS	

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	10372246	CAP 3.028		0.00
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
TOTAL - SUBLET				0.00

TOTAL LABOR..... 0.00  
 TOTAL PARTS..... 0.00  
 TOTAL SUBLET..... 0.00  
 TOTAL G.O.G..... 0.00  
 TOTAL MISC CHG..... 0.00  
 TOTAL MISC DISC..... 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, FRUITT CHEVROLET-PONTIAC, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FRUITT CHEVROLET-PONTIAC, LLC HEREBY ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**X** CUSTOMER'S SIGNATURE

Notice Pursuant to §70.001, Texas Property Code  
I am the person or 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 the vehicle is subject to repossession in accordance with §9.603, 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 order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible for Payment for Person Repossessed

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

CUSTOMER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>07/22/05</b>	INVOICE NO. <b>CVC590775</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>24,557</b>	COLOR <b>GREEN/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			STOCK NO.
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F 4 5 F</b>			DELIVERY DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>07/21/05</b>	
BUSINESS PHONE			COMMENTS	

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	119863	RENT CAR		0.00
TOTAL - SUBLET				0.00

TOTAL LABOR..... 0.00  
 TOTAL PARTS..... 0.00  
 TOTAL SUBLET..... 0.00  
 TOTAL G.O.G..... 0.00  
 TOTAL MISC CHG..... 0.00  
 TOTAL MISC DISC..... 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, FRUITT CHEVROLET-PONTIAC, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FRUITT CHEVROLET-PONTIAC, LLC HEREBY ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**X** CUSTOMER'S SIGNATURE

Notice Pursuant to §70.001, Texas Property Code  
I am the person or 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 the vehicle is subject to repossession in accordance with §9.603, 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 order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible for Payment for Person Repossessed

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

CUSTOMER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>07/26/05</b>	INVOICE NO. <b>CVC590894</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>24,707</b>	COLOR <b>GREEN/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			STOCK NO.
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F 4 5 F</b>			DELIVERY DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>07/25/05</b>	
BUSINESS PHONE			COMMENTS	

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1		RENT CAR		0.00
TOTAL - SUBLET				0.00

TOTAL LABOR..... 0.00  
 TOTAL PARTS..... 0.00  
 TOTAL SUBLET..... 0.00  
 TOTAL G.O.G..... 0.00  
 TOTAL MISC CHG..... 0.00  
 TOTAL MISC DISC..... 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, FRUITT CHEVROLET-PONTIAC, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FRUITT CHEVROLET-PONTIAC, LLC HEREBY ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**X** CUSTOMER'S SIGNATURE

Notice Pursuant to §70.001, Texas Property Code  
I am the person or 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 the vehicle is subject to repossession in accordance with §9.603, 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 order has no account or the account on which it is drawn has been closed.

Signature of Person Responsible for Payment for Person Repossessed

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL, OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*





# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

ORDER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>07/22/05</b>	INVOICE NO. <b>CVCS90775</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>24,557</b>	COLOR <b>GREEN/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
CLNEY, TX	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>07/21/05</b>	
BUSINESS PHONE	COMMENTS	MO: 24574		

HOURS: 0.60 TECH(S):404  
 CUSTOMER STATES THE SERVICE ENGINE SOON LIGHT IS ON.  
 CHECK AND ADVISE.  
 P0442 EVAP SMALL LEAK DETECTED GAS CAP NOT SEALING PROPERLY  
 CLEAN MATING SURFACES AND REINSTALL  
 JOB # 1 TOTAL LABOR & PARTS 0.00

HOURS: TECH(S):404  
 CUST STATES CLOCK RESET IT SELF  
 UNABLE TO DUPLICATE CONCERNS  
 JOB # 2 TOTAL LABOR & PARTS 0.00

HOURS: 0.40 TECH(S):404  
 CUST STATES STOP FOR TRUNK LID FELL OFF.  
 SEE FRED  
 HINGE STOP FELL OFF  
 REINSTALL STOP TO TRUNK LID HINGE  
 JOB # 3 TOTAL LABOR & PARTS 0.00

HOURS: TECH(S):404  
 CUSTOMER REQUEST RENTAL VEHICLE FOR DOWN TIME WHILE VEHICLE  
 IS IN THE SHOP  
 SUPPLIED RENTAL TO THE CUSTOMER  
 JOB # 4 TOTAL LABOR & PARTS 0.00

INVT NO	INVT	INVT DATE	DESCRIPTION	WARRANTY
0775	19863	07/22/05	RENT CAR	
TOTAL - SUBLET				0.00

ANY WARRANTIES ON THE  
 SOLD HEREBY ARE THOSE OF THE  
 MANUFACTURER. THE SELLER  
 CHEVROLET-PONTIAC, LLC  
 EXPRESSLY DISCLAIMS ALL  
 WARRANTIES, EITHER EXPRESS OR IMPLIED,  
 INCLUDING ANY IMPLIED WARRANTY OF  
 MERCHANTABILITY OR FITNESS FOR A  
 PARTICULAR PURPOSE, IN CONNECTION WITH  
 CHEVROLET-PONTIAC, LLC PRODUCTS.  
 ASSUMES NOR AUTHORIZES ANY  
 OTHER PERSON TO ASSUME SUCH  
 LIABILITY IN CONNECTION WITH THE  
 SALE OF SAID PRODUCTS.

X \_\_\_\_\_  
 CUSTOMER'S SIGNATURE

Notice Pursuant to  
 §70.001, Texas Property Code  
 I am the person or 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 the  
 vehicle is subject to repossession in  
 accordance with §9.503, Texas Business  
 and Commerce Code, if a written demand for  
 payment for repair on the vehicle is  
 stopped, dishonored because of the  
 client funds, no funds, or funds  
 drawer or maker of the check has  
 account or the account has been  
 drawn has been closed.

Signature of Person Responsible for  
 Agent for Person Responsible

WE TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL  
 EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS  
 COMMITTED TO YOUR COMPLETE SATISFACTION.  
 THANKS AGAIN  
 CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER  
 SALES, SERVICE, PARTS STAFF

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

NOT RESPONSIBLE FOR LOSS OF OR  
 DAMAGE TO CARS OR ARTICLES IN  
 CARS IN CASE OF FIRE, THEFT, OR  
 OTHER CAUSE BEYOND CONTROL OF  
 OR FOR ANY DELAYS IN SERVICE  
 UNAVAILABILITY OF PARTS OR  
 IN PARTS SHIPMENT BY THE SUPPLIER  
 OR TRANSPORTER.

CUSTOMER SIGNATURE \_\_\_\_\_  
 DUPLICATE INVOICE \*\*\*\*\*



# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

CUSTOMER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN 7687</b>	TAG NO. <b>8261</b>	INVOICE DATE <b>05/18/05</b>	INVOICE NO. <b>CVCS87389</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>20,358</b>	COLOR <b>GREEN/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
CITY <b>PLNEY, TX</b>	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/19/05</b>	
BUSINESS PHONE	COMMENTS			MO: 20358

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
STEERING HOURS: 0.50 TECH(S):401 CUSTOMER STATES RUM AND MOAN NOISE COMING FROM FRT OF VEHICLE. TEST ALL FRONT END PARTS WITH CHASSIS EARS COULD NOT DETERMI THESE NOISE COMING FROM REMOVED STABILZ BAR FROM CAR NOI GON REMOVED STABILIZER BUSHINGS AND LINKS AND REPLACED				
2	22670300	LINK 7.240		WARRANTY
2	10311500	INSULATOR 7.243		WARRANTY
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
HOURS: 4.00 TECH(S):401 CUSTOMER REQUEST RENTAL VEHICLE FOR DOWN TIME WHILE VEHICLE IS IN THE SHOP				
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
HOURS: 0.20 TECH(S):401 CUSTOMER STATES PLASTIC LOOSE BEHIND PASS/SIDE FRT SEAT. SEAT BACK WILL NOT STAY ATTACHED RENEW SEAT BACK AND FASTNERS				
1	16225916	PANEL 11.358		WARRANTY
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
HOURS: 1.20 TECH(S):401 CUSTOMER STATES GRINDING NOISE RIGHT FRT AT HWY SPEEDS. NOISE COMING FROM R/F HUB BEARING RENEW HUB				
1	2276425	BEARING 6.311		WARRANTY
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00
389	000000	04/26/05 RENT CAR		WARRANTY
			TOTAL - SUBLET	0.00

ANY WARRANTIES ON THE  
 SOLD HEREBY ARE THOSE  
 MANUFACTURER, THE  
 CHEVROLET-PONTIAC, LLC  
 EXPRESSLY DISCLAIMS  
 WARRANTIES, EITHER EXPRESS  
 INCLUDING ANY IMPLIED  
 MERCHANTABILITY OR FITNESS FOR  
 PARTICULAR PURPOSE, AND  
 CHEVROLET-PONTIAC, LLC  
 ASSUMES NOR AUTHORITY  
 OTHER PERSON TO ASSUME  
 LIABILITY IN CONNECTION  
 SALE OF SAID PRODUCTS.

X

NOTICE PURSUANT TO  
 §70.001, TEXAS PROPERTY CODE  
 I AM THE PERSON OR AGENT ACTING ON BEHALF  
 OF THE PERSON WHO IS OBLIGATED TO PAY FOR  
 THE REPAIR OF THE MOTOR VEHICLE UNDER  
 THE REPAIR CONTRACT. I UNDERSTAND THAT THE  
 VEHICLE IS SUBJECT TO REPAIR STOPPAGE  
 ACCORDANCE WITH §8.003, TEXAS  
 AND COMMERCE CODE, IF A WRITEN  
 PAYMENT FOR REPAIR ON THE VEHICLE  
 STOPPED, DISHONORED BECAUSE OF  
 CLIENT FUNDS, NO FUNDS, OR FUNDS  
 DRAWER OR MAKER OF THE CHECK HAS  
 ACCOUNT OR THE ACCOUNT ON WHICH A  
 DRAWN HAS BEEN CLOSED.

Signature of Person Responsible for Person Responsible

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.



# Fruitt CHEVROLET

PONTIAC, LLC

905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354



CUSTOMER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN 7687</b>	TAG NO. <b>8261</b>	INVOICE DATE <b>05/18/05</b>	INVOICE NO. <b>CVCS87389</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>20,358</b>	COLOR <b>GREEN/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
CITY <b>PLNEY, TX</b>	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/19/05</b>	
BUSINESS PHONE	COMMENTS			MO: 20358

TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL  
 EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS  
 COMMITTED TO YOUR COMPLETE SATISFACTION.  
 THANKS AGAIN  
 CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER  
 SALES, SERVICE, PARTS STAFF

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

DUPLICATE INVOICE \*\*\*\*\*

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 MANUFACTURER, THE  
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 CHEVROLET-PONTIAC, LLC  
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 OTHER PERSON TO ASSUME  
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 ACCORDANCE WITH §8.003, TEXAS  
 AND COMMERCE CODE, IF A WRITEN  
 PAYMENT FOR REPAIR ON THE VEHICLE  
 STOPPED, DISHONORED BECAUSE OF  
 CLIENT FUNDS, NO FUNDS, OR FUNDS  
 DRAWER OR MAKER OF THE CHECK HAS  
 ACCOUNT OR THE ACCOUNT ON WHICH A  
 DRAWN HAS BEEN CLOSED.

Signature of Person Responsible for Person Responsible

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**Fruit** CHEVROLET  
 PONTIAC, LLC  
 905 Sheppard Rd.  
 Burkburnett, Texas 76354  
 Phone: (940) 569-5271  
 (800) 787-7337  
 Fax: 940-569-2582

Date: 9-15-05  
 Fax to: \_\_\_\_\_  
 Fax # 866-715-8517  
 Number of Pgs: 11  
 Attn: Laura

Comments: Here Are All Service  
Copies. Car Info is on the way  
From Fruit chx



**Fruit** CHEVROLET  
 PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

CUSTOMER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	2423	INVOICE DATE <b>08/12/05</b>	INVOICE NO. <b>CVCS91538</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>25,381</b>	COLOR <b>GREEN/</b>	STOCK NO.
<b>OLNEY, TX</b>	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	R.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS		R.O. DATE <b>08/11/05</b>	
					MO: 25385

HOURS: 1.20 TECH(S):404		WARRANTY		
CUSTOMER STATES THE SERVICE ENGINE SOON LIGHT IS ON. CHECK AND ADVISE. P0335 CRANKSHAFT POSITION SENSOR CIRCUIT P2119 THROTTLE CLOSED POSITION PERFORMANCE P0442 EVAP SMALL LEAK DETECTED INSTALL UPDATED CABLIBRATION TO PCM GAS CAP FAILED REPLACE GAS CAP				
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	10372246	CAP 3.028		0.00
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
HOURS: TECH(S):404		WARRANTY		
CUSTOMER REQUEST RENTAL VEHICLE FOR DOWN TIME WHILE VEHICLE IS IN THE SHOP. SUPPLIED RENTAL TO THE CUSTOMER				
QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				0.00
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
QTY	VEND. INVA	INV. DATE	DESCRIPTION	WARRANTY
1	120087	08/12/05	RENT CAR	0.00
TOTAL - SUBLET				0.00
TOTAL LABOR			0.00	
TOTAL PARTS			0.00	
TOTAL SUBLET			0.00	
TOTAL G.O.G.			0.00	
TOTAL MISC CHG.			0.00	
TOTAL MISC DISC			0.00	
TOTAL TAX			0.00	
TOTAL INVOICE \$				0.00
I WOULD LIKE TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL EVERYONE HERE AT FRUIT CHEVROLET & PONTIAC IS COMMITTED TO YOUR COMPLETE SATISFACTION. THANKS AGAIN CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER SALES, SERVICE, PARTS STAFF				
CUSTOMER SIGNATURE				

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, FRUIT CHEVROLET-PONTIAC, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FRUIT CHEVROLET-PONTIAC, LLC, HEREBY ASSUMES, NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

CUSTOMER'S SIGNATURE \_\_\_\_\_

Notice Pursuant to §70.001, Texas Property Code I am the person or 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 the vehicle is subject to repossession in accordance with §9.503, Texas Labor and Commerce Code, if a written payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because drawer or maker of the check has account or the account on which it is drawn has been closed.

Signature of Person Responsible for Agent for Person Responsible \_\_\_\_\_

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**Fruit** CHEVROLET  
 PONTIAC, LLC



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CUSTOMER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	1781	INVOICE DATE <b>07/26/05</b>	INVOICE NO. <b>CVCS90894</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>24,707</b>	COLOR <b>GREEN/</b>	STOCK NO.
<b>OLNEY, TX</b>	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>		DELIVERY DATE	DELIVERY MILES
	F.T.E. NO.	R.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS		R.O. DATE <b>07/25/05</b>	
					MO: 24710

HOURS: TECH(S):404		WARRANTY	
CUST STATES VEHICLE STALLS AND DIES AROUND CURVES. NO PROBLEM FOUND AT THIS TIME			
JOB # 1 TOTAL LABOR & PARTS			0.00
HOURS: TECH(S):404		WARRANTY	
CUST STATES WATER SPOT IN HEADLINER. NO CHARGE			
JOB # 2 TOTAL LABOR & PARTS			0.00
HOURS: TECH(S):404		WARRANTY	
CUST STATES STEERING WHEEL OFF CENTER. NO CHARGE			
JOB # 3 TOTAL LABOR & PARTS			0.00
HOURS: TECH(S):404		WARRANTY	
CUST STATES A/C DOESN'T GET COOL ENOUGH. NO PROBLEM FOUND			
JOB # 4 TOTAL LABOR & PARTS			0.00
TOTAL LABOR			0.00
TOTAL PARTS			0.00
TOTAL SUBLET			0.00
TOTAL G.O.G.			0.00
TOTAL MISC CHG.			0.00
TOTAL MISC DISC			0.00
TOTAL TAX			0.00
TOTAL INVOICE \$			0.00
I WOULD LIKE TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL EVERYONE HERE AT FRUIT CHEVROLET & PONTIAC IS COMMITTED TO YOUR COMPLETE SATISFACTION. THANKS AGAIN CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER SALES, SERVICE, PARTS STAFF			
CUSTOMER SIGNATURE			

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# Fruitt CHEVROLET

PONTIAC, LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

OWNER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>04/18/05</b>	INVOICE NO. <b>CVCS87108</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>20,246</b>	COLOR <b>GREEN/</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	DELIVERY DATE	DELIVERY MILES	
<b>OLNEY, TX</b>	VEHICLE I.D. NO. <b>1G1ZS52F45F</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>04/08/05</b>	
BUSINESS PHONE	COMMENTS	<b>MO: 20313</b>		

STEERING HOURS: 0.70 TECH(S):401  
 MUST STATE STEERING LOCKS UP AT TIMES.  
 CHECK FOR TITS NONE TEST STEERING COLUMN PASSED AT TEST  
 RENEW STEERING GEAR AS PER TAC

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
1	15216791	GEAR 6.508	
-1	15216791	CORE RETURN	
1	8520661	FLUID 8.800	

JOB # 1 TOTAL PARTS 0.00  
 JOB # 1 TOTAL LABOR & PARTS 0.00

CUSTOMER STATES THE VEHICLE IS PULLING.  
 REQUEST AN ALIGNMENT  
 ALIGN FRONT END ALIGNMENT RACK AND PINION REPLACENT  
 RESET TCS  
 COMPLETED THE ALIGNMENT

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
		JOB # 2 TOTAL PARTS	0.00
		JOB # 2 TOTAL LABOR & PARTS	0.00

WANT TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL  
 EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS  
 COMMITTED TO YOUR COMPLETE SATISFACTION.  
 THANKS AGAIN  
 CHRIS McDONALD, SHANNON MOORE, & MARK ALEXANDER  
 SALES, SERVICE, PARTS STAFF

TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER, FRUITT CHEVROLET-PONTIAC, LLC, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND FRUITT CHEVROLET-PONTIAC, LLC, HEREBY ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME SUCH LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

X \_\_\_\_\_  
 CUSTOMER'S SIGNATURE  
 Notice Pursuant to Texas Property Code §70.001, Texas Property Code I am the person or agent upon behalf of the person who is obligated to pay the repair of the motor vehicle under the repair contract. I understand that the vehicle is subject to repossession, accordance with §9.603, Texas Motor and Commerce Code, if a written demand for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, or because the drawer or maker of the order has drawn on the account or the account on which drawn has been closed.

Signature of Person Responsible for Agent for Person Responsible  
 NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENT BY THE SUPPLIER OR TRANSPORTER.

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*





**Fruitt**  
**CHEVROLET**

**PONTIAC, LLC**

905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354



ORDER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>03/24/05</b>	INVOICE NO. <b>CVCS86510</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>7380</b>	COLOR <b>GREEN/</b>
			19,076	DELIVERY DATE
YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F 4 5 F</b>	SELLING DEALER NO.		
F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/22/05</b>		

MO: 19080

WARRANTY

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Customer's Signature: \_\_\_\_\_

Notice Pursuant to Section 27.001, Texas Property Code: I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to this repair contract. I understand that this vehicle is subject to repossession in accordance with §9.603, Texas Property Code, and the Texas Motor Vehicle Code, if a vehicle lienholder has stopped, dishonored because of non-payment of funds, or funds, or the drawer or maker of the account on which drawn has been closed.

Signature of Person Releasing Title for Person Releasing Title: \_\_\_\_\_

NOT RESPONSIBLE FOR DAMAGE TO CARS OR ARTICLES IN CASE OF FIRE, OR OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS IN PARTS SHIPMENT BY COURIER OR TRANSPORTER.

TECH(S): 404	WARRANTY
JOB # 1 TOTAL LABOR & PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00
TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS COMMITTED TO YOUR COMPLETE SATISFACTION.

CHRIS HODGSON, SHANNON MOORE, & MARK ALEXANDER  
SALES, SERVICE, PARTS STAFF

DUPLICATE INVOICE \*\*\*\*\*



**Fruitt**  
**CHEVROLET**

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ORDER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>04/05/05</b>	INVOICE NO. <b>CVCS86926</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>7797</b>	COLOR <b>GREEN/</b>
			20,041	DELIVERY DATE
YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F 4 5 F</b>	SELLING DEALER NO.		
F.T.E. NO.	P.O. NO.	R.O. DATE <b>04/04/05</b>		

MO: 20048

WARRANTY

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TECH(S): 401	WARRANTY
JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00
TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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SALES, SERVICE, PARTS STAFF

DUPLICATE INVOICE \*\*\*\*\*



**Fruitt**  
**CHEVROLET**

**PONTIAC, LLC**

905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354



ORDER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>7687</b>	INVOICE DATE <b>03/25/05</b>	INVOICE NO. <b>CVCS86551</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>7380</b>	COLOR <b>GREEN/</b>
			19,096	DELIVERY DATE
YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F 4 5 F</b>	SELLING DEALER NO.		
F.T.E. NO.	P.O. NO.	R.O. DATE <b>03/23/05</b>		

MO: 19098

WARRANTY

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TECH(S): 401	WARRANTY
JOB # 1 TOTAL LABOR & PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00
TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

TO SAY THANK YOU FOR YOUR BUSINESS, AND TELL EVERYONE HERE AT FRUITT CHEVROLET & PONTIAC IS COMMITTED TO YOUR COMPLETE SATISFACTION.

CHRIS HODGSON, SHANNON MOORE, & MARK ALEXANDER  
SALES, SERVICE, PARTS STAFF

DUPLICATE INVOICE \*\*\*\*\*



**Fruitt**  
**CHEVROLET**

**PONTIAC, LLC**

905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354



ORDER NO. <b>30205</b>	ADVISOR <b>FREDDIE BAISDEN</b>	TAG NO. <b>841</b>	INVOICE DATE <b>07/06/05</b>	INVOICE NO. <b>CVCS89958</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>23,793</b>	COLOR <b>GREEN/</b>
				DELIVERY DATE
YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1 G 1 Z S 5 2 F 4 5 F</b>	SELLING DEALER NO.		
F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/30/05</b>		

MO: 23793

WARRANTY

ANY WARRANTIES ON THE SOLD HEREBY ARE THOSE OF THE MANUFACTURER. THE SELLER, FRUITT CHEVROLET-PONTIAC, LLC, EXPRESSLY DISCLAIMS WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, CHEVROLET-PONTIAC, LLC ASSUMES NO AUTHORITY TO ASSURE ANY OTHER PERSON TO ASSUME LIABILITY IN CONNECTION WITH SALE OF SAID PRODUCTS.

Customer's Signature: \_\_\_\_\_

Notice Pursuant to Section 27.001, Texas Property Code: I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to this repair contract. I understand that this vehicle is subject to repossession in accordance with §9.603, Texas Property Code, and the Texas Motor Vehicle Code, if a vehicle lienholder has stopped, dishonored because of non-payment of funds, or funds, or the drawer or maker of the account on which drawn has been closed.

Signature of Person Releasing Title for Person Releasing Title: \_\_\_\_\_

NOT RESPONSIBLE FOR DAMAGE TO CARS OR ARTICLES IN CASE OF FIRE, OR OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS IN PARTS SHIPMENT BY COURIER OR TRANSPORTER.

TECH(S): 401	WARRANTY
JOB # 1 TOTAL PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00
JOB # 2 TOTAL LABOR & PARTS	0.00
TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC.	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

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CHRIS HODGSON, SHANNON MOORE, & MARK ALEXANDER  
SALES, SERVICE, PARTS STAFF

DUPLICATE INVOICE \*\*\*\*\*

**Pruitt****CHEVROLET**

PONTIAC, LLC

905 Sheppard Rd.

Burkburnett, Texas 76354

Phone: (940) 569-5271

(800) 787-7337

Fax: 940-569-2582

Date:

9-15-05

Fax to:

Fax #

866-715-8517

Number of Pgs:

11

Attn:

L9409

Comments:

Here Are All Service

Copys . Car Info is on the way

From Pruitt dx-



CASE ASSESSMENT BY: Laura Salter Siebel/CARS Request No: 1-333179647

Customer Name: [REDACTED]

Year of Vehicle: 2005 Make: Chevrolet Model: Malibu Current Mileage: 26,041

Vehicle ID No.: 1G1ZS52F45F [REDACTED] In Service Date: 07-23-04 Purchased: New/Used Used  
If used: 03-17-05/18,422

What is customer seeking: Replacement Vehicle

**VEHICLE REPAIR HISTORY**

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle Hesitates And Cuts Out When Going Around Curves**

Date:	Mileage:	Days Out:	Description of Repair:
06-30-05	23,793	7	Replaced fuel pump
07-25-05	24,707	2	No problem found at this time
08-19-05	26,043	34	Replaced fan harness per bulletin 04-06-03-010A

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SES Light Comes On**

Date:	Mileage:	Days Out:	Description of Repair:
07-21-05	24,557	2	Cleaned surfaces and reinstalled gas cap
08-11-05	25,381	2	Installed updated calibration to PCM and replaced gas cap
08-19-05	26,043	34	Replaced hose assembly

**OTHER SYMPTOM/CONCERN: Power Steering Locks Up**

Date:	Mileage:	Days Out:	Description of Repair:
04-04-05	20,041	2	Replaced steering column
04-08-05	20,246	10	Replaced steering gear

**OTHER SYMPTOM/CONCERN: Growling Noise In Front End**

Date:	Mileage:	Days Out:	Description of Repair:
03-30-05	19,871	2	Could not duplicate
04-19-05	20,358	3	Replaced stabilizer bushings and links-Replaced R/F hub

Total Days Out of Service: 64? (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:  NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Repairs Only

**AVM and/or DEALER RECOMMENDATION(s):**  
Repair the vehicle under the terms of the warranty

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**  
Repair the vehicle under the terms of the warranty

Decision reached by CRM: Arbitrate case:  N  Settle case: Y

Team Manager Approval:

Date:



**GMC**

---

GENERAL MOTORS BUSINESS RESOURCE CENTER

September 15, 2005

**Attn:Johnette Kuhn  
Pruitt  
Fax#940-322-1728**

**Re: [REDACTED]  
2005 Chevrolet Malibu  
VIN#1G1ZS52F45F [REDACTED]**

The above referenced customer has filed a Better Business Bureau complaint that is being handled by the Alternative Dispute Resolution Division of the Business Resource Center of General Motors. It is imperative that I have copies of the following documents in order to properly assess this case.

- **Copies of original signed buyer's order, finance agreement and actual cash value of trade-in which is usually found on a used car appraisal sheet or a dealer recap sheet.**

Please FAX them to me at **(866) 715-8517 Attention Laura Salter** as soon as possible.

Your cooperation is greatly appreciated. If you have any questions regarding this matter, feel free to contact me directly at the number below.

Sincerely,

Laura Salter  
General Motors  
Business Resource Center  
Ph# 800-231-1841, Ext. 58587

CC:SR# 1-333179647



June 9, 2005

(REDACTED0)  
(REDACTED  
New Orleans, LA

Service Request: 1-335752120  
Customer Relationship Manager: Kristy Miller

Dear (REDACTED):

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-932-4368 extension 39071 on Monday through Friday during the hours of 10:30 a.m. and 7:00 p.m. Pacific Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

**INFORMATION Redacted PURSUANT TO THE  
FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)**

October 28, 2010

(REDACTED)

(REDACTED)

New Orleans, LA (REDACTED)

Service Request: 1-335752120

Customer Relationship Manager: Sarah Faulkner

Dear (REDACTED):

We sincerely regret that you experienced a concern with your 2005 Pontiac G6, which resulted in an unexpected repair expense to you.

We value you as a Pontiac owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$250.14. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Pontiac family. If you have any future questions, please feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



May 24, 2005

(REDACTED)  
(REDACTED)  
New Orleans, LA

Service Request: 1-335752120  
Customer Relationship Manager: Kristy Miller

Dear (REDACTED):

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-932-4368 extension 39071, Monday through Friday during the hours of 1:30pm until 10:00pm Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

# DRURY HOTELS

Drury Inn & Suites New Orleans  
820 Poydras St.  
New Orleans, LA 70112-1016



FILE #

1-335752120

RECEIVED JUL 22 2005

PONTIAC CUSTOMER ASSISTANCE

P.O. Box 33172

DETROIT, MI

48232-5172

48232+5172-72 B051

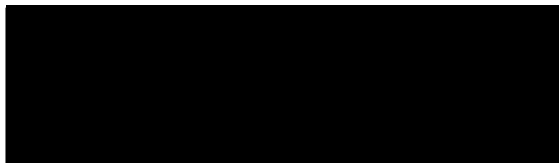




To Whom it May Concern,

This is the information involving  
File # 1-335752120. If you need  
Any further information please contact me @  
504-616-6730. Please mail any correspondence

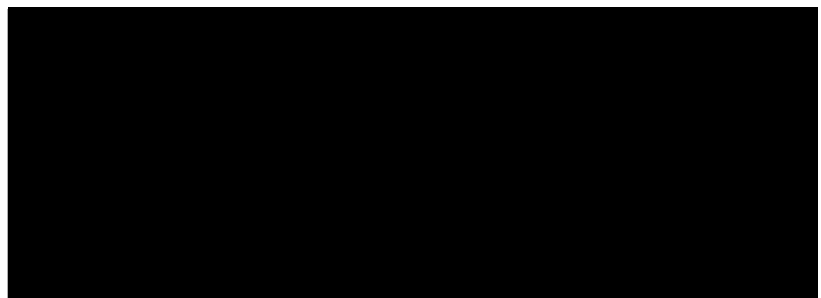
to :



New Orleans, LA

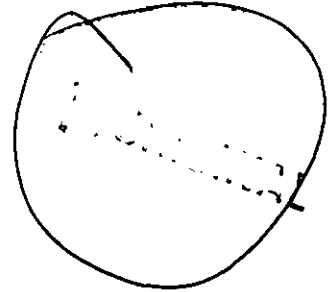


Thank you,





18225 EASTEX FREEWAY • HUMBLE, TEXAS 77396  
(281) 359-3600 • FAX (281) 359-1529



CUSTOMER NO. <b>12277</b>	ADVISOR <b>R. BRYAN MOURFIELD 1013</b>	TAG NO. <b>2452</b>	INVOICE DATE <b>05/16/05</b>	INVOICE NO. <b>1PCS23742</b>
NEW ORLEANS, LA	LABOR RATE	LICENSE NO.	MILEAGE <b>4,020</b>	COLOR <b>BRONZE MIST</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / 4DR SDN</b>		DELIVERY DATE <b>03/09/05</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 5 5 4</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.	P.O. DATE <b>05/16/05</b>	
COMMENTS				

JOB# 1 CHARGES-----  
 LABOR-----  
 J# 1 10GCZC CHECK ENGINE LIGHT 0 TECH(S):9986 WARRANTY  
 CUST STATES CHECK ENG LIGHT COMING ON  
 NO ENGINE DTC'S  
 JOB# 1 TOTALS-----  
 JOB# 1 JOURNAL PREFIX 1PCS JOB# 1 TOTAL 0.00  
 JOB# 2 CHARGES-----

LABOR-----  
 J# 2 06GCZ STEERING/SUSPENSION TECH(S):9986 WARRANTY  
 CUST STATES POWER STEERING MESSAGE INTERMITTENTLY COMING ON  
 AND LOSES POWER STEERING ASSIST  
 DIAGNOSED C0545 WAS INSTRUCTED TO PERFORM PI AIC 3126 AND  
 INSPECT CONNECTOR 3 ON EPS MODULE FOR LOOSE FIT CALLED  
 TAC ASSISTANCE AND OPENED CASE. (CASE #8187945). IF  
 UNABLE TO DUPLICATE INSTRUCTED TO RELEASE VEHICLE. IF  
 PROBLEM OCCURS AGAIN CUSTOMER IS TO BRING VEHICLE BACK IN  
 FOR US TO CONTACT OELPHI ENGINEER.  
 JOB# 2 TOTALS-----  
 JOB# 2 JOURNAL PREFIX 1PCS JOB# 2 TOTAL 0.00

COMMENTS-----  
 TOWED IN-ROADSIDE ASSISTANCE  
 TOTALS-----

\*\*\*\*\*  
 \* NEXT RECOMMENDED SERVICE: \*  
 \* 08/08/2005 / 7020 MI 50GCZINPAIR INSPECT AIR FILTER \*  
 \*\*\*\*\*  
 TOTAL LABOR.... 0.00  
 TOTAL PARTS.... 0.00  
 TOTAL SUBLET... 0.00  
 TOTAL G.O.G.... 0.00  
 TOTAL MISC CHG. 0.00  
 TOTAL MISC DISC 0.00  
 TOTAL TAX..... 0.00  
**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE \_\_\_\_\_

NOTICE PURSUANT TO PROPERTY CODE, §70.001  
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE  
 PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF  
 THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT.  
 I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO  
 REPOSSESSION IN ACCORDANCE WITH BUSINESS &  
 COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR  
 OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER,  
 OR A CREDIT CARD TRANSACTION IS STOPPED, DIS-  
 HONORED BECAUSE OF INSUFFICIENT FUNDS, NO  
 FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE  
 ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT  
 OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE  
 CREDIT CARD ACCOUNT HAS BEEN CLOSED

Signature of the Person Responsible or Agent for Person  
 Responsible for Payment  
 Any warranties on the product sold hereby are those  
 made by the manufacturer, purchaser accepts the  
 sold products "As Is" and the seller, hereby expressly  
 disclaims all warranties, either express or implied,  
 including any implied warranty of merchantability or  
 fitness for a particular purpose, and the seller  
 neither assumes nor authorizes any other person to  
 assume for it any liability in connection with the sale  
 of said products.

NOTICE  
 All Special Orders Must Be Prepaid. All Claims And  
 Returned Goods Must Be In Original, Undamaged  
 Container And Accompanied By This Invoice. There  
 Will Be A Restocking Charge On All Returned Parts.  
 No Refunds On Special Order and Electrical Parts.  
 No Refunds After 10 Days. We Are Not Responsible  
 For Any Labor On Parts Not Installed By Our Shop.



# CHAMPION PONTIAC GMC Houston North

4189906

3 5 2 8 5



\*INVOICE\*

325 FM 1960 Rd. East · HOUSTON, TEXAS 77073  
 PHONE: (281) 784-5800 · FAX: (281) 784-5850  
 Hours of Operation:  
 Monday - Friday 7 A.M. - 6 P.M.  
 Saturday 8:30 A.M - 3 P.M.

NEW ORLEANS, LA  
 HOME BUS:

DUPLICATE 1  
 PAGE 1

SERVICE ADVISOR: 1513 RAM RODRIGUEZ

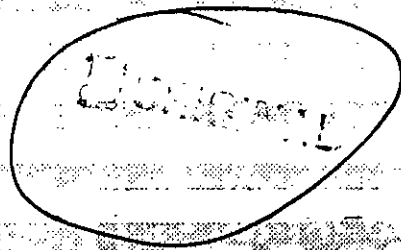
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	05	PONTIAC G6	1G2ZG528554		4035/4035	T7539	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			12:00 17MAY05		88.88	CASH	20MAY05
R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_SFI					
07:37 17MAY05	17:39 20MAY05						

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
-----------------------------	------	-----	-------

A CUSTOMER STATES THAT WHEN GOING DOWN THE ROAD AND NORMAL STEERING IT SEEMS TO LOCK UP FOR JUST A LIITTLE WHILE, THE STEERING

CAUSE: SHORTED INTERNALLY  
 E7680 COLUMN ASSEMBLY, STEERING REPLACE  
 1226 WF (N/C)  
 1 88967179 S/COL REM (N/C)  
 1 OSP OSP (N/C)

FC: 6C  
 PART#: 88967179  
 COUNT: 2  
 CLAIM TYPE:  
 AUTH CODE:  
 OJ



4035 STEERING WHEEL TORQUE SENSOR SHORTED INTERNNALLY E7680 1.50 (A6)  
 0.30 (A7) 0.20 CODE C0545 WAS STORED IN MEMORY AFTER CHECKING CIRCUITS  
 FOUND THAT THE STEERING WHEEL TORQUE SENSOR WAS SHORTED INTERNALLY  
 REPLACE STEERING COLUMN

\*\*\*\*\*

<p>NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE</p> <p>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 §9.609, 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 ORDER HAS NO ACCOUNT OR THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.</p> <p>Signature of Person Responsible or Agent for Person Responsible</p> <p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<p>STATEMENT OF DISCLAIMER</p> <p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">DESCRIPTION</th> <th style="width: 20%;">TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>MISC. CHARGES</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>TOTAL CHARGES</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>LESS INSURANCE</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>SALES TAX</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td style="text-align: right;">0.00</td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	0.00	TOTAL CHARGES	0.00	LESS INSURANCE	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	0.00
DESCRIPTION	TOTALS																					
LABOR AMOUNT	0.00																					
PARTS AMOUNT	0.00																					
GAS, OIL, LUBE	0.00																					
SUBLET AMOUNT	0.00																					
MISC. CHARGES	0.00																					
TOTAL CHARGES	0.00																					
LESS INSURANCE	0.00																					
SALES TAX	0.00																					
PLEASE PAY THIS AMOUNT	0.00																					

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

**CUSTOMER COPY**

ENTERPRISE  
RENT-A-CAR

HOUSTON INT CONSOLID FACILITY  
17302 PINE CUI  
HOUSTON, TX 770326023  
(281) 230-8200  
BRANCH: 0640  
TICKET: 569124

**XEROX COPY**

PETER STELING  
DATE: 05/17/2005 0835 PM  
TO: 05/20/2005 0454 PM  
VEHICLE: 05 KIA OPTI 4DLX  
VEHICLE LICENSE: [REDACTED]

3 DAYS	@	42.95	=	128.85
3 CDW	@	14.99	=	44.97
3 PAI/PLC	@	5.00	=	15.00
AP/ACCESS	@	11.110*	=	16.45
6.450 GALLONS	@	3.50	=	22.58
FACILITY			=	10.50
*TX REND			=	4.20
Sales Tax	@	15.000/	=	29.17
TOTAL				271.72

CHARGE TO CARD: [REDACTED] EXPIRES [REDACTED]

THANK YOU FOR YOUR BUSINESS  
ENTERPRISE RENT-A-CAR



0640 Jimmy T.

OWNER OF VEHICLE:  
BRANCH ADDRESS:

RENTAL TYPE		SOURCE #	ID #	RENTAL AGREEMENT NO. <b>D</b>
RENTER				
START CHARGES IF DIFFERENT				
ORIGINAL VEHICLE				
COLOR Silver	LICENSE NO. 328 DRK	[REDACTED]		
MODEL Optima	ECAR# TH5059			
MILE-AGE IN: 2N OUT: 1974	BILL TO <input type="checkbox"/> COMPANY			
DRIVEN	ATTN: _____ PHONE: _____ EXT: _____			
CONDITION AGREED TO X RENTER	REFERENCE NUMBER	ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL I REQUEST OWNER'S PERMISSION TO ALLOW		
[Car Diagram] NO DAMAGE	PERMISSION GRANTED TO	WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT. RENTER: X [REDACTED]		
OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F	OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.			

**NOTICE: YOUR RENTAL AGREEMENT OFFERS, FOR AN ADDITIONAL CHARGE, AN OPTIONAL WAIVER TO COVER ALL OR A PART OF YOUR RESPONSIBILITY FOR DAMAGE TO OR LOSS OF THE VEHICLE. BEFORE DECIDING WHETHER TO PURCHASE THE WAIVER, YOU MAY WISH TO DETERMINE WHETHER YOUR OWN AUTOMOBILE INSURANCE OR CREDIT CARD AGREEMENT PROVIDES YOU COVERAGE FOR RENTAL VEHICLE DAMAGE OR LOSS AND DETERMINE THE AMOUNT OF THE DEDUCTIBLE UNDER YOUR OWN INSURANCE COVERAGE. THE PURCHASE OF THE WAIVER IS NOT MANDATORY. THE WAIVER IS NOT INSURANCE.**

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 5 RENTER: X	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER IS RELIEVED OF RESPONSIBILITY UP TO AMOUNT INITIALED. SEE NOTICE TO LEFT AND PAGE 3, PARAGRAPH 15. DW IS NOT INSURANCE. RENTER: X
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE/PERSONAL EFFECTS COVERAGE (PAI/PEC) SEE PAGE 2, PARAGRAPH 9 RENTER: X	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE/PERSONAL EFFECTS COVERAGE (PAI/PEC) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17. DW IS NOT INSURANCE. RENTER: X
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 8 RENTER: X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE BELOW AND PAGE 3, PARAGRAPH 16. RENTER: X

**ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.**  
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER(S) LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

REPLACEMENT VEHICLE	RENTER				
COLOR	LICENSE NO.				
MODEL	ECAR#				
MILE-AGE IN: _____ OUT: _____	OWNERS REP: _____				
DRIVEN	I WILL RETURN CAR BY:				
CONDITION AGREED TO X RENTER	DEPOSIT(S):				
[Car Diagram] NO DAMAGE	DATE	TIME	AMOUNT	PAID BY	DATE PAID

**NOTICE: BY INITIALING BELOW RENTER ACKNOWLEDGES RECEIPT OF THE FOLLOWING DISCLOSURE: "YOU MAY NOT NEED THE AUTOMOBILE INSURANCE OFFERED BY ENTERPRISE RENT-A-CAR. YOUR TEXAS AUTOMOBILE INSURANCE POLICY PROVIDES COVERAGE FOR YOUR LIABILITY WHILE OPERATING A RENTAL VEHICLE. AUTOMOBILE POLICIES ISSUED IN OTHER STATES OR COUNTRIES MAY ALSO DUPLICATE THIS COVERAGE. THE PURCHASE OF AUTOMOBILE RENTAL LIABILITY INSURANCE IS NOT REQUIRED AS A CONDITION OF RENTING AN AUTOMOBILE."**

RENTER: X [REDACTED] DATE: 5-17-05

TOTAL CHARGES	AMOUNT DUE		
DEPOSITS			
REFUNDS			
CLOSED BY			
PAID BY	CASH	CHECK	CARD
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY

IN 04:54PM 5/20/05  
OUT 08:35PM 5/17/05

ENTERPRISE LEASING COMPANY OF HOUSTON  
17302 PINE CUT 281-230-8200  
HOUSTON TX 77032-6028 0640  
RENTAL TYPE R SOURCE LEISURE- 999

RENTAL AGREEMENT  
D569124  
PAGE 1 OF 1

24-HOUR DAY

UNIT 1  
UNIT # THS059  
LIC# [REDACTED]  
MODEL OPTI  
COLOR SILVER  
IN 2763  
OUT 1974

RENTER  
[REDACTED]  
ROCKVILLE CTR NY [REDACTED]  
LOCAL:  
(H) [REDACTED] (W) [REDACTED]

SUMMARY OF CHARGES  
DAY = 24 HOUR PERIOD  
MILES  
NO CHARGE

3 DAYS @ 42.95 128.85

DR. LICENSE [REDACTED]  
STATE NY EXPIRE 9/28/10  
DOB 9/28/74 HT WT  
EYES HAIR  
S.S.#  
EMPLOYER

BILL TO N CUST #  
SCAR



		FACILITY	10.50
DAMAGE WAIVER	051705/052005	3 DAYS DW @	14.99 44.97
PAI / PEC	051705/052005	3 DY PAI/PEC	5.00 15.00
ADDITIONAL DRIVER		*TX REMB	4.20
LICENSE # [REDACTED]		MTR VH TAX	15.00 29.17
STATE LA EXPIRES 1/01/08 AGE 24		FUEL	22.58
PERMISSION TO LEAVE STATE		CONCESS*	16.45
YES NO X		TOTAL CHARGES	271.72
CUSTOMER SIGNATURE ON FILE		DEPOSITS	271.72
PAYMENT INFORMATION		REFUND	

CLAIM INFO  
POL/CLAIM/PO#

INSURED

LOSS DATE  
THEFT ACCIDENT

TYPE CAR

AMOUNT PD. BY TYPE DATE AUTH  
271.72 MC SALE 5/20/05 873433

SHOP 0640 RETURN  
PHONE 281-446-8800  
NAME

OPENED BY #3895Z JEREMY R THOMPSON  
CLOSED BY #4797R BRADLEY J SCHARF



# LOUISIANA AUTO INSURANCE IDENTIFICATION CARD

An insurer authorized to transact business in Louisiana has issued the Motor Vehicle Policy identified hereon. The coverage provided by this policy meets the minimum liability insurance limits prescribed by law.

NAIC NUMBER  
38587

COMPANY  
AIG National Insurance Company  
P.O. Box 1802 Alpharetta, GA 30022-3537  
(800)334-9641

POLICY NUMBER

EFFECTIVE DATE  
03-09-2005

EXPIRATION DATE  
09-09-2005

VEHICLE DESCRIPTION

YEAR MAKE/MODEL  
2005 PONTIAC-G6-

VEHICLE IDENTIFICATION NUMBER  
1G2ZG628554

INSURED

New Orleans, LA

This card must be carried in the vehicle at all times as evidence of liability insurance.

## IMPORTANT NOTICE

La R.S. 32:863.1 requires that an operator of a motor vehicle produce upon demand by law enforcement officer documentation of motor vehicle security which is required to be maintained within the vehicle at all time.

Failure to comply may result in fines, revocation of registration privileges and block against the renewal or issuance of a driver's license.

INSURANCE AGENT:

A-able agencies  
3309 youree drive  
Shreveport, LA 71105  
(318) 865-2222

TEL NO:

EXCLUDED DRIVERS: NONE

Policy Inquiry:  
1-800-633-4028

Loss Reporting:  
1-888-244-6163

# MESSAGE

Message For \_\_\_\_\_

from \_\_\_\_\_ date \_\_\_\_\_

number \_\_\_\_\_

message \_\_\_\_\_

best call back time \_\_\_\_\_ date \_\_\_\_\_

taken by \_\_\_\_\_

AM  
PM

WS

*Voiced Check  
for 220.28*

**AUTOMOBILE ID CARDS  
FORM NO. G8105 (02/92)**

ECOP



Louisiana Department of  
Public Safety and Corrections  
Office of Motor Vehicles  
PO Box 64886  
Baton Rouge, LA 70896

# REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

**THIS REGISTRATION CERTIFICATE MUST BE CARRIED IN THE VEHICLE AT ALL TIMES**

11 N TI/LICENSE CODE	NKJ666 LICENSE PLATE	03/2007 EXPIRATION	1G2ZG528554 VEHICLE IDENTIFICATION NUMBER			05/10/2005 DATE	0900 DOMICLE	23200.00 SALES PRICE OR VALUE
PONT MAKE	G6 MODEL/WEIGHT	SD BODY	GRY/ COLOR	2005 YEAR	000210 ODOMETER	 DRIVER'S LICENSE #/IN	OCL CITY LIMITS	46.00 LICENSE FEE
 OWNER'S NAME					1 MT			TOW FEE
 STREET					03/09/2005 TAX DATE		04/18/2005 EFFECTIVE DATE	LICENSE CREDIT
BETHANY CITY/STATE	LA			EST	2 SCD	1740.96 RENTIANCE	CITATION DATE	LICENSE PENALTY
NAME					STATUS	WT	22700.00 TAXABLE VALUE	TRADE-IN VALUE LICENSE PENALTY CREDIT
STREET			MRTO	500.00 REBATE		901.19 STATE SALES TAX	760.45 PIM SALES TAX	LICENSE TRANSFER FEE
CITY/STATE		ZIP			STATE TAX PENALTY	PIM TAX PENALTY	46.00 NET LICENSE FEES	
<b>VEHICLE IS SUBJECT TO LIEN(S) AS FOLLOWS</b>					1 # OF LIENS	STATE INTEREST	PIM INTEREST	PARISH FEE
GMAC FIRST LIENHOLDER			04/18/2005 DATE		STATE TAX CREDIT	WHEELCHAIR LIFT	10.00 MORTGAGE FEE	
P O BOX 8104 STREET					STATE PENALTY CREDIT	PIM PENALTY CREDIT	MISCELLANEOUS FEE	
COCKEYSVILLE MD CITY/STATE		21030 ZIP			9.91 STATE VENDOR'S COMP	PIM VENDOR'S COMP	SERVICE HANDLING FEE	
SECOND LIENHOLDER			DATE		891.28 NET STATE TAX	760.45 NET PIM TAX	18.50 TITLE FEE	
STREET					6.74 TOURISM	8.00 TITLE HANDLING FEE		
CITY/STATE		ZIP						
SMC DEALER CODE	0101 CLASS	SPECIAL CODES	PRIV AUTO USE	OLD EXPIRATION				ADMINISTRATIVE FEE
1L FLAGS			DATE/SEQUENCE NUMBER				R.P. FEE	
PREVIOUS TITLE	STATE	PREVIOUS LICENSE NUMBER	EXPIRATION	REPRINT	HCST	138 OFFICE NUMBER	1658.47 TOTAL TAXES	82.50 TOTAL FEES
N NAU	03/09/2005 DATE ACQUIRED	CURRENT LA TITLE	MICROFILM NUMBER	7 SEQ NUMBER	0925 8687 OPERATOR/SCOPE	**	1740.97 TOTAL	

ECOP



**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530



CHECK No. [REDACTED]

50-937  
213

DATE  
07/29/05

\*\*\*\*\*250 DOLLARS

\*\*\*\*14 CENTS

AMOUNT  
\*\*\*\*\*250.14

PAY  
TO THE  
ORDER  
OF

[REDACTED]  
 NEW ORLEANS LA [REDACTED]

North American Operations  
 General Motors Corporation  
 Disbursement Account

*Richard [REDACTED]*  
 SIGNATURE

The Chase Manhattan Bank, N.A.  
 Syracuse, New York

AUDIT

[REDACTED]

**North American Operations**

General Motors Corporation  
 Disbursements (2613)  
 PO Box 62530  
 Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT DATE 07/29/05

VENDOR DUNS NO. BB 000000143

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528554 [REDACTED]	07/28/05 1-3357521	VM 1-5TDQVR 20.1-5TDQVR	00.0000	250.14	.00	250.14
<b>TOTAL</b>				250.14	.00	250.14

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

100000

October 28, 2010

(REDACTED)  
(REDACTED)  
Charlevoix, MI (REDACTED)

Service Request: 1-346430999  
Customer Relationship Manager: Tai Ethridge

Dear (REDACTED):

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 866-942-4368 extension 47090 on Monday through Friday during the hours of 8:00am to 4:45pm CST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

General Motors Corporation

**INFORMATION Redacted PURSUANT TO THE  
FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)**



October 28, 2010

(REDACTED)  
(REDACTED)  
Charlevoix, MI (REDACTED)

Service Request: 1-346430999  
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If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

General Motors Corporation



# Purchase and Delivery Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

  
 Charlevoix MI  
  


JUN 29 2005

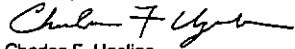
Home telephone:   
 Change to: ( ) \_\_\_\_\_

Please provide us with your preferred email address:

Dear :

Thank you for choosing Pontiac! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of Pontiac and Crown Motors Of Charlevoix Ltd toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for buying a Pontiac.

Sincerely,  
  
 Charles F. Ugolino  
 Director of Operations

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- Please check this box if you no longer own/lease this 2005 G6, and return the questionnaire.

## About Your Pontiac Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. Thinking about your dealership, how satisfied were you with...					
- The convenience of the dealership's showroom hours? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your inspection? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
2. How satisfied are you that you were treated in a professional and courteous manner? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Pontiac vehicles? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you <u>offered</u> a demonstration ride/drive in the model of your choice? .....	Yes	No	Does Not Apply/Not Required			
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5. When you picked up your 2005 G6, were you greeted with friendliness and enthusiasm? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. Were you <u>offered</u> ...						
- An orientation tour of the dealership, including the Service Department? .....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
- An orientation drive at the time of delivery to become familiar with your new vehicle before taking it home? .....	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			

117438

Please complete other side 



**About Your Sales Consultant - continued.**

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of...						
- Your vehicle's features and operations? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The features and benefits of OnStar® service? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Pontiac's 24-hour Roadside Assistance Program? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new Pontiac? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Pontiac? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns? .....	Yes	No	Don't Know/ Not Sure			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant? .....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	?
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**About the Financial Process**

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Summing Up Your Experience**

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Crown Motors Of Charlevoix Ltd? .....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership? .....	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
16. Based on your experience to date, how satisfied are you with your 2005 G6? .....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
17. Are you ...	<input type="checkbox"/> Male	<input checked="" type="checkbox"/> Female				
18. Your age ...	<input type="checkbox"/> Under 25	<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 35 - 44	<input checked="" type="checkbox"/> 45 - 54	<input type="checkbox"/> 55 - 64	<input type="checkbox"/> 65 or older
19. May we include your name when providing this survey information to your dealership?					<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
20. Do you have any other comments/recommendations about Crown Motors Of Charlevoix Ltd?						

*see attached!*

**If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737**

**Thank You!!**

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

PONTIAC, P.O. BOX 10054, TOLEDO, OH 43699-0054

117438

June 22, 2005

To Whom It May Concern:

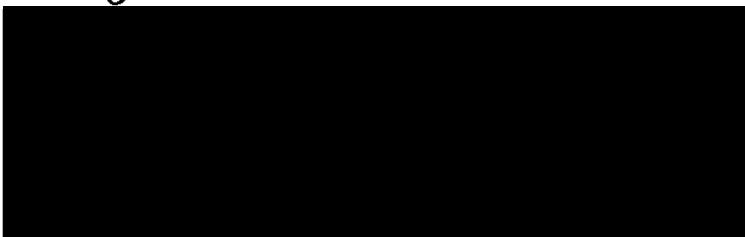
*My new car has a steering problem. Crown Motors calls it a hitch in the steering. They claim they can't fix it. I was told I would have to "live" with this "hitch" until a recall was issued.*

*Also, the car has a stalling problem and they can't figure that out either. The attached service report says that the car stalled once. The fact is, it has stalled twice.*

*My problem: I need a vehicle that is dependable. I don't feel like I got what I paid for. I either need this car fixed or a complete refund. I spent a lot of money on a car that doesn't run as expected.*

*Please advise me on this issue. Jim Sylvain of Crown Motors told me on Friday, June 17<sup>th</sup>, that my car cannot be fixed.*

*Regards,*





UNIT# 5P26

5479082

**COPY**

110007

**CROWN MOTORS OF CHARLEVOIX LIMITED**

06684 US-31 Hwy. South  
Charlevoix, Michigan 49720  
Phone (231) 547-9900  
F# 138885  
www.crownmotors.com

*DATE 6/17/05  
RETURN out  
MILEAGE  
1004*

CHARLEVOIX, MI  
HOME: [REDACTED]

\*INVOICE\*  
DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 8921 JIM SYLVAIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	05	PONTIAC G6	1G2ZH528354 [REDACTED]		934/934	T689	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
13MAY05 IS			17:00 13JUN05		0.00	CASH	17JUN05
R.O. OPENED	READY	OPTIONS: STK:5P26 ENG:IX9 TRN:MX0 1)OHIO INDEMNITY GAP 025097 2)SIMONIZ SYSTEM5 S250915					
07:34 08JUN05	13:51 17JUN05						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL  
 A STALLED ONCE WHEN PULLING INTO PARKING LOT  
 CAUSE: 1  
 62 MISC REPAIR  
 65 WG40 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHECKED FOR CODES NO CODE CK FOR BULITANS NONE TEST DROVE MULTIPAL TIMES UNABLE TO GET IT TO S TALL

\*\*\*\*\*

B STEERING HAS HITCH IN IT WHEN TURNING AT LOW SPEED FROM CENTER  
 62 MISC REPAIR  
 65 WG40 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

934 CHECK STEERING AND FOUND NOTHING WRONG. LOOKED FOR CODES AND FOUND NONE. STEERING EFFORT AND ROTATION FEELS NORMAL. CAR TOO NEW FOR BULLITENS OR RECALLS IF THERE IS ANY

\*\*\*\*\*

C SEND TO CLEANUP FOR SIMONIZING  
 62 MISC REPAIR  
 65 CPG 0.00 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

934  
 \*\*\*\*\*

<b>TERMS: STRICTLY CASH OR CREDIT CARD</b> Power of Attorney - Know all men these Presents that the undersigned does hereby constitute and appoint CROWN MOTORS LIMITED my(our) true and lawful attorney to sign name, place and stead of the undersigned on any insurance Checks or Drafts issued by insurance company covering any repairs to my(our) automobile authorized by myself(ourselves) in whatever manner is necessary to place check or draft in a cashable position. I(we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. Date _____ Customer _____ Witness _____	We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor  All parts and repairs listed were furnished in compliance in the Michigan Auto Repair Act P.A. 300.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
LABOR RATE BASED ON \$ _____ MECH.		PARTS AMOUNT	0.00
LABOR RATE BASED ON \$ _____ BODY SHOP		GAS, OIL, LUBE	0.00
* MISC. SUPPLIES: A token charge equivalent to 10% or less of our labor charge, maximum of \$20.00, for supplies used in or on your vehicle. Applicable items are nuts, bolts, washers, tape, pins, solvents, lubricants, solder, window sealers, mats, towels, aero-sprays W/D WASTE DISPOSAL AND ETC.		SUBLET AMOUNT	0.00
		DEDUCTIBLE, RENTAL & SUPPLIES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
	TAX# 38-2947081	PLEASE PAY THIS AMOUNT	0.00

Chevrolet

Buick

Pontiac

Cadillac

Chrysler

Dodge

Jeep

Jim Sylvain  
Service Advisor

**CROWN MOTORS**  
OF CHARLEVOIX LIMITED

06684 US 31 Hwy. South  
Charlevoix, MI 49720  
www.crownmotors.com

Phone: 231-547-9900  
1-800-968-7400  
Fax: 231-547-3294



MARK OF EXCELLENCE

**JEFFREY A. BEAUCHAMP**  
Sales & Leasing Consultant

Phone (231) 547-9900 Ext 285  
Fax (231) 547-6800  
Toll Free 800-968-7400

**CHEVROLET**  
**BUICK**  
**PONTIAC**  
*Cadillac*

**CROWN MOTORS OF**  
**CHARLEVOIX LTD**  
06684 US HWY 31 S  
CHARLEVOIX, MI 49720

October 28, 2010

(REDACTED)  
(REDACTED)  
Centerville, TN (REDACTED)

Service Request: 1-347607011  
Customer Relationship Manager: Michelle Mock

Dear (REDACTED):

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

**INFORMATION Redacted PURSUANT TO THE  
FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C.  
552(B)(6)**





2005 G6 - GT SEDAN  
59U GRANITE METALLIC /V6G  
19C EBONY

PONTIAC/GMC DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 2AD49618703

ORDER NO. HNKVS9/TRE STOCK NO.  
VIN 1G2 ZH52 82 54

\*\*\*\*\*16\*18327S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 11/11/04
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 11/11/04
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 11/19/04
FR9 AXLE RATIO 3.29	N/C	N/C	INT COM 11/19/04
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	PRC EFF 11/10/04
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G1824 G1824
PCH PREMIUM VALUE PACKAGE INCLUDES	2345.00	2087.05	WFP-S QTR OPT-1
* (4) WHEELS, 17" CHROMETECH			BANK: GMAC - 340
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			CHG-TO 18-327
* SUNROOF, POWER TILT & SLIDE			SHIP WT: 3417
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			HP: 32.9
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GMS: 22622.70
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	SUPPLR: 23637.35
			MRM: 26420.00
			MEMO 1164.75

TOTAL MODEL & OPTIONS	24795.00	22666.55	ACT 231	22547.70
DESTINATION CHARGE	625.00	625.00	H/B 261	743.85
LAM DEALER CONTRIBUTION		123.98	ADV 261	123.98
LAM GROUP CONTRIBUTION		247.95	EXP 65A	247.95

TOTAL 25420.00 23663.48 PAY 310 23663.48  
MEMO: TOTAL LESS HOLDBACK AND  
APPROX WHOLESALE FINANCE CREDIT 22570.13

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*  
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

RAY MILLER BUICK-PONTIAC-GMC, INC. REMIT TO GMAC NO. 340  
VIN 1G2ZH528254  
\$ 23663.48 INV 2AD49618703  
DUE 11/19/04 DEALER 18-327



**TOWNSEND CHEVROLET-BUICK-PONTIAC, INC.**

125 WEST MAIN STREET • TELEPHONE: (731) 847-3921

PARSONS, TENNESSEE 38363

FAX# 731-847-3961

Date: 7-27-05

Chevrolet 17703

Buick 52822

Pontiac 19673

To: Carolyn October

From: Deron Jones - Svc. Mgr.

As per your request 7-27-05 - Concerning [REDACTED]  
repair orders - power steering concerns

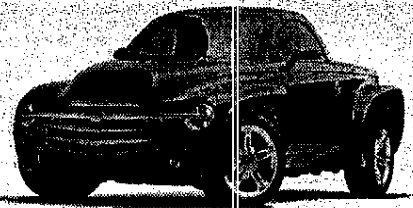
Thanks

Deron Jones



# TOWNSEND CHEVROLET BUICK PONTIAC

125 W. Main St. • Parsons, TN 38363 • Ph. 731-847-3921 • Fax 731-847-3961  
 www.townsendchevroletbuickpontiac.com



R/O	VIN	DATE IN	
17370	1G2ZH528254	07/18/05	
YEAR	MAKE	MODEL	COLOR
2005	PONTIAC	G6	GRAY
MILES IN	MILES OUT	FIRST USE	USC.
8961	8961	00/00/00	LINDEN TN
SEE ALSO	REG	W:	WRITER
	H: (931)	-	5666
			DERON

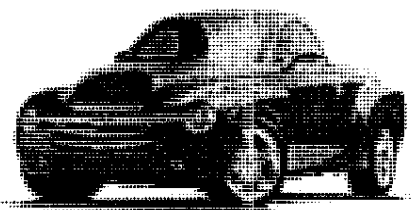
(1) CUSTOMER STATES LOSE OF POWER STEERING AT TIM CODE C0545 STEERING CALIBRATION NOT LEARNED. RELEARN STEERING CAL, WHEEL POS. CALIBRATION AND CALIBRATE TORQUE SENSOR. VEHICLE SENT TO US FROM RAY MILLER PONTIAC IN AL. THEY ALREADY HAD TAC CASE OPENED #830882 3. TEST DROVE VEHICLE 52 MILES WITH NO FURTHER CODES OR WARNING MESSAGES. (Tech:05)	E7631	6D	OL	A	5	(0001)	25.73
<b>Total Repair (Warranty)</b>							<b>25.73</b>
(2) COURTESY TRANSPORTATION (Tech:02)	Z7902	98	MJ	A	0	(00621)	126.00
<b>Total Repair (Warranty)</b>							<b>126.00</b>
(3) FUEL DELIVERY (Tech:02)	Z8013	98	MJ	A	2	(004)	10.29
	4.601 GAL	17370				(3001)	10.03
<b>Total Repair (Warranty)</b>							<b>20.32</b>

172.05	+263		
36.02	-462	14.00	662 247
126.00	-466	126.00	666 246
10.03	-466	10.03	666 246

X Page 1 of 1 Job 17370 <b>17370 Accounting Copy</b>	36.02	.00	Labor	.00
	.00	.00	Parts	.00
	136.03	.00	Sublet	.00
	.00	.00	Waste Disposal	.00
	.00	.00	Oil/Grease	.00
172.05	.00	Total	.00	
		Tax		
172.05	.00	Total	.00	

**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 of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this product.

# TOWNSEND CHEVROLET BUICK PONTIAC



125 W. Main St. • Parsons, TN 38363 • Ph. 731-847-3921 • Fax 731-847-3961  
 www.townsendchevroletbuickpontiac.com

R/O		VIN		DATE IN	
17412		1G2ZH528254		07/25/05	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2005	PONTIAC	G6	GRAY	11:56	
MILES IN	MILES OUT	FIRST USE	LISC.	CLOSED	
9108	9108	00/00/00	LINDEN TN	07/25/05	
SEE ALSO			H: (931)	W:	WRITER 5666
					DERON

(1) VEHICLE LOSES PS AND WARNING MESSAGE COMES ON DISPLAY  
 CODE C0545 STORED IN COMPUTER  
 REPLACE STEERING COLUMN AND CONTROLLER (Tech:05)

E7680	SD	OL	A	14	(0082)	72.03
(F)88967179	(S/COL RE)			1	(36402)	286.48
15225637	(MOTOR W/CONTRO)			1	(51861)	221.25
Total Repair (Warranty )						579.76

579.76 +263			
72.03 -462	28.00	662	247
507.73 -480	372.78	680	242

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SIGNATURE

	W/C	INT.	CUSTOMER
72.03		.00 Labor	.00
507.73		.00 Parts	.00
.00		.00 Sublet	.00
.00		.00 Waste Dispos	.00
.00		.00 Oil/Grease	.00
579.76		.00 Total	.00
		Tax	
579.76		.00 Total	.00



**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661

**GMC**

RO: 102136  
 Cashier: 000016 09:08-1  
 Date Out: 03/15/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982

Stock #: 5P468

VIN: 1G2ZH528254

2005 PONT G6

Miles-In: 262 Out: 262

Delivered: 03/05/2005

In Service: 03/05/2005

CLIFTON TN

Work:

Home:

Cellular:

Advisor: 000028-RUSSELL CASTILE

Hat:

Date In: 03/08/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SWPC	000008W		CUSTOMER STATES HORN BLOW WHEN TURNING AIR BAG MODULE CAUSING HORN TO GROUND OUT SPAC CASE #01237103 REPLACE MODULE	Admin Hours:	0.00
	PO:		HRS 0.9 C8835 OF 6G	MODULE AB 14.865	Operation Total:	0.00
	Parts:	1	15219396	PO: 1114		
	SUBLET					
*B	SWPC	000099		CUSTOMER STATES NEEDS RENTAL CAR	Admin Hours:	0.00
	5 DAY RENTAL		Z7905 MJ 98	PO: 1117	Operation Total:	0.00
	PO:					
	SUBLET					

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ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

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"All parts installed are new/salvaged or reconditioned parts. TERMS: STRICTLY CASH unless arrangements made."

Signature \_\_\_\_\_

Thank you for allowing us to serve you!





**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661

**GMC**

RO: 102480  
 Cashier: 000016 09:08-1  
 Date Out: 04/08/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #: 5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 865 Out: 865  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

Home: [REDACTED] Work: [REDACTED]  
 Cellular: [REDACTED]  
 Advisor: 000028-RUSSELL CASTILE

Hat: [REDACTED] Date In: 03/25/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price	
						Labor Total:	0.00
A	SCPC	000099		CUSTOMER STATES CK SWIRLS IN PAINT NO PROBLEM FOUND		Operation Total:	0.00
B	SWPC	000099		CUSTOMER STATES VIBRATION AT ABOUT 60 MPH FRT TIRES OUT OF ROUND REPLACE BOTH FRT. TIRES PO: E0432 O4 3M C2255017 5.880 Parts: 2 89052136 PO: 1134 SUBLET		Admin Hours:	0.00
						Operation Total:	0.00

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Signature \_\_\_\_\_

Thank you for allowing us to serve you!



**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-8681

**GMC**

RO: 102721  
 Cashier: 000016 09:09-1  
 Date Out: 04/29/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 1871 Out: 1871  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

CLIFTON TN [REDACTED]

Home: [REDACTED]

Work: [REDACTED]

Cellular: [REDACTED]

Hat: [REDACTED]

Date In: 04/08/2005

Advisor: 000016-WARREN HOFFMAN

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SWPC	000099		CUSTOMER STATES VIBRATION AT 60 MPH AND HIGHER TEST SHOW BACK TWO TIRES OUT OF ROUND REPLAC BOTH REAR TIRES		
	PO:	E0432 O4 3M			Admin Hours:	0.00
	Parts: 2	89052136		C2255017 5.880	Operation Total:	0.00

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Signature \_\_\_\_\_

Thank you for allowing us to serve you!



**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661

**GMC**

RO: 103206  
 Cashier: 000028 09:09-1  
 Date Out: 05/06/2005  
 Status: MODIFIED REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 3755 Out: 3755  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

Home: [REDACTED] Work: [REDACTED]  
 Cellular: [REDACTED]  
 Advisor: 000028-RUSSELL CASTILE Hat: [REDACTED]

Date In: 05/06/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price	
						Labor Total:	0.00
A	SCPC	000099		CUSTOMER STATES RIGHT FRT DOOR MOLDING LOOSE PARTS ORDERED		Operation Total:	0.00
						Labor Total:	0.00
B	SCPC	000099		CUSTOMER STATES RIGHT REAR DOOR MOLDING LOOSE PARTS ORDERED		Operation Total:	0.00
C	SPA	000040		CUSTOMER STATES CHANGE OIL, OIL FILTER, LUBE CHASSIS AS NEEDED TOP OFF ALL FLUID LEVELS, ADJUST TIRE PRESSURE COMPLETED		Operation Total:	0.00
	Parts:						
			1	OIL FLTR	1.636		
			5	OIL10W30Q	8.800		

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 TERMS: STRICTLY CASH unless arrangements made.

ALL REPAIRS SUBJECT TO A MINIMUM OF 1.5 HOUR DIAGNOSTIC TIME.

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!





**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661

**GMC**

RO: 103359  
 Cashier: 000016 09:09-1  
 Date Out: 05/16/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 4136 Out: 4136  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

CLIFTON TN [REDACTED]

Work: [REDACTED]

Home: [REDACTED]  
 Cellular: [REDACTED]  
 Advisor: 000028-RUSSELL CASTILE

Hat: [REDACTED]

Date In: 05/13/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SWPC	000096W		CUSTOMER STATES RIGHT FRONT DOOR MOLDING IS COMMING LOOSE		
				TRIM COMING LOOSE		
				REPLACE TRIM	Admin Hours:	0.00
			HRS 0.5	B7863 ON 2P MOLDING 12.112		
			PO: 1	89024126 PO: 1173	Operation Total:	0.00
B	SWPC	000096W		CUSTOMER STATES RIGHT REAR DOOR MOLDING IS COOMING LOOSE		
				TRIM COMING LOOSE		
				REPLACH TRIM	Admin Hours:	0.00
			HRS 0.5	B7963 ON 2P MOLDING 12.114		
			PO: 1	89024128 PO: 1173	Operation Total:	0.00

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Signature \_\_\_\_\_

Thank you for allowing us to serve you!



**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661



RO: 104236  
 Cashier: 000028 09:09-1  
 Date Out: 06/29/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 8296 Out: 8296  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

Home: [REDACTED]  
 Cellular: [REDACTED]  
 Advisor: 000028-RUSSELL CASTILE

Work: [REDACTED]

Hat: Date In: 06/29/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price	
						Labor Total:	8.75
A	SCPC	000082Q	101	CUSTOMER STATES CHANGE OIL, OIL FILTER, LUBE CHASSIS AS NEEDED TOP OFF ALL FLUID LEVELS, ADJUST TIRE PRESSURE COMPLETE			
	Parts:	1	25010792	OIL FLTR	1.836	6.70	
		5	12345616	OIL10W30Q	8.800	1.47	
						Total Parts:	14.05
						Operation Total:	22.80
						Labor Total:	14.25
B	SCPC	000082R	RTT	CUSTOMER STATES ROTATE TIRES COMPLETE			
						Operation Total:	14.25
C	SWPC	000082		CUSTOMER STATES CIG. LIGHTER IS INOP. TEST SHOW BAD FUSE REPLACE FUSE			
	PO:	1	HRS 0.2	N1720 OJ 6C		Admin Hours: 0.00	
	Parts:	1	88909757	FUSE KIT	8.965	Operation Total: 0.00	

Customer Pay Labor: 23.00  
 Customer Pay Parts: 14.05  
 SUPPLIES AND/OR HAZARDOUS WASTE REMOVAL: 1.15  
 Customer Pay Subtotal: 38.20  
 Customer Pay Sales Tax: 1.12  
 Customer Total Due: 39.32

Chk: 39.32

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Signature: \_\_\_\_\_

Thank you for allowing us to serve you!



**Ray Miller**  
**Buick · Pontiac · GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-8661

**GMC**

RO: 104348  
 Cashier: 000016 09:10-1  
 Date Out: 07/14/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
2005 PONT G6

Miles-In: 8631 Out: 8631

CENTERVILLE TN [REDACTED]

Delivered: 03/05/2005

In Service: 03/05/2005

Home: N/A

Work: [REDACTED]

Cellular: [REDACTED]

Advisor: 000028-RUSSELL CASTILE

Hat:

Date In: 07/05/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SWPC	000008W		CUSTOMER STATES VEHICLE HAS NO POWER STEERING TEST SHOW CODE U2109.TEST SYSTEM POWER STEERING WORKING CORRECT.CALLED TAC CASE #8308823. TAC ADVISED US TO CK BCM FOR GOOD CONNECTION.CK FOR POOR GROUND AT TRANS.CK POWER STEERING CONTROL MODULE FOR LOOSE CONNECTION (CONT.LINE C) PO: HRS 0.5 OTHER 3.0 N6628 OJ 7P E 0090 H SUBLET PO: 1224	Admin Hours:	0.00
					Operation Total:	0.00
*B	SWPC	000099		CUSTOMER STATES NEEDS RENTAL 6 DAYS RENTAL PO: Z7906 MJ 98 SUBLET PO: 1233	Admin Hours:	0.00
					Operation Total:	0.00
*C	SCPC	000008		CUSTOMER STATES LINE A CONT. FOUND THAT CONNECTION C2 TO POWER STEERING CONTROL MODULE WAS PULLED TIGHT AND PUTTING STRAIN ON CONNECTOR. REROUTED C2 CONNECTOR .RETURN TO NORMAL OPERATION.TEST DROVE CALLED TAC BACK AND REPORTED FINDINGS	Labor Total:	0.00
					Operation Total:	0.00

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ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!





**Ray Miller Buick-Pontiac-GMC, Inc.**

246 Cox Creek Parkway  
Florence, Alabama 35630  
(256) 764-9661

SEND TO: *Carolyn*

FROM: *Edna Beaven*

ATTENTION:

DATE:

FAX NUMBER: *256 766 1464*

PHONE NUMBER:

OFFICE LOCATION:

DEALER CODES

BUICK 38-435

PONTIAC 18-327

GMC 50-111

TOTAL PAGES, INCLUDING COVER 7

COMMENTS:

07/27/2005  
09:28

RAY MILLER BUICK PONTIAC GMC  
Sales Summary

ACSS\_NU  
Page: 1

For Retail Transactions  
SOLD Saturday, 03/05/2005 through Saturday, 03/05/2005

NEW VEHICLE SALES

BOOK DATE	DEAL MAKE	SHORT VIN	CUST NUMBER	SELLING PRICE	ACTUAL C.O.S	COMM C.O.S	TRADE INCOME	COMM PROFIT	NON-COMM PROFIT	BACKEND PROFIT	GROSS PROFIT
03/05/05	PONT	54	13982	23463.48	22919.63	23663.48	0.00	-200.00	543.85	750.00	1293.85
03/05/05	PONT	54	13985	24484.60	25488.00	25488.00	0.00	-1003.40	-1003.40	0.00	-1003.40
SALES TOTAL		2		47948.08	48407.63	49151.48	0.00	-1203.40	-459.55	750.00	290.45

# RETAIL PURCHASE CONTRACT

**RAY MILLER BUICK GMC, Inc.**

246 Cox Creek Parkway Telephone 764-9661

FLORENCE, ALABAMA 35630



36894

**DATE**  
03/05/2005

**SALESMAN**  
VIC RAGSDALE

PENALTY OF TEN DOLLARS (\$10) DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 10 CALENDAR DAYS.

CUSTOMER	[REDACTED]	HOME PHONE	[REDACTED]	OFFICE PHONE	256
BILLING ADDRESS	[REDACTED]	ZIP	[REDACTED]	COUNTY	WAYNE
ADDRESS	[REDACTED]	ZIP	[REDACTED]		

NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	DEMO <input type="checkbox"/>	YEAR	MAKE	MODEL	BODY	COLOR	ENGINE
			2005	PONT	G6	4D	GRY	6

STOCK NUMBER	5P46B	SERIAL NUMBER	1 6 2 7 H 5 2 8 2 5 4	This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the Division.
--------------	-------	---------------	-----------------------	--

STOCK CARS LIST ONLY DEALER ADDED OPTIONS									
ORDERED CARS - LIST ALL OPTIONS ON ORDER COPY									
	ADDITIONS	YES	NO	AMT.		ADDITIONS	YES	NO	AMT.
1					6				
2					7				
3					8				
4					Some dealer added options may not be General Motors Parts.				
5									

SELLING PRICE (INC. FRT.)	\$ 23,463.48
ADM FEE & AL. TITLE FEE	N/A
TOTAL ADDITIONS	N/A
SALES TAX	N/A
TOTAL CASH DEL. PRICE	23,463.48
EQUITY OR NET ALLOW	N/A
FARNER REBATE	750.00
CASH ON DEL.	N/A
TOTAL DOWN PAYMENT	750.00
SUBTOTAL	22,713.48
CPP	1,605.00
UNPAID BALANCE	24,318.48

DESCRIPTION OF TRADE-IN						
YEAR	MAKE	MODEL/SERIES	BODY	COLOR	ENGINE	

SERIAL NUMBER	[REDACTED]
TRADE IN ALLOW.	N/A
UPON VERIFICATION BUYER AGREES TO PAY ANY AMOUNT EXCEEDING THIS FIGURE	→
BALANCE OWED ON TRADE-IN	N/A
PAYOFF	N/A

PAYOFF	CHECK NO.	DATE
PAYOFF LIENHOLDER		
ADDRESS		ZIP
PAYOFF QUOTED BY	GOOD THRU	

BALANCE TO BE PAID IN ONE PAYMENT OF \$	N/A	UPON DELIVERY
FINANCING LIENHOLDER	GMAC	
LIENHOLDER ADDRESS	DULUTH GA 30096	ZIP 30096

**TERMS AND CONDITIONS AND DISCLAIMER OF WARRANTY**

Purchaser agrees that this Order includes all of the terms and conditions on the face hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. I warrant the truth and accuracy of the foregoing information and I hereby certify that I am over 19 years of age. I hereby acknowledge having read and understood all the provisions of this page and RECEIPT OF A COPY OF THIS CONTRACT. **LIMITATION OF WARRANTY.** If the motor vehicle hereby ordered by buyer is a used vehicle, and if this order is accepted by RAY MILLER BUICK GMC, Inc. (herein "Seller") the purchaser hereby acknowledges and agrees that the said automobile is being sold "as is", subject only to the following agreement, viz: if the said vehicle is returned by purchaser to the place of business of Seller within thirty (30) days from the date of this order, Seller will, with reasonable promptness, make necessary repairs of such defective conditions in the said vehicle, or replace defective parts, which defective conditions or parts existed at the date of this order, as may be necessary to place the said vehicle in good operating condition, at a cost to buyer of 50% of the normal charge that Seller would make for such repairs or replacements. Repairs shall be limited to internal lubricated parts of engine, transmission and drive axle. Payment for such repairs or replacements by the buyer shall be due before the vehicle is redelivered to buyer. With regard to the condition of the subject vehicle Seller makes no representations, warranties or conditions with respect to the said vehicle, expressed, implied, or statutory, or otherwise, except as herein contained. And no agent, servant, or employee of Seller has any authority to waive, alter, or modify this limitation in any way whatsoever.

**PURCHASER HEREBY ACKNOWLEDGES HE HAS HEREBY READ AND UNDERSTANDS THE FOREGOING LIMITATIONS.**

ACCEPTED BY BUYER SIGNATURE [REDACTED]

NOTICE - BE SURE YOUR SALESMAN GIVES YOU A SIGNED COMPANY RECEIPT FOR ANY CASH TENDERED



# CERTIFICATE OF ORIGIN FOR A VEHICLE

4558



DATE  
11/11/04

VEHICLE IDENTIFICATION NO.  
1G2ZH528254

BODY TYPE  
G6 - GT SEDAN

H.P. (S.A.E.)  
32.9

G.V.W.R.  
4443

YEAR  
2005

NO. CYLS.  
06

RBI PD019

INVOICE NO.

2AD49618703

MAKE  
PONTIAC

SHIPPING WEIGHT  
3417

SERIES OR MODEL  
2ZH49

I, the undersigned authorized representative of the company, firm or corporation named herein, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

RAY MILLER BUICK-PONTIAC-GMC, INC.  
240 COX CREEK PKWY  
FLORENCE

18327 HNKV69

AL 35630-6909

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

\*\*\*\*\*  
\* THIS VEHICLE \*  
\* HAS A \*  
\* 50-STATE \*  
\* EMISSION \*  
\* SYSTEM \*  
\*\*\*\*\*

PONTIAC/GMC DIVISION  
GENERAL MOTORS CORPORATION

*Richard C. ...*

BY

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G39272274

DETROIT

MI 48243-1114

CITY STATE

GM 521 REV. 7-98

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any other state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and stated here in the vehicle title value receipt. I warrant the vehicle is in the condition shown on this certificate to:

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1**

NAME OF PURCHASER: [REDACTED]  
 ADDRESS: [REDACTED]  
 I certify to the best of my knowledge that the odometer reading is 44 No Tenth  
 DEALER: Ray Miller Buick Pontiac GMC 83182 BY: [Signature]  
 NAME OF DEALERSHIP: \_\_\_\_\_ DEALER'S LICENSE NUMBER: \_\_\_\_\_  
 State of: Alabama Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of: LAUDERDALE Notary Public

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2**

NAME OF PURCHASER(S): \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenth  
 DEALER: \_\_\_\_\_ BY: \_\_\_\_\_  
 NAME OF DEALERSHIP: \_\_\_\_\_ DEALER'S LICENSE NUMBER: \_\_\_\_\_  
 State of: \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of: \_\_\_\_\_ Notary Public

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3**

NAME OF PURCHASER(S): \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenth  
 DEALER: \_\_\_\_\_ BY: \_\_\_\_\_  
 NAME OF DEALERSHIP: \_\_\_\_\_ DEALER'S LICENSE NUMBER: \_\_\_\_\_  
 State of: \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of: \_\_\_\_\_ Notary Public

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4**

NAME OF PURCHASER(S): \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenth  
 DEALER: \_\_\_\_\_ BY: \_\_\_\_\_  
 NAME OF DEALERSHIP: \_\_\_\_\_ DEALER'S LICENSE NUMBER: \_\_\_\_\_  
 State of: \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of: \_\_\_\_\_ Notary Public

**ODOMETER DISCLOSURE FOR RETAIL SALE**

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and/or imprisonment.  
 I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: Odometer Reading: \_\_\_\_\_ No Tenth.  The mileage stated is in excess of the mechanical limit.  The odometer reading is not the actual mileage.  
**WARNING: ODOMETER DISCREPANCY**

Signature(s) of Seller(s): \_\_\_\_\_ Dealer's No. \_\_\_\_\_ Date of Statement: \_\_\_\_\_ Date of Sale: \_\_\_\_\_  
 Printed Name(s) of Seller(s): \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 Signature of Purchaser(s): \_\_\_\_\_  
 Printed Name of Purchaser(s): \_\_\_\_\_ State of: \_\_\_\_\_ Notary Public  
 Company Name (if Applicable): \_\_\_\_\_  
 Address of Purchaser(s): \_\_\_\_\_ County of: \_\_\_\_\_

**LIENHOLDER**

1st lien in favor of: GMAC  
 whose address is: P.O. Box 100050 Duluth GA 30096  
 2nd lien in favor of: \_\_\_\_\_  
 whose address is: \_\_\_\_\_

GM521 REV. 1-2000

**RETAIL INSTALMENT SALE CONTRACT**

**GMAC FLEXIBLE FINANCE PLAN**

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
[REDACTED]	RAY MILLER BUICK PONTIAC GMC 246 COX CREEK PKWY FLORENCE AL 35630

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	PONTIAC	1G27H58A234 [REDACTED]	<input type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input checked="" type="checkbox"/> Business <input type="checkbox"/>

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
7.99%	\$ 622	\$ 24,715.66	\$ 24,347.40	\$ 24,391.40

**Insurance:** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You may provide the required insurance through an existing policy. You may also buy it through someone independent of us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
36	\$ 415.45	Monthly beginning 04/24/2005	

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$10 and a maximum charge of \$100.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

**Check the insurance you want and sign below:**

**Optional Credit Insurance:**

Credit Life:  Buyer  Co-Buyer  Both

Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

ITEMIZATION OF AMOUNT FINANCED	
1 Cash price (including any accessories, services, and taxes)	\$ 24,391.40 (1)
2 Total downpayment = (If negative enter 0, and see line 4H below)	
Gross trade-in \$	N/A
+ favor by seller \$	N/A
= net trade-in \$	N/A
+ cash \$	N/A
+ other (describe)	\$ 0
3 Unpaid balance of cash price (1 minus 2)	\$ 24,391.40 (2)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of those amounts):	
A Cost of optional credit insurance paid to the insurance company or companies:	

(Insurance Company)

(Home Office Address)

Credit life, insurance, and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability



Life \$ \_\_\_\_\_

Disability \$ \_\_\_\_\_

B Other insurance paid to the insurance company \$ \_\_\_\_\_

C Official fees paid to government agencies (describe) \$ \_\_\_\_\_

D Government taxes not included in cash price (describe) \$ \_\_\_\_\_

E Government license and/or registration fees \$ \_\_\_\_\_

F Government certificate of title fees \$ \_\_\_\_\_

G Other charges (Seller must identify who is paid and describe purpose.)

To	for	\$
to	for	\$
to	for	\$
to	for	\$
to	for	\$
to	for	\$

H Net trade - in payoff to \$ \_\_\_\_\_

Total other charges and amounts paid to others on your behalf \$ \_\_\_\_\_ (4)

5 Amount financed (3 + 4) \$ \_\_\_\_\_ (5)

insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance

\_\_\_\_\_

Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ \_\_\_\_\_

(Insurance Company) \_\_\_\_\_

(Home Office Address) \_\_\_\_\_

I want the insurance checked above:

X \_\_\_\_\_

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_

Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

**HOW THIS CONTRACT CAN BE CHANGED:** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X \_\_\_\_\_ Co-Buyer Signs X \_\_\_\_\_

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any or all rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements. If we assign this contract to General Motors Acceptance Corporation (GMAC), the GMAC Dispute Resolution Agreement you sign with this contract will apply to claims related to this contract.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.**

You agree to the terms of this contract and the GMAC Dispute Resolution Agreement. You confirm that before you signed this contract and the GMAC Dispute Resolution Agreement, we gave them to you, and you were free to take them and review them. You confirm that you received a completely filled-in copy of these documents when you signed them.

**CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.**

Buyer Signs X \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signs X \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyers and Other Owners: A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here: X \_\_\_\_\_ Date \_\_\_\_\_ Address \_\_\_\_\_

Creditor Signs \_\_\_\_\_ Date \_\_\_\_\_ By X \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns its interest in this contract to:  General Motors Acceptance Corporation (GMAC)  GMAC Automotive Bank  Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse	Assigned without recourse or with limited recourse
Seller _____	Seller _____
By _____	By _____
Title _____	Title _____



**Ray Miller Buick-Pontiac-GMC, Inc.**

246 Cox Creek Parkway  
Florence, Alabama 35630  
(256) 764-9661

SEND TO: *Carolyn*

FROM: *Edna Beaven*

ATTENTION:

DATE:

FAX NUMBER: *256 766 1464*

PHONE NUMBER:

OFFICE LOCATION:

DEALER CODES

BUICK 38-435

PONTIAC 18-327

GMC 50-111

TOTAL PAGES, INCLUDING COVER 1

COMMENTS:

# General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]  
VIN: 1G2Z1528254 [REDACTED] (or see attached list\*)

## CUSTOMER INCENTIVE(S)

1. **Customer Incentive**  
I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a)  to the down payment on this vehicle, (b)  where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied) or (c)  a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
Bonus Cash	\$ 500	GPO
TUC Coupon	\$ 250	LPI
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 750.00	

**Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example Division supported financing/leasing, etc.)

- a. I elect to receive \_\_\_\_\_ in lieu of \_\_\_\_\_ or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

### --- CUSTOMER AND DEALER ACKNOWLEDGMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 3/05/05 I acknowledge receipt of incentive(s) as described in Item # \_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 3/05/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 3/05/05  
Dealership Name: RAY MILLER BUICK PONTIAC GMC Dealer Code: 18327  
38435  
50111

\* List must include VIN, Delivery Date and Program Reference



**Overallowance/Incentives/Negative Equity Form (non-Florida)**

**Customer:** (REDACTED)

**Request #:** 1-347607011

**BBB#:** PGM0582072

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

**\* PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$23,463.48
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$25,420.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$1,956.52

Trade Allowance (from dealer Bill of Sale)	\$0
Actual Cash Value Statement	\$0
Difference (if positive, this is the overallowance)	\$0

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$0
Actual Cash Value Statement	\$0
Difference (if positive, this is the negative equity )	\$0

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$23,463.48
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$750.00

Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$22,713.48



**Ray Miller Buick-Pontiac-GMC, Inc.**

246 Cox Creek Parkway  
Florence, Alabama 35630  
(256) 764-9661

SEND TO: *Carolyn*

FROM: *Edna Beaven*

ATTENTION:

DATE:

FAX NUMBER: *256 766 1464*

PHONE NUMBER:

OFFICE LOCATION:

DEALER CODES

BUICK 38-435

PONTIAC 18-327

GMC 50-111

TOTAL PAGES, INCLUDING COVER 1

COMMENTS:



# General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]  
VIN: 1G2Z1528254 [REDACTED] (or see attached list\*)

## CUSTOMER INCENTIVE(S)

1. **Customer Incentive**  
I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a)  to the down payment on this vehicle, (b)  where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied) or (c)  a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
Bonus Cash	\$ 500	GPO
TUC Coupon	\$ 250	LPI
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$ 750.00	

**Other Program Selection** (Which may or may not be in lieu of customer incentive programs, for example Division supported financing/leasing, etc.)

- a. I elect to receive \_\_\_\_\_ in lieu of \_\_\_\_\_ or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

### --- CUSTOMER AND DEALER ACKNOWLEDGMENT ---

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 3/05/05 I acknowledge receipt of incentive(s) as described in Item # \_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 3/05/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 3/05/05  
Dealership Name: RAY MILLER BUICK PONTIAC GMC Dealer Code: 18327  
38435  
50111

\* List must include VIN, Delivery Date and Program Reference

Privileged and Confidential Information

CASE ASSESSMENT BY: CAROLYN OCTOBER

Siebel/CARS Request No: 1-347607011

**Customer Name:** (REDACTED)

**Year of Vehicle:** 2005

**Make:** PONTIAC **Model:** G6

**Current Mileage:** 9101

**Vehicle ID No.:** 1G2ZH528254XXXXXX **In Service Date:** 3/5/05

**Purchased:** New

**What is customer seeking:** REPURCHASE/REPLACEMENT

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: STEERING STOPES WORKING

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
7/5/05	8631	10	Cust sts the veh has no power steering Re route C2 connector.
7/20/05	8961	3	Cust sts there is lose of power steering. Relearn steering calibration.
7/25/05	9108	1	Cust sts lose of power warning message comes on. Replace steering column and controller.

**Total Days Out of Service:** 14 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

**VEHICLE MEETS PRESUMPTION LEMON LAW?**

**YES:**

**NO:**

**What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? ALL REMEDIES**

**AVM and/or DEALER RECOMMENDATION(s):**

NO RESPONSE

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**

CRM WILL OFFER CUST 6/100,000 ON STEERING. IF CUST DOES NOT ACCEPT, CRM WILL OFFER A GMPP VALUE GUARD FOR 5/60

**Decision reached by CRM:** Arbitrate case:

**Settle case:**

Team Manager Approval:

Date:



**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661

**GMC**

RO: 102136  
 Cashier: 000016 09:08-1  
 Date Out: 03/15/2005  
 Status: REPRINT  
 CLOSED

Customer: 3982 Stock #: 5P468

VIN: 1G2ZH528254

2005 PONT G6  
 Miles-In: 262 Out: 262

Delivered: 03/05/2005  
 In Service: 03/05/2005

Home: [REDACTED]  
 Cellular: [REDACTED]  
 Advisor: 000028-RUSSELL CASTILE

Work: [REDACTED]

Hat:

Date In: 03/08/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SWPC	000008W		CUSTOMER STATES HORN BLOW WHEN TURNING		
				AIR BAG MODULE CAUSING HORN TO GROUND OUT		
				SPAC CASE #01237103		
				REPLACE MODULE	Admin Hours:	0.00
				PO: HRS 0.9 C8835 OF 6G		
				Parts: 1 15219396 PO: 1114 MODULE AB 14.865	Operation Total:	0.00
				SUBLET		
*B	SWPC	000099		CUSTOMER STATES NEEDS RENTAL CAR		
				5 DAY RENTAL	Admin Hours:	0.00
				PO: Z7905 MJ 98		
				SUBLET PO: 1117	Operation Total:	0.00

I hereby authorize the repair work herein 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 the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. RAY MILLER PONTIAC BUICK GMC hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and RAY MILLER PONTIAC BUICK GMC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by RAY MILLER PONTIAC BUICK GMC in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts. TERMS: STRICTLY CASH unless arrangements made."

Signature \_\_\_\_\_

Thank you for allowing us to serve you!





**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661

**GMC**

RO: 102480  
 Cashier: 000016 09:08-1  
 Date Out: 04/08/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #: 5P468  
 [REDACTED]  
 CLIFTON TN [REDACTED]  
 Home: [REDACTED] Work: [REDACTED]  
 Cellular: [REDACTED] Hat: [REDACTED]  
 Advisor: 000028-RUSSELL CASTILE

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6  
 Miles-In: 865 Out: 865  
 Delivered: 03/05/2005  
 In Service: 03/05/2005  
 Date In: 03/25/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price	
						Labor Total:	0.00
A	SCPC	000099		CUSTOMER STATES CK SWIRLS IN PAINT NO PROBLEM FOUND		Operation Total:	0.00
B	SWPC	000099		CUSTOMER STATES VIBRATION AT ABOUT 60 MPH FRT TIRES OUT OF ROUND REPLACE BOTH FRT. TIRES PO: E0432 O4 3M C2255017 5.880 Parts: 2 89052136 PO: 1134 SUBLET		Admin Hours:	0.00
						Operation Total:	0.00

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Signature \_\_\_\_\_

Thank you for allowing us to serve you!



**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-8681

**GMC**

RO: 102721  
 Cashier: 000016 09:09-1  
 Date Out: 04/29/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 1871 Out: 1871  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

CLIFTON TN [REDACTED]

Home: [REDACTED]  
 Cellular: [REDACTED]  
 Advisor: 000016-WARREN HOFFMAN

Work: [REDACTED]

Hat: Date In: 04/08/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SWPC	000099		CUSTOMER STATES VIBRATION AT 60 MPH AND HIGHER TEST SHOW BACK TWO TIRES OUT OF ROUND REPLAC BOTH REAR TIRES		
	PO:		E0432 O4 3M			Admin Hours: 0.00
	Parts: 2		89052136	C2255017 5.880		Operation Total: 0.00

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Signature \_\_\_\_\_

Thank you for allowing us to serve you!



**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661

**GMC**

RO: 103206  
 Cashier: 000028 09:09-1  
 Date Out: 05/06/2005  
 Status: MODIFIED REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 3755 Out: 3755  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

Home: [REDACTED] Work: [REDACTED]  
 Cellular: [REDACTED]  
 Advisor: 000028-RUSSELL CASTILE Hat: [REDACTED]

Date In: 05/06/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price	
						Labor Total:	0.00
A	SCPC	000099		CUSTOMER STATES RIGHT FRT DOOR MOLDING LOOSE			
				PARTS ORDERED		Operation Total: 0.00	
						Labor Total:	0.00
B	SCPC	000099		CUSTOMER STATES RIGHT REAR DOOR MOLDING LOOSE			
				PARTS ORDERED		Operation Total: 0.00	
						Labor Total:	0.00
C	SPA	000040		CUSTOMER STATES CHANGE OIL, OIL FILTER, LUBE CHASSIS AS			
				NEEDED TOP OFF ALL FLUID LEVELS, ADJUST TIRE PRESSURE			
				COMPLETED			
	Parts:	1	25010792	OIL FLTR	1.636		
		5	12345616	OIL10W30Q	8.800		
						Operation Total:	0.00

I hereby authorize the repair work herein 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 the vehicle to secure the amount of repairs thereto.

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 TERMS: STRICTLY CASH unless arrangements made.

ALL REPAIRS SUBJECT TO A MINIMUM OF 1.5 HOUR DIAGNOSTIC TIME.

Signature: \_\_\_\_\_

Thank you for allowing us to serve you!





**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661

**GMC**

RO: 103359  
 Cashier: 000016 09:09-1  
 Date Out: 05/16/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #: 5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 4136 Out: 4136  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

CLIFTON TN

Work: [REDACTED]

Home: [REDACTED]

Cellular: [REDACTED]

Advisor: 000028-RUSSELL CASTILE

Hat:

Date In: 05/13/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SWPC	000096W		CUSTOMER STATES RIGHT FRONT DOOR MOLDING IS COMMING LOOSE		
				TRIM COMING LOOSE		
				REPLACE TRIM	Admin Hours:	0.00
				PO: HRS 0.5 B7863 ON 2P		
				Parts: 1 89024126 MOLDING 12.112		
				SUBLET PO: 1173	Operation Total:	0.00
B	SWPC	000096W		CUSTOMER STATES RIGHT REAR DOOR MOLDING IS COOMING LOOSE		
				TRIM COMING LOOSE		
				REPLACH TRIM	Admin Hours:	0.00
				PO: HRS 0.5 B7963 ON 2P		
				Parts: 1 89024128 MOLDING 12.114		
				SUBLET PO: 1173	Operation Total:	0.00

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Signature \_\_\_\_\_

Thank you for allowing us to serve you!



**Ray Miller**  
**Buick - Pontiac - GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-9661



RO: 104236  
 Cashier: 000028 09:09-1  
 Date Out: 06/29/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
 2005 PONT G6

Miles-In: 8296 Out: 8296  
 Delivered: 03/05/2005  
 In Service: 03/05/2005

CLIFTON TN [REDACTED]

Work: [REDACTED]

Home: [REDACTED]  
 Cellular: [REDACTED]  
 Advisor: 000028-RUSSELL CASTILE

Hat: [REDACTED] Date In: 06/29/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price	
						Labor Total:	8.75
A	SCPC	000082Q	101	CUSTOMER STATES CHANGE OIL, OIL FILTER, LUBE CHASSIS AS NEEDED TOP OFF ALL FLUID LEVELS, ADJUST TIRE PRESSURE COMPLETE			
	Parts:	1	25010792	OIL FLTR	1.836	6.70	
		5	12345616	OIL10W30Q	8.800	1.47	
						Total Parts:	14.05
						Operation Total:	22.80
						Labor Total:	14.25
B	SCPC	000082R	RTT	CUSTOMER STATES ROTATE TIRES COMPLETE			
						Operation Total:	14.25
C	SWPC	000082		CUSTOMER STATES CIG. LIGHTER IS INOP. TEST SHOW BAD FUSE REPLACE FUSE			
	PO:	1	HRS 0.2	N1720 OJ 6C		Admin Hours: 0.00	
	Parts:	1	88909757	FUSE KIT	8.965	Operation Total: 0.00	

Customer Pay Labor: 23.00  
 Customer Pay Parts: 14.05  
 SUPPLIES AND/OR HAZARDOUS WASTE REMOVAL: 1.15  
 Customer Pay Subtotal: 38.20  
 Customer Pay Sales Tax: 1.12  
 Customer Total Due: 39.32

Chk: 39.32

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Signature: \_\_\_\_\_

Thank you for allowing us to serve you!



**Ray Miller**  
**Buick · Pontiac · GMC**  
 246 Cox Creek Parkway  
 Florence, Alabama 35630  
 Phone: (256) 764-8661

**GMC**

RO: 104348  
 Cashier: 000016 09:10-1  
 Date Out: 07/14/2005  
 Status: REPRINT  
 CLOSED

Customer: 13982 Stock #:5P468

VIN: 1G2ZH528254 [REDACTED]  
2005 PONT G6

Miles-In: 8631 Out: 8631

Delivered: 03/05/2005

In Service: 03/05/2005

Home: N/A

Work: [REDACTED]

Cellular: [REDACTED]

Advisor: 000028-RUSSELL CASTILE

Hat:

Date In: 07/05/2005

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
A	SWPC	000008W		CUSTOMER STATES VEHICLE HAS NO POWER STEERING TEST SHOW CODE U2109.TEST SYSTEM POWER STEERING WORKING CORRECT.CALLED TAC CASE #8308823. TAC ADVISED US TO CK BCM FOR GOOD CONNECTION.CK FOR POOR GROUND AT TRANS.CK POWER STEERING CONTROL MODULE FOR LOOSE CONNECTION (CONT.LINE C) PO: HRS 0.5 OTHER 3.0 N6628 OJ 7P E 0090 H SUBLET PO: 1224	Admin Hours:	0.00
					Operation Total:	0.00
*B	SWPC	000099		CUSTOMER STATES NEEDS RENTAL 6 DAYS RENTAL PO: Z7906 MJ 98 SUBLET PO: 1233	Admin Hours:	0.00
					Operation Total:	0.00
*C	SCPC	000008		CUSTOMER STATES LINE A CONT. FOUND THAT CONNECTION C2 TO POWER STEERING CONTROL MODULE WAS PULLED TIGHT AND PUTTING STRAIN ON CONNECTOR. REROUTED C2 CONNECTOR .RETURN TO NORMAL OPERATION.TEST DROVE CALLED TAC BACK AND REPORTED FINDINGS	Labor Total:	0.00
					Operation Total:	0.00

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Signature: \_\_\_\_\_

Thank you for allowing us to serve you!





**Ray Miller Buick-Pontiac-GMC, Inc.**

246 Cox Creek Parkway  
Florence, Alabama 35630  
(256) 764-9661

SEND TO: *Carolyn*

FROM: *Edna Beaven*

ATTENTION:

DATE:

FAX NUMBER: *256 766 1464*

PHONE NUMBER:

OFFICE LOCATION:

DEALER CODES

BUICK 38-435

PONTIAC 18-327

GMC 50-111

TOTAL PAGES, INCLUDING COVER 7

COMMENTS:

07/27/2005  
09:28

RAY MILLER BUICK PONTIAC GMC  
Sales Summary

ACSS\_NU  
Page: 1

For Retail Transactions  
SOLD Saturday, 03/05/2005 through Saturday, 03/05/2005

NEW VEHICLE SALES

BOOK DATE	DEAL MAKE	SHORT VIN	CUST NUMBER	SELLING PRICE	ACTUAL C.O.S	COMM C.O.S	TRADE INCOME	COMM PROFIT	NON-COMM PROFIT	BACKEND PROFIT	GROSS PROFIT
03/05/05	PONT	54 [REDACTED]	13982	23463.48	22919.63	23663.48	0.00	-200.00	543.85	750.00	1293.85
03/05/05	PONT	54 [REDACTED]	13985	24484.60	25488.00	25488.00	0.00	-1003.40	-1003.40	0.00	-1003.40
SALES TOTAL		2		47948.08	48407.63	49151.48	0.00	-1203.40	-459.55	750.00	290.45

# RETAIL PURCHASE CONTRACT

**RAY MILLER BUICK GMC, Inc.**

246 Cox Creek Parkway Telephone 764-9661

FLORENCE, ALABAMA 35630



**36894**

**DATE**  
03/05/2005

**SALESMAN**  
VIC RAGSDALE

**PENALTY OF TEN DOLLARS (\$10) DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 10 CALENDAR DAYS.**

CUSTOMER	[REDACTED]	HOME PHONE	[REDACTED]	OFFICE PHONE	256
BILLING ADDRESS	[REDACTED]	ZIP	[REDACTED]	COUNTY	WAYNE
ADDRESS	[REDACTED]	ZIP	[REDACTED]		

NEW <input checked="" type="checkbox"/>	USED <input type="checkbox"/>	DEMO <input type="checkbox"/>	YEAR	MAKE	MODEL	BODY	COLOR	ENGINE
			2005	PONT	G6	4D	GRY	6

STOCK NUMBER	5P46B	SERIAL NUMBER	1G27H528254
--------------	-------	---------------	-------------

This vehicle is equipped with a General Motors engine produced in a General Motors plant operated by the Division.

STOCK CARS LIST ONLY DEALER ADDED OPTIONS ORDERED CARS - LIST ALL OPTIONS ON ORDER COPY										
ADDITONS	YES	NO	AMT.	ADDITONS	YES	NO	AMT.			
1			6							
2			7							
3			8							
4				Some dealer added options may not be General Motors Parts.						
5										

SELLING PRICE (INC. FRT.)	\$ 23,463.48
ADM FEE & AL. TITLE FEE	N/A
TOTAL ADDITIONS	N/A
SALES TAX	N/A
TOTAL CASH DEL. PRICE	23,463.48
EQUITY OR NET ALLOW	N/A
FARNERT REBATE	750.00
CASH ON DEL.	N/A
TOTAL DOWN PAYMENT	750.00
SUBTOTAL	22,713.48
OPP	1,605.00
UNPAID BALANCE	24,318.48

DESCRIPTION OF TRADE-IN						
YEAR	MAKE	MODEL/SERIES	BODY	COLOR	ENGINE	

SERIAL NUMBER	
TRADE IN ALLOW.	N/A
UPON VERIFICATION BUYER AGREES TO PAY ANY AMOUNT EXCEEDING THIS FIGURE	
BALANCE OWED ON TRADE-IN	
PAYOFF	N/A

PAYOFF LIENHOLDER		CHECK NO.		DATE	
ADDRESS		ZIP			
PAYOFF QUOTED BY		GOOD THRU			

BALANCE TO BE PAID IN ONE PAYMENT OF \$	N/A	UPON DELIVERY
FINANCING LIENHOLDER	GMAC	
LIENHOLDER ADDRESS	DULUTH GA 30096	ZIP 30096

**TERMS AND CONDITIONS AND DISCLAIMER OF WARRANTY**

Purchaser agrees that this Order includes all of the terms and conditions on the face hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. I warrant the truth and accuracy of the foregoing information and I hereby certify that I am over 19 years of age. I hereby acknowledge having read and understood all the provisions of this page and RECEIPT OF A COPY OF THIS CONTRACT. **LIMITATION OF WARRANTY.** If the motor vehicle hereby ordered by buyer is a used vehicle, and if this order is accepted by RAY MILLER BUICK GMC, Inc. (herein "Seller") the purchaser hereby acknowledges and agrees that the said automobile is being sold "as is", subject only to the following agreement, viz: if the said vehicle is returned by purchaser to the place of business of Seller within thirty (30) days from the date of this order, Seller will, with reasonable promptness, make necessary repairs of such defective conditions in the said vehicle, or replace defective parts, which defective conditions or parts existed at the date of this order, as may be necessary to place the said vehicle in good operating condition, at a cost to buyer of 50% of the normal charge that Seller would make for such repairs or replacements. Repairs shall be limited to internal lubricated parts of engine, transmission and drive axle. Payment for such repairs or replacements by the buyer shall be due before the vehicle is redelivered to buyer. With regard to the condition of the subject vehicle Seller makes no representations, warranties or conditions with respect to the said vehicle, expressed, implied, or statutory, or otherwise, except as herein contained. And no agent, servant, or employee of Seller has any authority to waive, alter, or modify this limitation in any way whatsoever.

**PURCHASER HEREBY ACKNOWLEDGES HE HAS HEREBY READ AND UNDERSTANDS THE FOREGOING LIMITATIONS.**

ACCEPTED	[Signature]	BUYER SIGNATURE
----------	-------------	-----------------

**NOTICE - BE SURE YOUR SALESMAN GIVES YOU A SIGNED COMPANY RECEIPT FOR ANY CASH TENDERED**



# CERTIFICATE OF ORIGIN FOR A VEHICLE

4558



DATE  
11/11/04

VEHICLE IDENTIFICATION NO.  
1G2ZH528254

BODY TYPE  
G6 - GT SEDAN

H.P. (S.A.E.)  
32.9

G.V.W.R.  
4443

YEAR  
2005

NO. CYLS.  
06

RBI PD019

INVOICE NO.

2AD49618703

MAKE  
PONTIAC

SHIPPING WEIGHT  
3417

SERIES OR MODEL  
2ZH49

I, the undersigned authorized representative of the company, firm or corporation named herein, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the invoice number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

RAY MILLER BUICK-PONTIAC-GMC, INC.  
240 COX CREEK PKWY  
FLORENCE

18327 HNKV69

AL 35630-6909

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

\*\*\*\*\*  
\* THIS VEHICLE \*  
\* HAS A \*  
\* 50-STATE \*  
\* EMISSION \*  
\* SYSTEM \*  
\*\*\*\*\*

PONTIAC/GMC DIVISION  
GENERAL MOTORS CORPORATION

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

G39272274

DETROIT

MI 48243-1114

CITY STATE

GM 521 REV. 7-95

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any other state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and waived here in the vehicle purchase agreement.

PLEASE PRINT OR TYPE CLEARLY IN ALL CAPS

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1**

NAME OF PURCHASER: [REDACTED]  
 ADDRESS: [REDACTED]  
 I certify to the best of my knowledge that the odometer reading is 44 No Tenth  
 DEALER: Ray Miller Buick Pontiac GMC 83182 BY: [Signature]  
 NAME OF DEALERSHIP: \_\_\_\_\_ DEALER'S LICENSE NUMBER: \_\_\_\_\_  
 State of: Alabama Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of: LAUDERDALE Notary Public

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2**

NAME OF PURCHASER(S): \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenth  
 DEALER: \_\_\_\_\_ BY: \_\_\_\_\_  
 NAME OF DEALERSHIP: \_\_\_\_\_ DEALER'S LICENSE NUMBER: \_\_\_\_\_  
 State of: \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of: \_\_\_\_\_ Notary Public

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3**

NAME OF PURCHASER(S): \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenth  
 DEALER: \_\_\_\_\_ BY: \_\_\_\_\_  
 NAME OF DEALERSHIP: \_\_\_\_\_ DEALER'S LICENSE NUMBER: \_\_\_\_\_  
 State of: \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of: \_\_\_\_\_ Notary Public

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4**

NAME OF PURCHASER(S): \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenth  
 DEALER: \_\_\_\_\_ BY: \_\_\_\_\_  
 NAME OF DEALERSHIP: \_\_\_\_\_ DEALER'S LICENSE NUMBER: \_\_\_\_\_  
 State of: \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 County of: \_\_\_\_\_ Notary Public

**ODOMETER DISCLOSURE FOR RETAIL SALE**

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and/or imprisonment.  
 I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: Odometer Reading: \_\_\_\_\_ No Tenth.  The mileage stated is in excess of the mechanical limit.  The odometer reading is not the actual mileage.  
**WARNING: ODOMETER DISCREPANCY**

Signature(s) of Seller(s): \_\_\_\_\_ Dealer's No. \_\_\_\_\_ Date of Statement: \_\_\_\_\_ Date of Sale: \_\_\_\_\_  
 Printed Name(s) of Seller(s): \_\_\_\_\_  
 Signature of Purchaser(s): \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
 Printed Name of Purchaser(s): \_\_\_\_\_  
 Company Name (if Applicable): \_\_\_\_\_ State of: \_\_\_\_\_  
 Address of Purchaser(s): \_\_\_\_\_ County of: \_\_\_\_\_  
 Notary Public

**LIENHOLDER**

1st lien in favor of: GMAC  
 whose address is: P.O. Box 100050 Duluth GA 30096  
 2nd lien in favor of: \_\_\_\_\_  
 whose address is: \_\_\_\_\_

GM521 REV. 1-2000

**RETAIL INSTALMENT SALE CONTRACT**

**GMAC FLEXIBLE FINANCE PLAN**

Dealer Number

Contract Number

Buyer (and Co-Buyer, if any) Name and address (include county and zip code)	Creditor (Seller name and address)
[REDACTED]	RAY MILLER BUICK PONTIAC GMC 246 COX CREEK PKWY FLORENCE AL 35033

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	PONTIAC	1G2ZL550234 [REDACTED]	<input type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input checked="" type="checkbox"/> Business <input type="checkbox"/>

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
7.99%	\$ 622	\$ 24,715.66	\$ 24,347.40	\$ 24,391.40

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
36	\$ 415.45	Monthly beginning 04/24/2005	

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$10 and a maximum charge of \$100.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

**Security Interest.** You are giving a security interest in the vehicle being purchased.

**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash price (including any accessories, services, and taxes)	\$ 24,391.40 (1)
2 Total downpayment = (If negative enter 0, and see line 4H below)	
Gross trade-in \$	N/A
+ favor by seller \$	N/A
= net trade-in \$	N/A
+ cash \$	N/A
+ other (describe)	\$ 0
3 Unpaid balance of cash price (1 minus 2)	\$ 24,391.40 (2)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of those amounts):	
A Cost of optional credit insurance paid to the insurance company or companies:	

**Insurance:** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You may provide the required insurance through an existing policy. You may also buy it through someone independent of us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

**Optional Credit Insurance:**  
 Credit Life:  Buyer  Co-Buyer  Both  
 Credit Disability (Buyer Only)  
 Premium:  
 Credit Life \$ N/A  
 Credit Disability \$ N/A

(Insurance Company)

(Home Office Address)

Credit life, insurance, and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability



Life	\$	
Disability	\$	
B Other insurance paid to the insurance company	\$	
C Official fees paid to government agencies (describe)	\$	
D Government taxes not included in cash price (describe)	\$	
E Government license and/or registration fees	\$	
F Government certificate of title fees	\$	
G Other charges (Seller must identify who is paid and describe purpose.)	\$	
to	for	\$
to	for	\$
to	for	\$
to	for	\$
to	for	\$
to	for	\$
H Net trade - in payoff to	\$	
Total other charges and amounts paid to others on your behalf	\$	(4)
5 Amount financed (3 + 4)	\$	(5)

insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

**Other Insurance**

\_\_\_\_\_

Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_

Premium \$ \_\_\_\_\_

(Insurance Company) \_\_\_\_\_

(Home Office Address) \_\_\_\_\_

I want the insurance checked above:

\_\_\_\_\_

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_

Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

**HOW THIS CONTRACT CAN BE CHANGED:** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X \_\_\_\_\_ Co-Buyer Signs X \_\_\_\_\_

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any or all rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements. If we assign this contract to General Motors Acceptance Corporation (GMAC), the GMAC Dispute Resolution Agreement you sign with this contract will apply to claims related to this contract.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.**

You agree to the terms of this contract and the GMAC Dispute Resolution Agreement. You confirm that before you signed this contract and the GMAC Dispute Resolution Agreement, we gave them to you, and you were free to take them and review them. You confirm that you received a completely filled-in copy of these documents when you signed them.

**CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.**

Buyer Signs X \_\_\_\_\_ Date \_\_\_\_\_ Co-Buyer Signs X \_\_\_\_\_ Date \_\_\_\_\_

**Co-Buyers and Other Owners -** A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here: X \_\_\_\_\_ Date \_\_\_\_\_ Address \_\_\_\_\_

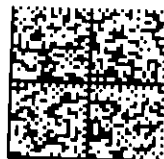
Creditor Signs \_\_\_\_\_ Date \_\_\_\_\_ By X \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns its interest in this contract to:  General Motors Acceptance Corporation (GMAC)  GMAC Automotive Bank  Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse	Assigned without recourse or with limited recourse
Seller _____	Seller _____
By _____	By _____
Title _____	Title _____



**GMC**



US POSTAGE  
\$00.390  
FEB 20 2006  
ZIP 48146  
02 1A  
2741183

MAR 01 2006

NIXIE 100 1 40 02/25/06

RETURN TO SENDER  
ATTEMPTED - NOT KNOWN  
UNABLE TO FORWARD

BC: 40232513636 \*0853-09100-21-34

10461+2218029218128





**GMC**

General Motors Corporation  
Customer Assistance Center  
P.O. Box 33136  
Detroit, Michigan 48232-5136

February 15, 2006

CUSTOMER DID NOT RECEIVE  
THIS FROM GMC

[REDACTED]  
Bronx, NY [REDACTED]

Service Request: 1-380133020  
Customer Relationship Manager: Jason Jackson

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-942-4368 ext. 45522 on Monday through Friday during the hours of 8:00 a.m. and 3:45 p.m., Central Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

Pontiac Division  
General Motors Corporation

**BUICK · PONTIAC · GMC**



October 28, 2010

(REDACT)  
(REDACT)  
Bronx, NY (REDACT)

Service Request: 1-380133020  
Customer Relationship Manager: Jason Jackson

Dear (REDACT):

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-942-4368 ext. 45522 on Monday through Friday during the hours of 8:00 a.m. and 3:45 p.m., Central Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

Pontiac Division  
General Motors Corporation









## TIRE AND LOADING INFORMATION

SEATING CAPACITY | TOTAL 5 | FRONT 2 | CENTER 0 | REAR 3

The combined weight of occupants and cargo should never exceed 416 kg or 917 lbs.

ORIGINAL TIRE SIZE	COLD TIRE INFLATION PRESSURE	
P205/65R15	FRONT	210 kPa, 30 PSI
P205/65R15	REAR	210 kPa, 30 PSI
T125/70D15	SPARE	420 kPa, 60 PSI

**SEE OWNER'S  
MANUAL FOR  
ADDITIONAL  
INFORMATION**









22570301

3  
2422425













ORA  
ORA  
ORA

BRIDGESTONE

016033  
ABS

ABS





ORA  
30102 4701  
ORA  
2271430





CHRYSLER

Frankie's  
LOWEST PRICES  
SINCE 1977

844990  
109999

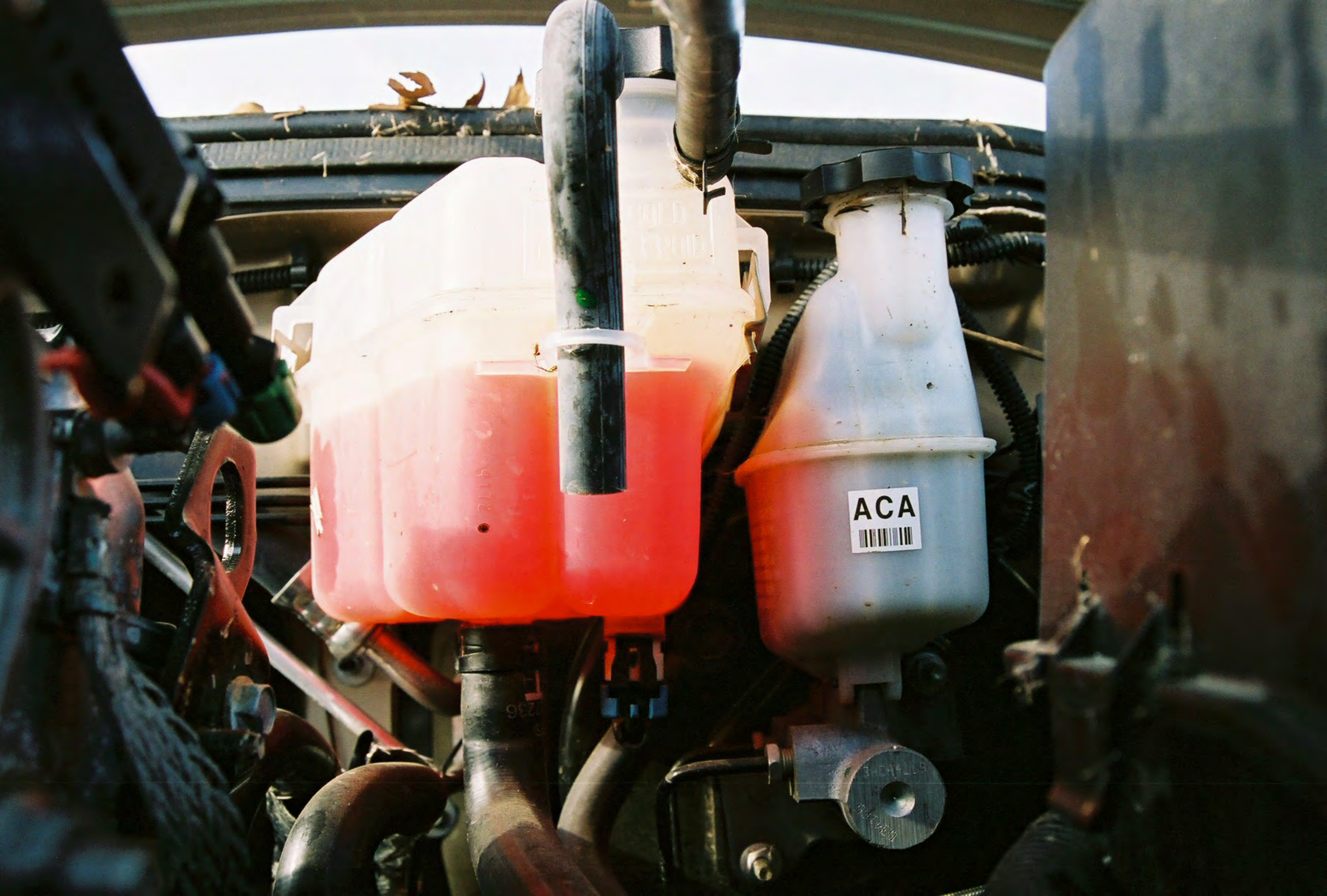












ACA







DB F

GOODYEAR A/C HOSE 5/8 IN (16 MM) 4842

















































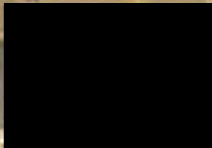












ROTARY LIFT

MALIBU







MALIBU

KWIK  
START

ASSOCIATED





104998  
832998

23298

EMS





**GM** MFD BY GENERAL MOTORS CORP

DATE	GVWR	GAWR FRT	GAWR RR
06/04	1839 KG	947 KG	892 KG
	4055 LB	2089 LB	1966 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1ZS52F85F [REDACTED] TYPE: PASS CAR





24 hours  
1-800-CHEV USA









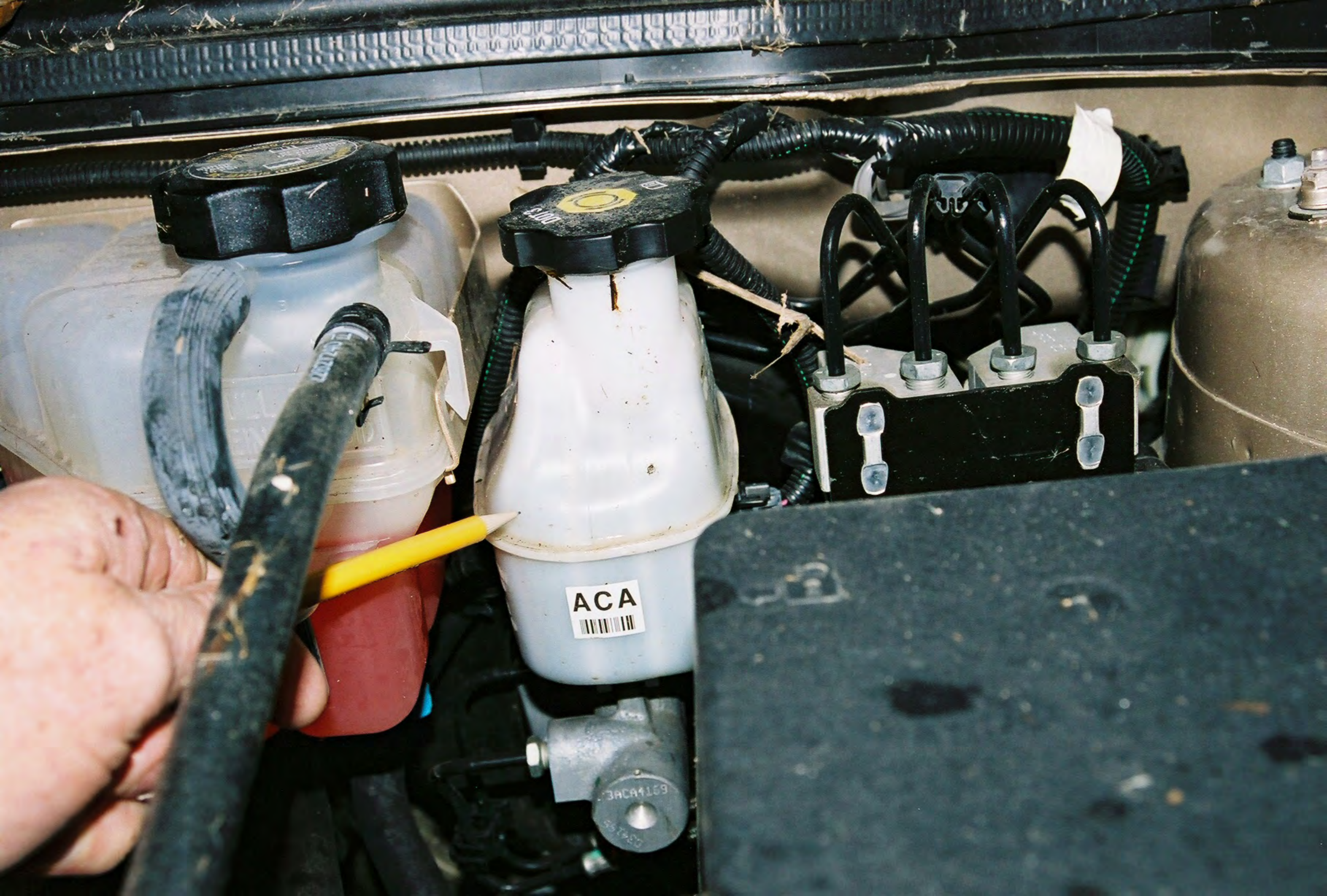












ACA



6971494E

































KWIK  
START  
ASSOCIATED

13  
7404











