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 2800 RAMADA WAY WI FACILITY: 10399 SALE DATE: 02/28/05 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 CSO: 0138989 DATE: 02/10/05 TOTAL COST: 0 MILES: 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 MILES: CSO: 0160176 DATE: 03/01/05 TOTAL COST: 375 12 NOT FOUND CAUSE: M13 RETAILER I COMPL: NO COMMENTS: CASE TYPE: VW FACILITY CODE: 10399 - SATURN OF GREEN BAY VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: 15233607 LABOR CODE: N0681 BULBS, PARK AND TURN 18 CSO: 0160244 DATE: 03/02/05 TOTAL COST: MILES: 104 COMPL: 013 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 CSU: UI6U45I DATE: 03/07/05 TOTAL COST: 255 MILES: 105 COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND COMMENTS. COMMENTS: 0000 FACILITY CODE: 10399 - SATURN OF GREEN BAY CASE TYPE: VW VIN: 1G8AL52F75ZXXXXXX LINE SEO: 635332 FAILED PART: LABOR CODE: J6354 MODULE, POWERTRAIN C 23 CSO: 0161927 DATE: 04/01/05 TOTAL COST: MILES: 506 COMPL: 013 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.

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: 013 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 LABOR CODE: M5300 INFORMATION LINE CSO: 0167238 DATE: 07/01/05 TOTAL COST: 70 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 CHASSIC DIACUCCE LABOR CODE: E9995 CHASSIS DIAGNOSIS CSO: 0167238 DATE: 07/01/05 TOTAL COST: 105 MILES: 7,025 COMPL: 001 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. VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: LABOR CODE: E9995 CHASSIS DIACNOCIC CSO: 0167238 DATE: 07/01/05 TOTAL COST: 185 MILES: 7,025 COMPL: 001 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 LABOR CODE: J9995 ENGINE DIAGNOSIS CSO: 0167238 DATE: 07/01/05 TOTAL COST: 0 MILES: 7,025 COMPL: 001 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

VIN: 1G8AL52F75ZXXXXXX LINE SEO: 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 VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: CASE TYPE: CP LABOR CODE: J9995 ENGINE DIAGNOSIS CSO: 0167796 DATE: 07/13/05 TOTAL COST: 52 CSO: 0167796 DATE: 07/13/05 TOTAL COST: 52 MILES: 7,996 COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND 0000 COMMENTS: 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 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: LOO WARNING LI COND: NOT FOUND CAUSE: CO2 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 VIN: 1G8AL52F75Z(REDACT) LINE SEQ: 635332 FAILED PART: CASE TYPE: VW 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 VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: CASE TYPE: CP

LABOR CODE: M5300 INFORMATION LINE

CSO: 0168133 DATE: 07/18/05 TOTAL COST: 60 COMPL: NOT FOUND COND: NOT FOUND CAUSE: COMMENTS: 0000	NOT	MILES: FOUND	8,061
FACILITY CODE: 10399 - SATURN OF GREEN BAY VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: LABOR CODE: N6410 MN BDY/FUS BLOC REP		CASE TY	YPE: VW
CSO: 0168133 DATE: 07/18/05 TOTAL COST: 116 COMPL: P18 STALL COND: NOT FOUND CAUSE: E02 COMMENTS: CUSTOMER STATES THE CAR STALLED AND WOULD NO START. TECH FOUND CODE P0222 FOR TPS CIRCUIT LOW VOLTAGE. ALSO CODE P2135 TPS 1-2 CORRELA TECH CALLED TECH ASSISTANCE CASE#8325113. TH ADVISED TO CHECK WIRES FROM ECM TO TPS SENSO TECH TRACED WIRES. REMOVED FUSE BLOCK AND UN FUSE BLOCK FOUND CHAFFED WIRE ON CIRCUIT 468 PURPLE WIRE FROM ECM TO TPS. TECH REPAIRED W	CHA T 2 TION EY R. DER IRE	FFED/FR	
FACILITY CODE: 10076 - SATURN OF APPLETON VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: LABOR CODE: C9995 BODY INTERIOR-DIAG			
CSO: 0342430 DATE: 08/10/05 TOTAL COST: 0 COMPL: NOT FOUND COND: NOT FOUND CAUSE: COMMENTS: 0000	NOT	FOUND	
FACILITY CODE: 10076 - SATURN OF APPLETON VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: LABOR CODE: E9995 CHASSIS DIAGNOSIS		CASE T	YPE: CP
CSO: 0342430 DATE: 08/10/05 TOTAL COST: 0 COMPL: NOT FOUND COND: NOT FOUND CAUSE: COMMENTS: 0000	NOT	FOUND	
FACILITY CODE: 10076 - SATURN OF APPLETON VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: LABOR CODE: L9995 FUEL&EXHAUST DIAG			
CSO: 0342430 DATE: 08/10/05 TOTAL COST: 0 COMPL: NOT FOUND COND: NOT FOUND CAUSE: COMMENTS: 0000	NOT	MILES: FOUND	8,564
FACILITY CODE: 10076 - SATURN OF APPLETON VIN: 1G8AL52F75ZXXXXXX LINE SEQ: 635332 FAILED PART: LABOR CODE: E2020 WHEEL ALIGNMENT - CH		CASE T	YPE: VW
CSO: 0342430 DATE: 08/10/05 TOTAL COST: 69 COMPL: 018 PULLS/GRAB COND: NOT FOUND CAUSE: C02 COMMENTS: TECH DIAG OWNERS CONCERN OF THE VEHCILE PULL 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 DEISGNED.	ALI ING	MILES: GNMENT/	8,564
FACILITY CODE: 10399 - SATURN OF GREEN BAY VIN: 1G8AL52F75ZXXXXX LINE SEQ: 635332 FAILED PART: 227 LABOR CODE: C2327 PLATE, INSTRUMENT PA	2650		YPE: VW
CSO: 0170186 DATE: 08/23/05 TOTAL COST: 40 COMPL: 009 EXCESSIVE COND: NOT FOUND CAUSE: C07 COMMENTS: TECH CHECKED DRIVERS SIDE STORAGE TRAY AND F NEW TRAY IS NEEDED. TECH REPLACED STORAGE TR	OUND		9,177

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

Page 1 of 1

FACSIMILE TRANSMISSION



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

FROM:	Name: Fax Number:	Carolyn Hill (703) 247-9700
TO:	Name: Fax Number:	AUTOLINE NEW CASE 19314892926

MESSAGES:

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



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,

	Customer Claim	Form
Contact Date: 07/25/05	Start Date:	Case Number : SAT0582361
Have you previously filed a cla		SO r another dispute resolution provider? □ YES ⊠ NO Case Number:
Titled Owner(s) Name&	Address	
GREEN BAY, WI Day Phone: Fax Number: Customer Contact Info:	Evening Pho E-mail Addre	
Vehicle Information		
Name(s) of individual(s) or b	usiness that appear on vehicle tit	
	siness⊡Both Percentage o	of time vehicle used for business purposes:
Name(s) of individual(s) or b Vehicle Use: ⊠Personal □Bu Transmission Type: Autom	siness□Both Percentage o atic Number of vehicles	of time vehicle used for business purposes: owned or leased by the business: 0
Name(s) of individual(s) or b Vehicle Use: ⊠Personal □Bu Transmission Type: Autom Make: Saturn	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type:AutomaMake: SaturnNVehicle Identification Number	siness Both Percentage o atic Number of vehicles Model: Ion3 Mode er:	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type:AutomaMake: SaturnNVehicle Identification NumbeServicing Dealer/City/State:	siness Both Percentage o atic Number of vehicles Model: Ion3 Mode er:Saturn of Green Bay,	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type:AutomaMake: SaturnNVehicle Identification NumbeServicing Dealer/City/State:Selling Dealer/City/State:	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er: Saturn of Green Bay, Saturn of Green Bay, Green Bay, V	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type:AutomaMake: SaturnNVehicle Identification NumbeServicing Dealer/City/State:Selling Dealer/City/State:Insurance Carrier:	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er: Saturn of Green Bay, Saturn of Green Bay, Green Bay, V	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: A Personal □BuTransmission Type:AutomaMake: SaturnVehicle Identification NumbeServicing Dealer/City/StateSelling Dealer/City/StateInsurance CarrierHas vehicle been in an accide	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er: Saturn of Green Bay, Saturn of Green Bay, Green Bay, V	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type:AutomaMake: SaturnNVehicle Identification NumbeServicing Dealer/City/State:Selling Dealer/City/State:Insurance Carrier:	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er: Saturn of Green Bay, Saturn of Green Bay, Green Bay, V	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type:AutomaMake: SaturnYVehicle Identification NumbeServicing Dealer/City/State:Selling Dealer/City/State:Insurance Carrier:Has vehicle been in an accideDescription of Damage:	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er:Saturn of Green Bay, Saturn of Green Bay, Green Bay, V nt/had body damage? Yes No	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: A Personal □BuTransmission Type:AutomaMake: SaturnVehicle Identification NumbeServicing Dealer/City/StateSelling Dealer/City/StateInsurance CarrierHas vehicle been in an accideDescription of DamagePurchase/Lease Informat	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er:	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000 WI Policy Number: X Date of accident:
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type:AutomaMake: SaturnNVehicle Identification NumbeServicing Dealer/City/State:Selling Dealer/City/State:Insurance Carrier:Has vehicle been in an accideDescription of Damage:Purchase/Lease InformatPurchase Date:Milea	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er:Saturn of Green Bay, Saturn of Green Bay, Green Bay, M nt/had body damage? Yes No <u>ion (complete left side if vehicle was p</u> age at purchase: Lease sed □ Demo Lease	of time vehicle used for business purposes: owned or leased by the business: ol Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: A Personal BuTransmission Type: AutomMake: Saturn NVehicle Identification NumberServicing Dealer/City/State :Selling Dealer/City/State :Insurance Carrier :Has vehicle been in an accideDescription of Damage :Purchase/Lease InformatPurchase Date: MileaPurchased As : New UIs the vehicle in your possessi	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er:	of time vehicle used for business purposes: owned or leased by the business: 0 el Year: 2005 Current Mileage: 8000 WI Policy Number: \underline{X} Date of accident: Durchased or right side if vehicle was leased) e Date:02/28/05 Mileage at lease: 0 ed As : \underline{X} New \Box Used \Box Demo e vehicle in your possession? yes
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type: AutomaMake: Saturn NVehicle Identification NumberServicing Dealer/City/State :Selling Dealer/City/State :Insurance Carrier :Has vehicle been in an accideDescription of Damage :Purchase/Lease InformatPurchase Date: MileaPurchased As : □ New □ UIs the vehicle in your possessiLienholder's Name:	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er:	of time vehicle used for business purposes: owned or leased by the business: ol Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type: AutomMake: Saturn NVehicle Identification NumbeServicing Dealer/City/State :Selling Dealer/City/State :Insurance Carrier :Has vehicle been in an accideDescription of Damage :Purchase/Lease InformatPurchase Date: MileaPurchased As : □ New □ UIs the vehicle in your possessiLienholder's Name:Address:	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er:	of time vehicle used for business purposes: owned or leased by the business: ol Year: 2005 Current Mileage: 8000 WI
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type: AutomaMake: Saturn NVehicle Identification NumberServicing Dealer/City/State :Selling Dealer/City/State :Insurance Carrier :Has vehicle been in an accideDescription of Damage :Purchase/Lease InformatPurchase dAs : □ New □ UIs the vehicle in your possessiLienholder's Name:Address:City/St/Zip:	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er:	of time vehicle used for business purposes: owned or leased by the business: of Year: 2005 Current Mileage: 8000
Name(s) of individual(s) or bVehicle Use: ⊠Personal □BuTransmission Type: AutomMake: Saturn NVehicle Identification NumbeServicing Dealer/City/State :Selling Dealer/City/State :Insurance Carrier :Has vehicle been in an accideDescription of Damage :Purchase/Lease InformatPurchase Date: MileaPurchased As : □ New □ UIs the vehicle in your possessiLienholder's Name:Address:	siness□Both Percentage o atic Number of vehicles Model: Ion3 Mode er:Saturn of Green Bay, Saturn of Green Bay, Green Bay, M nt/had body damage? Yes No <u>ion</u> (complete left side if vehicle was p age at purchase: Lease sed □ Demo Lease on? Is the Lease	of time vehicle used for business purposes: owned or leased by the business: ol Year: 2005 Current Mileage: 8000

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.

LINE Arbitration Rules.

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

CBBB 7/25/2005 1:56 PAGE 004/004 Fax Server TO:AUTOLINE NEW CASE COMPANY:

Customer Claim Form

Case Number: SAT0582361

Vehicle Concerns

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

Problems – Please list your <u>primary</u> concern	Servicing Dealer(s)	Current?		Repair	Mileage	Days
first		Yes or No	Repair Attempts	Date(s)	on Date(s)	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			

	DECEIVED
	SEP 1 6 2005
	U U SEP 6 2005 L]
2. Andreas Angel States and Ang Angel States and Angel State Angel States and Angel States	Motor Vehicle Lemon Law Notice SATURN CUSTOMER ASSISTANCE CENTER
A CONTRACTOR OF A CONTRACTOR A	Print & complete, er click on first line. Tab to next field. Eater only as much text as will lit out a mice
	Pursuant to the Wisconsin Lemon Law, I am notifying <u>SATURN</u> of the following: (abork and)
	(check one) is a single the same density of least 4 times for the same defect during its first year of
A Constraint of the second sec	warranty.
	My vehicle has been out of service at least 30 days because of one of more detects during he more year of warranty.
in a second distance in the second distance i	Vehicle make SHTURAL Model 10N 3 Year 2005VIN (17 digits) 9113/05
9 CA T (1- L) minut (1	Name and city/state of selling or leasing dealer or leasing company SATURN OF GIRBEN BAY
	Date of vehicle delivery FEB. 28,2005 Today's date 1618 AL52 F752
	Lan account #
 B. M. C. M. M. M	
	By providing this information, 1 authorize the manufacturer to extract the date of this form, information needed to calculate a refund. Authorization expires 35 days after the date of this form, Bee 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:
NAME OF A DESCRIPTION OF	(check one) A comparable new vehicle in accordance with the Lemon Law, plus collateral costs
an Agricola Agricola	A refund calculated in accordance with the Lemon Law, plus collateral costs
an a	Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative
 A statement of the statemen	transportation, towing costs.) Fixing old car, on value greaters 5410-4500
Contract Statement of a	radiatorhose, outchange, to reachas
A management of the second sec	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 suproof, rustproofing, roof rack, pinstriping, etc.)
A Constant of Cons	purchase price. (Examples include sufficient langedoning, too and part of the
	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.)
	the second second second second for Lemon Law relief.
	I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.
A Carlos and A Car	Owner name
	Addres GREEN BAY, VII
	Home phone (optional)
	Fax (optional) Owner signature
n an	
E SECTOR	AUGUS SEZ 026 YONEDATIAGE MA IS:11 2002-11-DUA

10.91

8012 222 026

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

<u></u>			
Ŧ			
an a	 		
	[Aug.
	l		
	، سے سب ہے۔ اور ا		
			·
1			Allignment is still of0.
			plice 800.
	and the second s	Saturn of Appleton	was in for 21 opinion but they did have to do a realignment.
8/10/05	8544	Appleton	do a realignment.

We recommend you send this notice to the manufacturer by cartified mail. Keep a copy for your records.

zø • a

factorio compositori di contra la contra

1000 EF

24.5

į۴ E

ШÆ

di ta

le:

500 c 2800 Ramada Way SATURN OF GREEN BAY Green Bay, WI 54304-5730 SERVIC EMAIL: saturngreenbay@bergstromauto.com WEB ADDRESS: www.bergstromauto.com (920) 497-6900 INVOIC Sold To: Co.# 02 Service Order Number Service Advisor VIN 170186 ROBERT CHARLES 1G8AL52F75Z Color Year Make/Model GREEN BAY License Engine Stk.# SILVER NICKEL 2005 SATURN ION 3 SDN L61 2.2LL4 Business Phone: 25092 Mileage In/Out Tag **Delivery Date** Home Phone: Rate Doc. Count Plan 9177 / 2/28/2005 1 Tax Exempt Date/Time in Date/Time Out ---email: LINE 1 CUSTOMER STATES DRIVERS SIDE CAMPARTMENT IS jupitiesen o CAUSE : BROKEN/FRACTURED TECH COMM: TECH CHECKED DRIVERS SIDE STORAGE TRAY AND FOUND beenters to the NEW TRAY IS NEEDED. TECH REPLACED STORAGE TRAY. anna 1711 - 17 REPAIR PLATE, INSTRUMENT PANEL TRIM - R&R OR REPLACE STEE 1 OPCODE: C2327 HRS: SALE TYPE: WARRANTY MA .30 PRIMARY TECH: 018 \$23.22 WARR PARTS: 1 AMT: 17.22 UNDERSTARE : A 2 PARTS DESC SN FP OTY 22726504 COMPARTME Y PRICE SALE TYPE interes a survey a sur-1 17.220 WARRANTY MAINT. I FINING ARSON \$17.22 LINE TOTAL \$40.44 OUR #1 GOALS "COMPLETELY SATISFIED" & "DEFINITELY RECOMMEND" in nietos 🖓 UTAL STRATEGY CUSTOMER SIGNATURE CUSTOMER TOTAL - **\$.**00 It popped open 38 and wound up very injured. Had 21 and missed work because hidenting HIRDER AND AN man "Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered **Disclaimer of Warranties** by the Bureau of Consumer Protection, Wisconsin The Seller, hereby expressly disclaims all warranties, either expressed or implied, Dept. of Agriculture, Trade and Consumer Protection, P.O.Box 8911 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 Madison, Wisconsin 53708-8911" in connection with the sale of said products. nanoveni se internationali della Netto della Page

PRINT REPORI	DATE: DATE:	7/18/05 11: 7/18/05	45:22	ENTIRE SERVICE HISTORY DETAIL	PROGRAM: SV1610RG PAGE: 1 USER: JKOREN11 Unit Number:
Vehicl Year:	e Type: 2005	C Make:	SATURN	Model: ION 3 SDN VIN: 1G8AL52F752	Stock Number: 25092
S0#: 1	167238	Date:07/08/0)5 SA#:	10 Miles: 7025 FAC#:10399 SO Tot: 360.76 Lbr: 185.76	5 Pts: .00 Net Itm: 175.00
ъ#	Туре	Amount		Description	Technician
1				Comp: CUSTOMER STATES THE STEERING FREEZES AND WONT TURN Caus: NO TROUBLE FOUND Cous: 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 REFAIR 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 FROBLEM OCCURS AGAIN. CASE #1-16859298.	
	LABOR Op: E9	185.76 995	WM	Corr: WHEELS AND TIRE, STEERING, FRONT AND REAR SUSPENSI	009 KEVIN SMITH
ъ#	Туре	Amount	ST	Description	Technician
2			 Tech	 Comp: CUSTOMER STATES THE RPM'S ARE BOUNCES WHEN GOING DOWN ROAD. Caus: NO TROUBLE FOUND Comm: CUSTOMER STATES THE TACH JUMPS FROM 0 TO 6 WHILE DRIVING. TECH TEST DROVE SEVERAL TIMES. UNABLE TO CONFIRM PROBLEM AT THIS TIME. 	
Labo:	LABOR r Op: JS		WM	Corr: ENGINE/MOTOR - SYMPTOM DIAGNOSIS	009 KEVIN SMITH
L#	- Туре	Amount	ST	Description	Technician
				Comp: CUSTOMER STATES THE RADIO WENT BLANK AND CD WAS STUCK.	
			Tecl	Caus: NO TROUBLE FOUND A 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.	
Labo	LABOR r Op: J	.00 9995		A COMM: CUSTOMER STATES THE CD GOT STUCK AND WOULD NUT WORK. GUEST REMOVED FUSE AND REINSTALLED AND NOW WORKS FINE. TECH ADVISED THAT REMOVING FUSE RESET	009 KEVIN SMITH

.

	RT DATE:	7/18/05 11: 7/18/05	:45:22		Е		I OF GREEN ICE HISTOR		IL	1	PROGRAM:	SV1610RG		2 JKOREN11
	cle Type: : 2005		SATURN			Owner: Model:	ION 3 SDN		VIN: 1G8AI	52F75Z		Unit Num Stock Nu		25092
C#	Туре	Amount	ST		Descrip	tion						Techn	lician	
4			Tech	Caus:	GOODWILL CA NO TROUBLE 3 DAYS GOOD SATURN ASSI OTHER DAYS	FOUND WILL RENTA STANCE, CL	HOLIDAY WE L APPROVED AIM # 1-16	EKEND. BY SA 859298	TURN					
	NET ITEM	105.00	WG		CAR RENTAL/	WARRANTY			•					
Labor	LABOR r Op: E99	.00 95	WG	Corr:	WHEELS AND	TIRE, STEE	RING, FRON	T AND	REAR SUSPENSI		09 KEVI	N SMITH		
Б#	Туре	Amount	ST		Descrip							Techn	ician	
5*.			Tech		ADDITIONAL : CAR RENTAL									
	NET ITEM	70.00	IA		CAR RENTAL/	CUSTOMER P.	AY							
Laboı	LABOR r Op: M53	.00 00	IA	Corr:	INFORMATION	LINE				o	09 KEVI	N SMITH		
*****	*****	*****	*****	****	****	******	** *****	****	******	******	** **	*****	*****	****
SO#:	163083	Date:04/22/0)5 SA#:	5 M:	iles: 3578	FAC#:103	99 SO To	t:	172.40 Lbr:	278.64 P	ts:	79.52 N	et Itm:	175.00
	163083 Type	Date:04/22/0)5 SA#: ST		Descript	tion						Techn	et Itm: ician	175.00
SO#: L# 1			ST 	Comp: Caus:	Descript CUSTOMER ST DEFECTIVE PA CUSTOMER ST CHECKED AND	tion ATES GAS G ART ATES GAS G CONFIRMED . TECH INS O FILLED U	AUGE IS IN AUGE IS IN . TECH FOU TALLED NEW P GAS TANK	OP AGA OP AGA ND FUE FUEL :	IN IN. TECH L SENDING SENDING UNIT			Techn		175.00
L# 1		Amount	ST Tech	Comp: Caus: Comm:	Descript CUSTOMER STA DEFECTIVE PA CUSTOMER STA CHECKED AND UNIT NEEDED ASSEMBLY AND	ATES GAS G. ART ATES GAS G. CONFIRMED . TECH INS O FILLED U DRKING PER	AUGE IS IN AUGE IS IN . TECH FOU TALLED NEW P GAS TANK DESIGN.	OP AGA OP AGA ND FUE FUEL : FUEL :	IN IN. TECH L SENDING SENDING UNIT FOUND GAS			Techn	ician (175.00
L# 1 Labor	Type 	Amount	ST Tech	Comp: Caus: Comm:	Descript CUSTOMER STI DEFECTIVE PI CUSTOMER STI CHECKED AND UNIT NEEDED ASSEMBLY ANN GAUGE NOW WC SENDER ASSEM	ATES GAS G. ART ATES GAS G. CONFIRMED . TECH INS' D FILLED U. DRKING PER MBLY, FUEL	AUGE IS IN AUGE IS IN . TECH FOU TALLED NEW P GAS TANK DESIGN. (TANK UNI	OP AGA OP AGA ND FUEL FUEL : . TECH T) - RI	IN IN. TECH L SENDING SENDING UNIT FOUND GAS			Techn	ician (175.00
L# 1 Labor	Type LABOR C Op: L12 PARTS	Amount 92.88 00	ST Tech	Comp: Caus: Comm: Corr: Part/I	Descript CUSTOMER STI DEFECTIVE PI CUSTOMER STI CHECKED AND UNIT NEEDED ASSEMBLY ANN GAUGE NOW WC SENDER ASSEM	ATES GAS G. ART ATES GAS G. CONFIRMED . TECH INS' D FILLED U. DRKING PER MBLY, FUEL	AUGE IS IN AUGE IS IN . TECH FOU TALLED NEW P GAS TANK DESIGN. (TANK UNI 22718238 S	OP AGA OP AGA ND FUE FUEL : . TECH T) - RI ENSOR 1	IN IN. TECH L SENDING SENDING UNIT FOUND GAS E	 0 002	01 DAVE	Techn DAVISTER	ician (
L# 1 Labor	Type LABOR C Op: L12 PARTS	Amount 92.88 00 79.52	ST Tech WM	Comp: Caus: Comm: Corr: Part/I	Descript CUSTOMER STJ DEFECTIVE PJ CUSTOMER STJ CHECKED AND UNIT NEEDED ASSEMBLY ANI GAUGE NOW WO SENDER ASSEN Desc:	ATES GAS G. ATES GAS G. CONFIRMED . TECH INS' D FILLED U DRKING PER MBLY, FUEL	AUGE IS IN AUGE IS IN . TECH FOU TALLED NEW P GAS TANK DESIGN. (TANK UNI 22718238 S:	OP AGA OP AGA ND FUE: FUEL : TBCH T) - RI ENSOR I	IN IN. TECH L SENDING SENDING UNIT FOUND GAS E E KIT-FUEL LV	0 002 *******	01 DAVE	Techn DAVISTER	ician	

PRINT DATE: 7 REPORT DATE: 7		:45:22	SATURN OF GREEN BAY PROGRAM: SV1610RG PAGE: 3 ENTIRE SERVICE HISTORY DETAIL USER: JKOREN11	
Vehicle Type: C Year: 2005	Make			
L# Туре	Amount	ST	Description Technician	
1 LABOR Labor Op: M0011	11.45		Continued Corr: 3,000 MILE SERVICE 019 ROBERT EUCLIDE	
PARTS	1.50 6.00		Part/Desc: 5W30 UP TO 5 QTS OIL 002 Part/Desc: 12579143 FILTER-OIL 002	
LABOR Labor Op: M5010	.00	CLT	Corr: CHANGE ENGINE OIL AND FILTER 019 ROBERT EUCLIDE	
LABOR Labor Op: M5200	.00	CLT	COTT: CHANGE ENGINE OIL AND FILLER 019 ROBERT EUCLIDE 019 ROBERT EUCLIDE 019 ROBERT EUCLIDE 17 Miles: 506 FAC#:10399 SO Tot: 23.22 Lbr: 313.31 Pts: 87.02 Net Itm: 175.00 Description Technician Comp: CUSTOMER STATES THAT THE GAS GAUGE DOES NOT WORK Caus: ALIGNMENT/ADJUSTMENT	rge
*******	******	*****	۳۳ ۵۳۳ که. ا	
SO#: 161927 Da	ate:04/01/	05 SA#:	: 17 Miles: 506 FAC#:10399 SO Tot: 23.22 Lbr: 313.31 Pts: 87.02 Net Itm: 175.00	
L# Туре	Amount	ST	Description Technician	
1		Tech	Comp: CUSTOMER STATES THAT THE GAS GAUGE DOES NOT WORK Caus: ALIGNMENT/ADJUSTMENT a Comm: CUSTOMER STATES GAS GAUGE DOES NOT WORK PROPERLY. TECH CHECKED AND FOUND UPDATE NEEDED. TECH COMPLETED UPDATE.	
LABOR Labor Op: J6354	23.22 1	WM	Corr: EE PROM - REPROGRAMMING (INSTALL NEW 019 ROBERT EUCLIDE	
********	******	*****	***** ******** ********* ********* *****	
SO#: 160244 Da	ate: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			Comp: CUSTOMER STATES DRIVERS BLINKER IS OUT. Caus: DEFECTIVE PART h Comm: TECH CHECKED BLINKER AND CONFIRMED BLINKER IS OUT. TECH REPLACED DRIVERS BLINKER BULB.	
LABOR Labor Op: N068]	15.48 L	WM	Corr: BULBS, LAMP - REPLACE PARK AND TURN SIGNAL, LEFT 020 LUBE TECH	
PARTS	3.31	WM	Part/Desc: 15233607 BULB-FRT T/SIG LP 011	
********	*******	*****	**** ******* ******** ******* ******* ****	
SO#: 160451 Da	ate:03/07/	05 SA#:	: 17 Miles: 105 FAC#:10399 SO Tot: 264.29 Lbr: 448.79 Pts: 226.18 Net Itm: 175.00	

a contract the second second

110

 $0 < 1 < \infty < \infty > 1$

7 200

and apprending the second

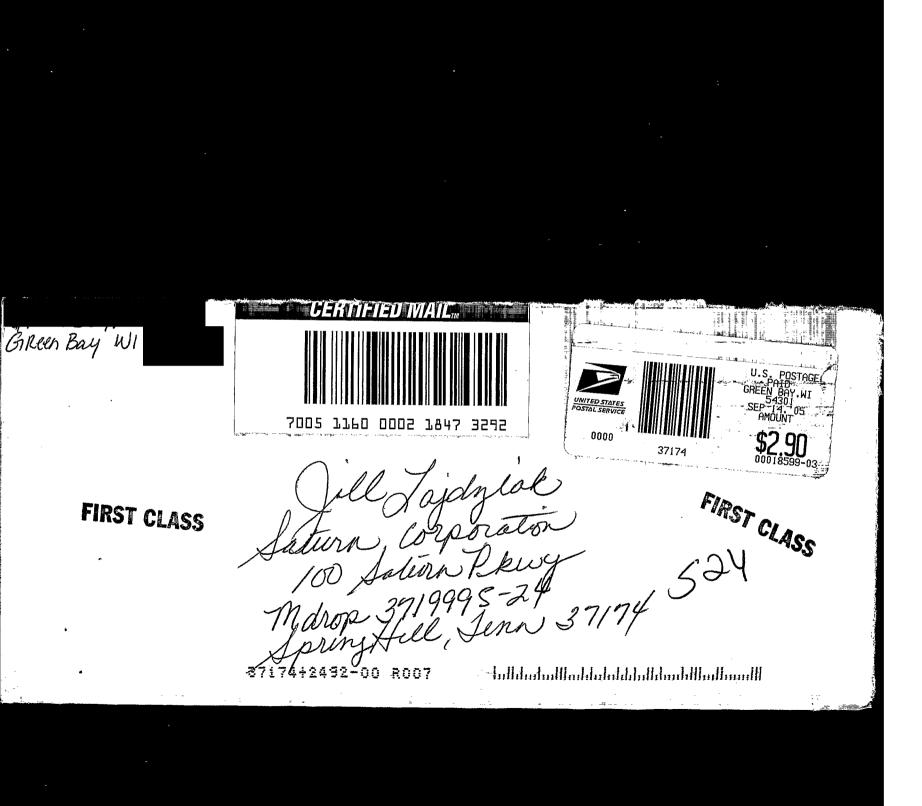
.

	I DATE: 7 RT DATE: 7	7/18/05 11 7/18/05	:45:22		OF GREEN BAY ICE HISTORY DETAIL		PROGRAM: SI	V1610RG PAGE: USER:	: 4 : JKOREN11		
Year	cle Type: C : 2005	Make	: SATURN		ION 3 SDN N	VIN: 1G8AL52F752		nit Number: tock Number:	25092		
 L#	Туре	Amount	ST	Description				Technician			
 1				Comp: PKGE A NEW PAINT & I							
raha	LABOR	24.00	IA	Corr: FABRIC SEALER			020 LUBE TH				
Labo	r Op: M5180						020 LUBE TE	sch			
	PARTS	10.21		Part/Desc:	481960 PAINT PRO S						
		26.33		Part/Desc:	481360 ENVIRONMEN						
		39.95		Part/Desc:	GWE GWE#035004						
		6.37 17.74		Part/Desc:	515460 LEATHER/VI 536470 FABRIC PRO	NAL SEAL UII MRCHION 011					
		17.74 21.23		Part/Desc: Part/Desc:	536470 FABRIC PRO 517160 INTERIOR PI	TECTION 011 RO. KIT 011					
		14.02		Part/Desc: Part/Desc:	IP IP#989226	011 011					
r.sha	LABOR r Op: M5185	96.00	IA	Corr: PAINT SEALER/RENEWAL			020 LUBE TH	704 7			
* * * *	***** **	*******	*****	**** ******** ******	** ********	*****		*****	****		
				TO WITES: IS RULLING	99 SO Tot: 375.	.00 Lbr: 448.79	Pts: 226	5.18 Net Itm:	550.00		
	Туре	Amount	ST	10 Miles: 12 FAC#:103 Description		.00 Lbr: 448.79	Pts: 226	5.18 Net Itm: Technician	550.00	·	
L# 1	Туре	Amount	ST 	Description	OGRAM		Pts: 226		550.00		
	Туре	Amount	ST Tech	Description Comp: RETAILER ALLOWANCE PR Caus: RETAILER INSTALLED AC Comm: ELIZABETH FERRY	OGRAM		Pts: 226		550.00		
1	Туре	375.00	ST Tech	Description Comp: RETAILER ALLOWANCE PR Caus: RETAILER INSTALLED AC Comm: ELIZABETH FERRY	OGRAM CSRY		Pts: 226	Technician	550.00		
1	Type NET ITEM LABOR r Op: X5044	375.00 .00	ST Tech WLR WLR	Description Comp: RETAILER ALLOWANCE PR Caus: RETAILER INSTALLED AC Comm: ELIZABETH FERRY 2/28/05	OGRAM CSRY OGRAM		020 LUBE TH	Technician			
 1 Labo	Type NET ITEM LABOR r Op: X5044	375.00 .00	ST Tech WLR WLR	Description Comp: RETAILER ALLOWANCE PR Caus: RETAILER INSTALLED AC Comm: ELIZABETH FERRY 2/28/05 Corr: RETAILER ALLOWANCE PR	OGRAM CSRY OGRAM		020 LUBE TF	Technician	*****		
 1 Labo * * * * SO# : L#	Type NET ITEM LABOR r Op: X5044 158989 Da Type	375.00 .00	ST Tech WLR WLR	Description Comp: RETAILER ALLOWANCE PR Caus: RETAILER INSTALLED AC Comm: ELIZABETH FERRY 2/28/05 Corr: RETAILER ALLOWANCE PR **** ******** ******** 17 Miles: 6 FAC#:103 Description	OGRAM CSRY OGRAM ** ********* ** 99 SO Tot: 84.	******** ***** .50 Lbr: 448.79	020 LUBE TF **** ***** Pts: 226	Technician SCH	*****		
 1 Labo * * * * SO# : L#	Type NET ITEM LABOR r Op: X5044 ****** ** 158989 Da	375.00 .00 	ST Tech WLR WLR ******	Description Comp: RETAILER ALLOWANCE PR Caus: RETAILER INSTALLED AC Comm: ELIZABETH FERRY 2/28/05 Corr: RETAILER ALLOWANCE PR ***** ******** **********************	OGRAM CSRY OGRAM	******** ***** .50 Lbr: 448.79	020 LUBE TF **** ***** Pts: 226	Technician 3CH 5.18 Net Itm:	*****	·	
Labo * * * * * SO# : L# 1	Type NET ITEM LABOR r Op: X5044 158989 Da Type	375.00 .00 .00 	ST Tech WLR WLR ******* 05 SA#: ST	Description Comp: RETAILER ALLOWANCE PR Caus: RETAILER INSTALLED AC Comm: ELIZABETH FERRY 2/28/05 Corr: RETAILER ALLOWANCE PR **** ********* ******** 17 Miles: 6 FAC#:103 Description	OGRAM CSRY OGRAM ** ********* ** 99 SO Tot: 84.	******** ****** .50 Lbr: 448.79	020 LUBE TF **** ***** Pts: 226	Technician 3CH 5.18 Net Itm: Technician	*****		

		7/18/05 11 7/18/05	:45:22	Ĺ	SATURN OF NTIRE SERVICE					PROGRAM:	SV1610RG	PAGE: USER:	5 JKOREN11	
	icle Type: c: 2005		: SATURN		Owner: Model: ION	3 SDN		VIN:	1G8AL52F752		Unit Numbe Stock Numb		25092	
L#	Туре	Amount	ST	Descrip	tion						Technic	ian		
1				Comp: PRE-DELIVER Caus: PDI	Y INSPECTION	ION								
	NET ITEM	20.76 5.28	=	PRE-DELIVER WASHER FLUI							-			
Labo	LABOR or Op: 2700	90.24	WI	Corr: NEW VEHICLE	INSPECTION -	BASE 1	TIME		•	001 DAVE	DAVISTER			

"*" Following the line number denotes added operation. ** End of Report **





VEHICLE HISTORY - FULL DETAIL REPORT

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

***************************************	****
CURRENT OWNER (REDACT) (REDACT) (REDACT)	
FLUSHINGMI (REDACT)SATURN OF FLINTFACILITY: 11085	SALE DATE: 02/02/05
2430 DUTCHER ROAD MI 48532	*****
FACILITY CODE: 11085 - SATURN OF FLINT VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: LABOR CODE: M5300 INFORMATION LINE	CASE TYPE: CP
CSO: 0104295 DATE: 01/27/05 TOTAL COST: 35 COMPL: NOT FOUND COND: NOT FOUND CAUSE: COMMENTS: 0000	MILES: 1 NOT FOUND
FACILITY CODE: 11085 - SATURN OF FLINT VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: LABOR CODE: M5300 INFORMATION LINE	CASE TYPE: CP
CSO: 0104295 DATE: 01/27/05 TOTAL COST: 0 COMPL: 013 INOPERATIV COND: NOT FOUND CAUSE: COMMENTS: 0000	MILES: 1 NOT FOUND
FACILITY CODE: 10917 - SATURN OF LAKESIDE VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: 010 LABOR CODE: Z7000 PRE-DELIVERY INSPECT	CASE TYPE: PD 051515
CSO: 0243758 DATE: 12/01/04 TOTAL COST: 106 COMPL: NOT FOUND COND: NOT FOUND CAUSE: COMMENTS: 0000	
**************************************	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 COMPL: NOT FOUND COND: NOT FOUND CAUSE: COMMENTS: 0000	
**************************************	CASE TYPE: LR
CSO: 0104797 DATE: 02/07/05 TOTAL COST: 375 COMPL: NOT FOUND COND: NOT FOUND CAUSE: M04 COMMENTS: FEBRUARY 2, 2005	MILES: 86 UNKNOWN
FACILITY CODE: 11085 - SATURN OF FLINT VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: LABOR CODE: X5117 PERSONALIZATION ALLOWANCE	CASE TYPE: LR
CSO: 0104797 DATE: 02/07/05 TOTAL COST: 1,000 COMPL: NOT FOUND COND: NOT FOUND CAUSE: M04 COMMENTS: (REDACT) 2/2/05 \$1000	MILES: 86 UNKNOWN
FACILITY CODE: 11085 - SATURN OF FLINT	CASE TYPE: LR

VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: LABOR CODE: X5122 MY 2005 CASH CUSTOMER ALLOWANC

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

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 COMPL: NOT FOUND COND: NOT FOUND CAUSE: NOT FOUND COMMENTS: 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 7,680 MILES: 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 0000 COMMENTS: 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 LABOR CODE: MSUIDCHANGE ENGINE OIL AND FILTERCSO: 0116078DATE: 11/02/05TOTAL COST:19MILES: 17,836COMPL:NOT FOUNDCOND:NOT FOUNDCAUSE: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: 013 INOPERATIV COND: NOT FOUND CAUSE: C29 INOPERATIV COMMENTS: ONE DAY RENTAL

FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: VW VIN: 1G8AJ52F85ZXXXXXX LINE SEO: 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 ΔT. FACILITY CODE: 11085 - SATURN OF FLINT CASE TYPE: VW VIN: 1G8AJ52F85ZXXXXXX LINE SEQ: 633792 FAILED PART: LABOR CODE: J4345 COIL, ELECTRONIC IGN MILES: 19,024 CSO: 0116990 DATE: 11/22/05 TOTAL COST: 55 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 SEO: 633792 FAILED PART: LABOR CODE: M5010 CHANGE ENGINE OIL AND FILTER CSO: 0118832 DATE: 01/10/06 TOTAL COST:24MILES: 22,926COMPL:NOT FOUNDCOND:NOT FOUNDCAUSE: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 0000 COMMENTS:

AL

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

ALLEGATION and / or CLAIM SECTION

Customer Product P	Name: (RE urchased?: entification	I-278657716 DACT) : x New ☐ Used Number: 1G1ZS52F85F> Make: Chevrolet	XXXXXX Year: 2005	Mileage: 7250
Pre-PAR F	orm x Revi	ail Screen x Reviewed and ewed and Updated eviewed and Updated; Con	•	
Credit / x Injury x pa	Reviewed S <i>Major</i> (Su aralysis, lose <i>Minor</i> (Brui- escription. C x Fo <i>Grey Area</i> F	s of consciousness, fatality orward file to ESIS.	vledge: ent medical treatment, l) rasions, headaches) - l surgery and injury. Pr	lacerations, sutures, fractures, Review with customer for a thorough regnancy, numbness)
		VEHICLE EV	ALUATION SECTI	ON
		curbs and / or sidewalks):	

∐ <u>Air Bag/s (Vetronix</u>) –
Non-Deployment
☐ Forward file to EAA
Advised customer on basic air bag function
Inadvertent Deployment <u>without</u> collision
Advised customer on basic airbag function
Dealer (Inspect under-carriage)
☐ Forward file to EAA
Deployment <u>with</u> 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 <u>Brakes / ABS (Vetronix if applicable</u>) / <u>Suspension</u> / <u>Tires</u> / <u>Wheel Separation</u> / <u>Steering</u>
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. □ Dealer Inspection and / or Repair Order □ Forward file to EAA. □ Dealer Inspection (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 <u>without</u> allegation Forward file to Workflow Law Enforcement Inquiry <u>with</u> allegation Review file with Team Manager
Customer Retracted Allegation: PAR will close file.
x Inspection requested x EAA Dealer Field Personnel
Inspection <u>not</u> requested
Customer did not authorize inspection
Customer accepted explanation and resolution
Customer retracted allegation
Customer does not own vehicle
FOLLOW-UP/RESOLUTION/RECOMMENDATION SECTION

 \boldsymbol{x} Documented all actions and events in the PAR Siebel SR

x Provided resolution to Dealer and AVM

Forward file to ESIS
🗌 Repair
Repurchase
Trade Repurchase
Law Enforcement Inquiry
x 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.

				1 of 10
	PRODUCT ALL	EGATION RES	alutian	
	PRELIMINARY INSP			
	STEERING, SUSPENSION,	, AXLE, TIRE /	AND WHEEL SYST	EMS
Customer's Name:	{_Enterprise Rent Car			Inspection Date:
	(PP			<u></u>
{{_11/23/2004				
Vehicle Brand:	{_Chevrolet	Model:	{ Malibu	
File #		VIN	、	
		<u> VIIN.</u>		
{_1G1ZS52F85FXXXX	XXX			
	(7540	Ŧ	· · ·	(Deep Auto Austine 044
Mileage at Inspection:	{_7519		spection Location:	{_Dyer Auto Auction 641
Joliet Rd. Dyer, IN. 4631	1			
		{_		
Inspector's phone number: {	815-538-2008	-	Inspected By: {	Chuck Baumann, EAA
<u>moperato prone name en (</u> _	,••••••=•••============================	-		, <u></u>
Section 1	INSPECTION SUI	MMARY		
BRIEEL V Describe the cu	stomer's ALLEGATION belo	NW.		
{_venicle pulled left then	right during braking causing	g venicle to le	ave roadway and r	ollover.
{				
•				
Following the inspection	, summarize the facts and ol	hearvations //	dditional amta may ba pl	and in postion (1)
	ed no concerns. Steering gea			
was driven at speeds of \$	50 MPH with no concerns of	steering with	or without brake a	pplication.
-		-		
[Power assist was operative and the second s	ative during testing			
	arive during testing.			
{				
{				
i i				
ſ				
\		· · · · · · · · · · · · · · · · · · ·		
{				
{				
{				
1				
۱				
Section 2	INTERVIEW - IN	CIDENT DET	AILS	
Obtain all of the informat	tion for this section from the	Driver/Claima	int	
Drovido o ocramitato dasa	vintion of the incident error	ding to the Dr		
Provide a complete desc	ription of the incident accord	aing to the DF	IVER / CLAIMANT	
Interview mode:	By Telephone X In Person	In	cident Date and Tin	ne: {10/29/2004 at 16:00
Hrs.	_ , ,			• -
Interview date: {_11/2				
	nent report obtained? Yes			
Provide driver/claimant's de	escription of incident. If there w	vas a collision,	describe all collisio	n events; include description
of other vehicles involved:	describe all objects contacted	and the seque	nce in which they w	ere contacted. (Additional cmts
may be placed in section 9)	·····,·····			
	lied, vehicle pulled left then	right entered	a roadside ditch a	nd turned over
	nea, veniore panea fert them	ngin, cinci ca		
{_Interstate traffic had sl	owed ahead of vehicle causi	ng driver to a	pply brakes.	
{				
{				
{				

					2 of 10
		PRODUCT /	LLEGATION RES	ƏLUTION	
		PRELIMINARY			
		STEERING, SUSPENS		ND WHEEL SYSTE	MS
		,,	,		
Customer	's Name	{_Enterprise Rent Ca	ar		Inspection Date:
		[_Litter prise Rent Ca	*1		inspection bate.
{{_11/23/2004				<pre><</pre>	
Vehicl	e Brand:	{_Chevrolet	<u> </u>	{_Malibu	
	File #	{_1-278657716	VIN:		
{ 1G17S52F					
[_10125521	001 111111				
{_Vehicle is re female with no	ental car, cla o know disa	vsical description (include aimant does not have dr ibilities.			
If there was a Describe exten		ries to the Driver:_{_None			
{					
passenger wa	s female wi	pants were seated & exte th no known disabilities	•		
۱ ۲					
ι					
westbound la	nes ions at the	tion of the incident. {Inte time of the incident: conditions & Visibility: {			-
Road Surface:	[]	Concrete X Asphalt	Gravel Crushed r	ock 🗌 Dirt	
Road Condition:		Dry Wet II			
Shoulder X Cur		Concrete Asphalt		ock X Dirt	
Shoulder/Curb C					
Posted Speed Lin	mit {65	•	-		
		cks, scrap metal, pothole, speed	I bump, etc.)_ Not knov	vn	
Length of Driv	ve Prior to i	ncident:			
•		(hrs. & mins.):_{Not k	nown	Distance (r	niles): _{376
	Estimate o	f vehicle speed: {_Not k	nown mph So	ource of est.	
{					
Estima	ted vehicle	speed at impact: {_Not k	nown mph Sourc	ce of est.	
{					
		eed information from the			
If the driver/cl following info		cription of the vehicle op ease obtain it.	peration prior to an	d during the incide	ent does not include the
Steering	Normal X		-		indicate any concerns
Suspension	Normal X	Other	Describe {_Drive	r statement did not	indicate any concerns
Brakes incident.	Normal	Other X	Describe {_Brake	es caused vehicle to	o pull left and right during
Engine	Normal	Other	Describe {_Not k	nown	
Electrical	Normal	Other	Describe {_Not k	nown	

3 of 10								
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								
<u>File # {_1-278657716 VIN:</u>								
{_1G1Z852F85FXXXXXX								
Were any warning lights illuminated or driver information center messages displayed? Yes X 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 X 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 X 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?: X 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 X 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)								
<u>{</u>								
Did the owner purchase the vehicle new? X Yes INo Date 06/29/2004 Used? Yes INo 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) <u>Describe:</u> {No								

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS	
	spection Date:
{{_11/23/2004	
{_1G1ZS52F85FXXXXXX	
VEHICLE REPAIR / SERVICE HISTORY Prior electrical system service? X No Yes If yes, describe: {	
{	e:
<pre>{ Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phon {</pre>	ne number)
Any other pertinent vehicle history information (from interview, GM warranty or dealership history file If yes, describe: <u>{</u>	s)? X No Yes
٢	

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.

<u>UNDERBODY</u> / **FRAME** / **CHASSIS AREA**: Describe <u>any damage</u> 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

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

_____ {_____

CORNER ASSEMBLIES

Struts/shocksBall jointsSpringsSteering knucklesControl armsAxle assembliesComments: {Wheels have earth imbedded in outside areas.

contact between vehicle components and the underbody. Photograph if damage is present.

Tire/wheel assemblies

None

UNDERHOOD

Engine compartment Brake fluid level and condition Comments: Power steering lines, hoses, clamps and connections Power steering fluid level and condition 4 of 10

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS							
Customer's Name: {{ 11/23/2004	{_Enterprise Rent Car			Inspection Date:			
Vehicle Brand:	{_Chevrolet	Model:	{_Malibu				
<u>File #</u>	{_1-278657716	VIN:					
{_1G1ZS52F85FXXXX	XX						

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

<u>INTERIOR INSPECTION</u> (Describe any damage and photograph) {_Windshield is crushed inward. No other damages

{				
L			 	
{				
·				
{				
(
{	 		 	
i				
۱			 	
5				
ι	 · · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·		
1				
<u></u>	 		 	
{				
{				

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.

-	00	of IC	
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS			
Customer's Name: {_En {{ 11/23/2004	nterprise Rent Car Inspection Date:		
	hevrolet Model: {_Malibu		
	278657716 VIN:		
、			
{_1G1ZS52F85FXXXXXX_			
ITEM	OBSERVATIONS/TEST RESULTS		
Steering system-Are all	{_All connected. Steering wheel can rotated from lock to lock with no		
components in place and	binding. Power assist is evident.		
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?	C No interferences no busices comparents		
Steering linkage-Is the linkage	{_No interferences, no broken components.		
free from cracks, bends,		-	
fractures, etc. Are there any			
scrapes, abrasions, signs of			
contact with any of the linkage?	(No demonse		
Gear/rack and pinion-Any sign	{_No damages		
of leakage, damage to boots on		-	
the rack, contact by foreign			
objects?	(Normal conditions		
Steering column, ignition switch,	{_Normal conditions.		
intermediate shaft. Does the		-	
column unlock with the ignition			
key "on"? Is the steering column properly fastened to the dash?			
	{_Electric power steering that is operational.		
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.			
PS fluid level and condition-	{_N/A	-	
Color, contamination, odor			
		-	
Steering knuckle-All			
attachments secure and			
proper?		-	
Suspension components – LF	All components are connected, no missing or broken parts.		
Strut attachments, springs			
intact; control arms properly		-	
attached, deformed, broken,			
scraped, etc. Sway bars			
properly attached.			
Strut attachments, springs	{_All components are connected, no broken parts.	-1	
intact; control arms properly			
attached, deformed, broken,		-	
scraped, etc. RF			
Strut attachments, springs	{		

		лц		
PROBUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name: { E	nterprise Rent Car Inspection Date:			
{{_11/23/2004				
<u>Vehicle Brand:</u> {_C	Vehicle Brand: {_Chevrolet Model: {_Malibu			
-	278657716 <u>VIN:</u>			
{_1G1ZS52F85FXXXXXX				
intact; control arms properly	_Normal conditions			
attached, deformed, broken,				
scraped, etc Rear sway bars,				
trailing arms properly attached				
and undamaged. LR				
Strut attachments, springs	{_Normal conditions			
intact; control arms properly				
attached, deformed, broken,				
scraped, etc. RR				
Rear axle assembly-deformed,	{No			
signs of impact, properly				
located, etc.				
Deformation to the frame	{	-		
		_		
Describe and photograph	{_None			
evidence of axle/ suspension/				
tire contact with frame, body or				
components		_		
Describe and photograph	{_None			
contact of the under- carriage				
with the road surface (road,				
shoulder, curb, or grass)		_		
Stability Enhancement	{N/A			
system/components-check for codes with Tech II				
Engine (normal, other)-Obtain		-		
codes using a Tech II.				
codes using a rechni.				
Electrical (normal, other)		-		
Warning lights/messages				
displayed? Describe and obtain				
codes using a Tech II				
Anything components missing?	{_No	\neg		
,				
Other	{None	\neg		

{

C 1 0

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
<u>Customer's Name:</u> {{_ 11/23/2004	{_Enterprise Rent Car			Inspection Date:
	{_Chevrolet		{_Malibu	
<u>File #</u>	{_1-278657716	<u> VIN:</u>		
{_1G1ZS52F85FXXXX	ΔΛΛ			

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:

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	(Goodyear)	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	Bridgestone	92S	P205/65R15	31	10/32	OBURB
						<u>41 2304</u>
RF	Bridgestone	92S	P205/65R15	_30	_10/32	OBURB
						<u>41 2304</u>
LR	Bridgestone	92S	P205/65R15	31	10/32	OBURB
						41 2304
RR	_Bridgestone	92S	P205/65R15	32	_10/32	
						41 2304

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

9 of 10				
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				
<u>File #</u> {_1-278657716 <u>VIN:</u>				
{_1G1Z852F85FXXXXXX				
2. <u>TIRE PLACARD DATA:</u> 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 <u>P205/65R15</u> <u>30</u>				
SPARE TIRE				
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.				
<i>.</i>				
<u> </u>				
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

Confidential GM/PAR

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name: {{ 11/23/2004	{_Enterprise Rent Car			Inspection Date:
Vehicle Brand:	{_Chevrolet	Model:	{_Malibu	
<u>File #</u>	{_1-278657716	VIN:		
{_1G1ZS52F85FXXXX	XXX			

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	Other Records
---------------	------------------	---------------

				1	of 9
		JCT ALLEGAT RELIMINARY BRAKE & AB	INSPEC	CTION	
Customer's Name:	{_Enterprise }	Rent Car			
{_11/23/2004					
				{_Malibu	
<u>File #</u>	•		<u>VIN:</u>		
{_1G1ZS52F85FXXX	(XX				
Mileage at Inspection: Rd. Dyer, IN. 46311				spection Location: {_Dyer Auto Auction 641 Jolie	ŧ
Inspector's phone number: {	_815-538-2008	<u>In</u>	 spected By	<u>y:</u> {_Chuck Baumann, EAA	
Section 1		INSPECTION			
Briefly describe the cust	omer's allegation	concerning the	brakes/ab	<u>DS:</u>	
	applied caused v	-	-	ht, causing lost of control.	
{					
{					
{					
Body damage consists o	of impact to hood	, roof and windsh	ield.	Vehicle was seen with all wheels in place. were seen. Brake fluid reservoir was full.	
Brake warning light was					
{Vehicle was driven with straight /even with no pu				es hour were obtained. Vehicle stopped	
{					_
{					
{{					
{					_
{					
{					
Section 2		NTERVIEW - ING	CIDENT D	DETAILS	
Provide a complete desc	ription of the inc	ident according t	o the DRI	IVER / CLAIMANT	
Interview mode:	By Telephone	X In Person	Inc	cident Date and Time: {_10/29/2004 at 16:00	
Hrs Interview date: {					
drive immediately precedin	ng the incident, the	type of driving cor	nditions, h	nclude information concerning the length of the now many brake stops had occurred during this ne 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		
<u>File #</u>	{1-278657716	VIN:			
{_1G1ZS52F85FXXXX	XXX				

{_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.)	{Normal	{Pulled side to side.
	{	{
Brake pedal feel (normal, hard, spongy, etc.)	{Normal	{Not known
	{	{ {
Warning lights/messages displayed. Describe	{None	{None
	{	{
Unusual odors (from where?)	{None	{None
	{	{
Other {	{None	{None
	{	{

* 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 _____

2 of 9

	3 of 9
PRODUCT ALLEGATION RESOLUTION	
PRELIMINARY INSPECTION	
BRAKE & ABS SYSTEMS	
Customer's Name: {_Enterprise Rent Car Inspection Date:	
{_11/23/2004	
Vehicle Brand: {_Chevrolet Model: {_Malibu	
<u>File # {1-278657716 VIN:</u>	
{_1G1ZS52F85FXXXXXX	
Surface where incident occurred: Type: <u>C</u> oncrete, <u>A</u> sphalt, <u>G</u> ravel, Crushed <u>R</u> ock, <u>D</u> irt or Other? <u>Asphalt</u> Describe: {	
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 X 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	1.
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	
۱ ۱	

	PRODUCT ALLEG PRELIMINA			
	BRAKE &	ABS SYSTE	<u>MS</u>	
Customer's Name:	{_Enterprise Rent Car			Inspection Date:
{_11/23/2004				
Vehicle Brand:	{_Chevrolet	Model:	{_Malibu	
<u>File #</u>	{1-278657716	VIN:		
{_1G1ZS52F85FXXXX	XX			

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.

-		
1	4	
	§	
1	r i i i i i i i i i i i i i i i i i i i	
- 5	S	

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

-	
{	
Ì	
۱ (

4 of 9

				5 of 9
		LEGATION RI NARY INSPE C & ABS SYST	CTION	
{_11/23/2004	_Enterprise Rent Car	·		Inspection Date:
	_Chevrolet 1-278657716		{_Malibu	
{_1G1ZS52F85FXXXXX				
 D. Underhood: Engine compartment Master cylinder and brake Comments: {_Fluid levels comments: 			dulator	
	· · ·	_		
E. Underbody: Scrapes or impact damag Fuel tank Tires/Wheels	e on the following:			
Comments: {_Wheels are ea	rth packed on outside.	This indicates to	b be from grass	on roadside.
{				
F. General Observations (T	ake photographs if app	licable):		
Anything on vehicle which is a	-			
{				
Anything on vehicle which is a	modification: {_No			
{				
Other relevant information: {_	No			
{				
Section 5	tify what you did and who	BRAKES	a the inspection	of the brake system. Identify the
tests and test results for the a	pplicable items. Describe roperly or is a non produc	e anything releva ction part. Recore	nt to the allegatic d all diagnostic tr	on that is not in normal working ouble codes found, the description

PRODUCT ALLEGATION RESOLUTION						
	PRELIMINARY INSPECTION					
BRAKE & ABS SYSTEMS						
	se Rent Car Inspection Date:					
{_11/23/2004						
	t <u>Model:</u> {_Malibu					
	16 <u>VIN:</u>					
{_1G1Z852F85FXXXXXX						
	OBSERVATIONS/TEST RESULTS					
Red brake warning light- note the	{_Brake light on with key, goes off after 4 seconds.					
operation of the light when the						
ignition key is turned "ON", also with	{					
park brake applied and released.	{_Brake light on when park brake is applied, goes off after releasing.					
	<u></u>					
Yellow ABS light-note the operation of	{ No ABS					
the light when the ignition key is						
turned "ON"	{					
Brake fluid level and condition- comment on the level, color,	{_Full, no odors, clean in appearance.					
contamination, and smell						
	{					
Boost/booster/master cylinder-with engine "off", deplete the booster and hold the brake pedal, start engine	{Brake pedal descends 1 1/2" becomes firm when engine started. { {					
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	{_Vacuum line is connected.					
possible, check the booster for	{					
proper vacuum hose connection.	{					
	{					
	{					
External leakage? Check all hydraulic	{_No leaks					
lines, connections, wheel cylinders (if any), and ABS modulator	<u> </u>					
connections.	{					
	{					
Pedal travel, check per service manual. A pedal force gage is necessary for	{_1 3/4" of travel.					
proper check of pedal travel.	{					
Front brakes-note condition of	{					
calipers, rotors as to whether they	condition.					
are grooved, corroded, leaking, etc.						
	{					
Rear brakes describe the condition of	{					
the rotors or drums (scored, smooth,	{_No scoring or unusual conditions.					
corroded)	{					
	{					
Pads and linings-measure and record	{_Front pads 11mm, Like new condition					

	7 01 9
	DUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS se Rent Car Inspection Date:
{ 11/23/2004	
Vehicle Brand: {_Chevrole <u>File #</u> {1-2786577	t <u>Model:</u> {_Malibu 16 <u>VIN:</u>
{_1G1ZS52F85FXXXXXX	
lining thickness in inches or millimeters. Note condition.	Rear shoes 7mm, no cracks, no hot spots, firm bond to shoe frame.
ABS/TCS/SES system-check for codes, current and history	{_No ABS
Other(scan tool results, description of codes, etc.)	{_None

Other Comments: {_None

1	{	
-		

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.

							8 of 9		
	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS								
(Customer's Nam	ne: {_Enterpr	ise Rent Car		Inspe	ection Date:			
{ 11	/23/2004								
	Vehicle Bran	d: {_Chevrol	et	Model: {_N	/Ialibu				
	File		716						
{_10	G1ZS52F85FXX	_ `							
.									
Secti	on 6		TI	RES					
Use		ige at four points a	round the circumfe on the tire placard,						
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	NUMBERS *			
	(Goodyear)	<u>(Eagle GA)</u>	(<u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch				
LF	{Bridgestone	{92S	{P205/65R15_	{_30	{_10/32	{_OBURB41 2304			
RF	{Bridgestone	{92S	{P205/65R15_	{_31	{_10/32	{OBURB41 2304			
LR	{Bridgestone	{92S	{P205/65R15_	{30	{10/32	{OBURB41 2304			
RR	{Bridgestone	{92S	{P205/65R15_	{32	{_10/32	{_OBURB41 2304			

* 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

{}		
<u>.</u>		
{		

WHEELS

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid) PRESSURE (psi) <u>SIZE</u>

TIRES {P205/65R15___

{_30

Section 7

WHEEL CONDITION:

Note and photgraph any damage to wheels and mountings, such as bent rims, impact marks, etc. {_Earth imbedded into outside of wheel. No impact damage.

	PRELIMINA	GATION RESOLUTION RY INSPECTION <u>ABS SYSTEMS</u>	
Customer's Name:	{_Enterprise Rent Car		Inspection Date:
{_11/23/2004			
Vehicle Brand:	{_Chevrolet	<u>Model:</u> {_Malibu	
<u>File #</u>	{1-278657716	<u>VIN:</u>	
{_1G1ZS52F85FXXXX	XXX		
Section 8	SITE INS	PECTION (If applicable)	

Carefully consider the facts in the case and <u>then document the basis of your decision</u> 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.

1		
۱	 	
{		
(
{		
1		
{		
(
۱	 	
{		
· · · · · · · · · · · · · · · · · · ·		
٢	 	
5		
l		

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

{	
{	
·	
{	
{	
{	
{	

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 Other Records





Date: 11/11/2004 04:27 PM Estimate ID: 4110219-0B Estimate Version: 0 Committed Profile ID: CUSTOMIZED

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:

Type of Loss: Collision

ENTERPRISE

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

Insured: ENTERPRISE

Mitchell Service: 910161

Description:	2005 Chevrolet Malibu		
Body Style:	4D Sed	Drive Train:	2.2L Inj 4 Cyl 4A FWD
VIN:	1G1ZS52F85F	License:	NONE IL
OEM/ALT:	0	Search Code:	None
Color:	TAN		
Options:	AUTOMATIC TRANSMISSION, L-4 ENGINE, 4-DOOR		

Line	Entry	Labor		Line Item		Dollar	Lab	
Item	Number	Туре	Operation	Description	Part Type	Amount	Uni	
1	001543	BDY	REMOVE/INSTALL	FRT BUMPER ASSY			1.4	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	Y 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	3
8	AUTO	REF	REFINISH	HOOD OUTSIDE		(2.6	3
9	AUTO	REF	REFINISH	HOOD UNDERSIDE		(0 1.3	3
10	000145	BDY	REMOVE/REPLACE	R FENDER PANEL	New	187.53	1.5	5 #
11	AUTO	REF	REFINISH	R FENDER OUTSIDE		(C 1.4	4
12	AUTO	REF	REFINISH	R FENDER EDGE		(0.5	5
13	000146	BDY	REMOVE/REPLACE	L FENDER PANEL	New	186.27	1.5	5 #
14	AUTO	REF	REFINISH	L FENDER OUTSIDE		(C 1.4	4
15	AUTO	REF	REFINISH	L FENDER EDGE		(0.5	5
16	001505	MCH	REMOVE/REPLACE	DISABLE & ENABLE AIR BAG SYSTEM	-M		0.5	5
17	001506	MCH	REMOVE/REPLACE	AIR BAG SYSTEM DIAGNOSIS -M			0.5	5 #
18	000251	BDY	REPAIR	WHEEL	Existing		0.5	5*
19	000251	BDY	REPAIR	WHEEL	Existing		0.5	5*
20	000337	MCH	REMOVE/REPLACE	STEERING WHEEL -M	New	126.84	0.5	5
21	000525	GLS	REMOVE/REPLACE	W/SHIELD GLASS	New	600.00 *	INC	2 #
22				SUBJECT TO -25.00% GLASS ADJUSTMEN	ΤT			
23	000528	BDY	REMOVE/REPLACE	W/SHIELD REVEAL MOULDING	New	56.55	INC	ン #
24	000548	BDY	REMOVE/REPLACE	L W/SHIELD SUN VISOR	New	35.00	INC	5
25	000600	MCH	REMOVE/REPLACE	INST PANEL ASSY -M	New	209.18	6.5	5 #
26	000713	BDY	REPAIR	R FRT DOOR SHELL	Existing		1.0)* #
27	AUTO	REF	REFINISH	R FRT DOOR OUTSIDE	-	(C 1.6	3
28	000714	BDY	REPAIR	L FRT DOOR SHELL	Existing		1.0	D* #
29	AUTO	REF	REFINISH	L FRT DOOR OUTSIDE	-	C	2 1.6	3
30	001581	REF	REFINISH	R FRT OTR HANDLE		(0.2	2
31	001583	REF	REFINISH	R FRT OTR HANDLE COVER		(0.2	2
Mite	TIMATE RE chell Data V raMate Vers	ersion:	JMBER: 11/11/2004 16:26 NOV_04_A 5.0.027	57 4110219-0B UltraMate is a Trademark of Mitchell Interna Copyright (C) 1994 - 2003 Mitchell Internati All Rights Reserved		Page 1	of	3

						Estimate ID: Estimate Version: Committed	11/11/2004 04:27 PM 4110219-0B 0
32	001585	BDY	REMOVE/INSTALL	R FRT OTR DOOR HANDLE		Profile ID:	CUSTOMIZED 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		Existing	C 1.6
36	000863	BDY	REPAIR	L REAR DOOR SHELL		Existing	1.0*
37	AUTO	REF	REFINISH	L REAR DOOR OUTSIDE		Existing	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 PRI		HRESHOLD	
63				AMOUNT FOR THE PAINT AND MATER	RIAL 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	Т		Taxable Parts			3,017.99
	Refinish	33.3	28.00	0.00	0.00	932.40	Т		Parts Adjustments			604.50-
	Frame	5.0	40.00	0.00	0.00	200.00	Т		Glass Adjustments		@ -25.000%	150.00-
	Mechanical	8.0	40.00	0.00	83.95	403.95	Т		Sales Tax	@	8.000%	181.08
		Taxable La	bor			2,608.75			Total Replacement Parts Amount			2,444.57
	Labor Summary	84.6				2,608.75						

ESTIMATE RECALL NUMBER: 11/11/2004 16:26:57 4110219-0B

Mitchell Data Version:	
UltraMate Version:	

Date: 11/11/2004 04:27 PM Estimate ID: 4110219-0B Estimate Version: 0 Committed Profile ID: CUSTOMIZED

	Costs able Costs al Additiona	Sales Tax I Costs	@	8.000%	Amount 350.00 28.00 378.00	IV. I. II. III.	Tota Tota	nts :ustomer Responsibility Il Labor: Il Replacement Parts: Il Additional Costs:	Amount 0.00 2,608.75 2,444.57 378.00
						IV.		Gross Total: Il Adjustments: Net Total:	5,431.32 0.00 5,431.32
Point(s) of Im 13 Rollover (F	<u> </u>								
Ins	urance Co:	ENTERPRISE						DYER AUTO AUCTION 11/10/2004	
IT COM LIS BY: +++ VEH +++ Ded The thi rel	IS UNI PLETE TED, U ++++++ ICLE I REE ++++++ uctibl repai s loss ease c	DERSTOOD THAT AND GUARANTEE JNLESS A DIFFE +++++++++++++++++++++++++++++++++++	THE A ALL RENT +++++ +ADDI E() VEHIC +++++ dress eck t colle d veh	BOVE SHOP, REPAIRS LI AMOUNT IS DATE: +++++++++ TIONAL INF A BORDER LE SHOULD +++++++++ ed or incl o see if a ct it from icle.	IF ONE STED ABC LISTED H ORMATION LINE TOT TAKE .uded in deductin the veh	IS L VE F ERE +++++ AL(ISTED, OR THE \$ +++++++) A YS TO ++++++ is app owned	E AMOUNT 	
THI SOL AUT PRI *** PRC REP MAN	S IS N E RESE HORIZE OR INS ***** PERTY LACEME UFACTU	NOT AN AUTHORI PONSIBILITY OF E ALL REPAIRS. SPECTION BY PR **************** DAMAGE APPRAI ENTS LISTED HE JRER'S SPECIFI	ZATIO THE NO S OPERT **** SERS REIN CATIO	N TO REPAI VEHICLE OW UPPLEMENTS Y DAMAGE A ********* SPECIFIES BE MADE IN NS.	R. ALL C INER, WHC WILL BE PPRAISER ******** THAT ALL STRICT	OST ULT HON S. REP ACCO	OF REH IMATEI ORED V ****** AIRS A RDANCH	PAIRS ARE THE LY MUST WITHOUT THE ************ AND/OR PART E WITH	

ESTIMATE RECALL NUMBER: 11/11/2004 16:26:57 4110219-0B

Mitchell Data Version: UltraMate Version:

PDA
Property Damage Appraisers
INVOICE

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

INVOICE NUMBER

INVOICE DATE

11/11/2004

NUMBER OF UNITS

1

200-1107080

BILL TO:

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

FOR INQUIRIES CONTACT:

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

BUSINESS LINE/LOSS TYPE Auto Physical Damage

JOHN SKIDMORE & ASSOC. INC, DBA PDA SOUTH BEND, INDIANA P.O. BOX 6366 SOUTH BEND, IN 46660

CUSTOMER NUMBER

ENT500268

APPRAISED AMOUNT

.00

TIN: 35-1549768

ATTENTION: ATT: BOB

INSURED CLAIMANT ASSIGNMENT DATE 11/1/2004 POLICY NUMBER CLAIM NUMBER DATE OF LOSS PDA ASSIGNMENT NUMBER AQ4425 DX2038955 10/29/2004 411021 ··· BC SERVICE FEE J20038955 50.00 OFFICE CHARGE J2000 60.00 00 OFFICE CHARGE J2000 0.00 0.00 DRIVING TIME J2000 0.00 0.00 MLEAGE J2000 0.00 0.00 PHOTOS J2000 0.00 0.00 MISCELLANEOUS @.00 0.00 0.00 MISCELLANEOUS Q100 0.00 0.00 MISCELLANEOUS THOTAL CHARGES 0.00 Please enclose a copy of this invoice with your						
POLICY NUMBER AQ4425 CLAIM NUMBER DX2038955 DATE OF LOSS 10/29/2004 PDA ASSIGNMENT NUMBER 4110219-0 BC SERVICE FEE 50.00 TOTAL LOSS EVALUATION 50.00 OFFICE CHARGE .00 DRIVING TIME .00 DRIVING TIME .00 MILEAGE .00 PHOTOS .00 LONG DISTANCE .00 MISCELLANEOUS @.00 .00 MISCELLANEOUS @.00 .00 COMMENTS Thank you for the assignment. We appreciate your business. .00 Please enclose a copy of this invoice with your memore end wit the invoice with your memore end wit the invoice with your TOTAL CHARGES .00 APPLICABLE TAXES .00 .00 .00	INSURED		CLAIMANT		ASSIGN	MENT DATE
AQ4425 DX2038955 10/29/2004 411021→ BC SERVICE FEE 50.00 TOTAL LOSS EVALUATION 0.00 OFFICE CHARGE 0.00 DRIVING TIME 0.00 MILEAGE 0.00 PHOTOS 0.00 IONG DISTANCE 0.00 MISCELLANEOUS 0.00 PHORES 0.00 MISCELLANEOUS 0.00 MISCELANEOUS 0.00	ENTERPRISE				11/	10/2004
SERVICE FEE 50.000 TOTAL LOSS EVALUATION 50.00 OFFICE CHARGE 50.00 DRIVING TIME 50.00 DRIVING TIME 50.00 MILEAGE 50.00 MILEAGE 50.00 PHOTOS 50.00 LONG DISTANCE 50.00 MISCELLANEOUS © .00 0.00 MISCELLANEOUS © .00 0.00 COMMENTS Thank you for the assignment. VWe appreciate your business. 50.00 COMMENTS Thank you for the assignment. VWe appreciate your business. 50.00 PHOTOS 50.00 PHO	POLICY NUMBER	CLAIM NUMBE	CR	DATE OF LOSS	PDA ASSIGNM	IENT NUMBER
SERVICE FEE 50.00 TOTAL LOSS EVALUATION 0.00 OFFICE CHARGE 0.00 DRIVING TIME 0.00 MILEAGE 0.00 PHOTOS 0.00 PHOTOS 0.00 MISCELLANEOUS @ .00 0.00 MISCELLANEOUS @ .00 0.00 MISCELLANEOUS We appreciate your business. 0.00 Terms: Professional Fees Due Upon Receipt TOTAL CHARGES 50.00 PHORAGE and put the invice on whore not your phone network APPLICABLE TAXES .00	AQ4425	DX2038955		10/29/2004	4110219-	0 BC
TOTAL LOSS EVALUATION .00 OFFICE CHARGE .00 DRIVING TIME .00 MILEAGE .00 PHOTOS .00 PHOTOS .00 IONG DISTANCE .00 MISCELLANEOUS @ .00 .00 MISCELLANEOUS @ .00 .00 MISCELLANEOUS We appreciate your business. .00 COMMENTS Thank you for the assignment. .00 We appreciate your business. TOTAL CHARGES 50.00 Please enclose a copy of this invoice with your APPLICABLE TAXES .00						50.00
OFFICE CHARGE 00 DRIVING TIME 00 MILEAGE 00 PHOTOS 00 PHOTOS 00 IONG DISTANCE 00 MISCELLANEOUS @00 00 MISCELLANEOUS Thank you for the assignment. 00 VWe appreciate your business. 00 00 Please enclose a copy of this invoice with your remember and wit the invisies aurubeen to an endeptioned with your TOTAL CHARGES 00	SERVICE FEE					50.00
DRIVING TIME .00 MILEAGE .00 PHOTOS .00 PHOTOS .00 LONG DISTANCE .00 MISCELLANEOUS @.00 @.00 COMMENTS Thank you for the assignment. We appreciate your business. .00 Terms: Professional Fees Due Upon Receipt TOTAL CHARGES 50.00 Please enclose a copy of this invoice with your perment and wit the invoice with your APPLICABLE TAXES .00	TOTAL LOSS EVALUATION					.00
MILEAGE .00 PHOTOS .00 LONG DISTANCE .00 MISCELLANEOUS @.00 .00 MISCELLANEOUS @.00 .00 COMMENTS Thank you for the assignment. We appreciate your business. .00 Image: Professional Fees Due Upon Receipt TOTAL CHARGES 50.00 Please enclose a copy of this invoice with your APPLICABLE TAXES .00	OFFICE CHARGE					.00
PHOTOS .00 LONG DISTANCE .00 MISCELLANEOUS @.00 .00 COMMENTS Thank you for the assignment. We appreciate your business. .00 Comments Thank you for the assignment. We appreciate your business. .00 Please enclose a copy of this invoice with your memore and put the invoice with your TOTAL CHARGES 50.00 APPLICABLE TAXES .00	DRIVING TIME					.00
LONG DISTANCE	MILEAGE					.00
MISCELLANEOUS @.00 @.00 .00 COMMENTS Thank you for the assignment. We appreciate your business. .00 .00 Terms: Professional Fees Due Upon Receipt Please enclose a copy of this invoice with your promot and put the invoice on your abody TOTAL CHARGES 50.00 APPLICABLE TAXES .00	РНОТОЅ					.00
COMMENTS Thank you for the assignment. We appreciate your business. We appreciate your business. Terms: Professional Fees Due Upon Receipt TOTAL CHARGES 50.00 Please enclose a copy of this invoice with your APPLICABLE TAXES .00	LONG DISTANCE					.00
We appreciate your business. Terms: Professional Fees Due Upon Receipt TOTAL CHARGES 50.00 Please enclose a copy of this invoice with your APPLICABLE TAXES .00	MISCELLANEOUS @	.00	@	.00		.00
Terms: Professional Fees Due Upon Receipt TOTAL CHARGES 50.00 Please enclose a copy of this invoice with your APPLICABLE TAXES .00	COMMENTS Tha	ink you for the as	signment.			
Please enclose a copy of this invoice with your APPLICABLE TAXES .00	We	appreciate your	business.			
Please enclose a copy of this invoice with your APPLICABLE TAXES .00 neument and put the invoice number on your sheal .00	Terms: Professiona	l Fees Due Upon F	Receint	TOTAL CHARGES		50.00
new per and put this invoice with your				APPLICABLE TAYE	5	00
INVOICE TOTAL 50.00					3	
	payment and put the m	voice number on	your check.	INVOICE TOTAL		50.00

Thank you for choosing PDA. We appreciate your business. All PDA Offices Independently Owned and Operated









CDR File Information

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



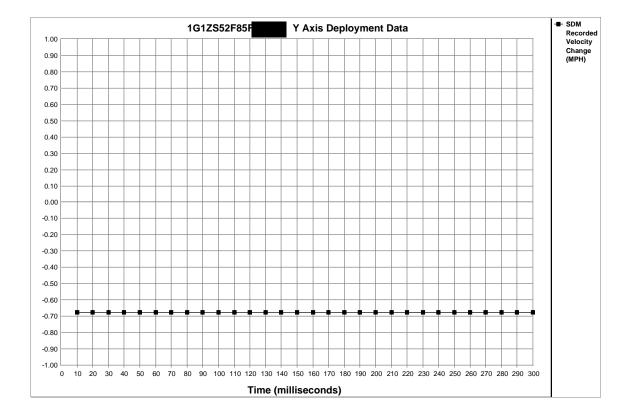


System Status At Deployment

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



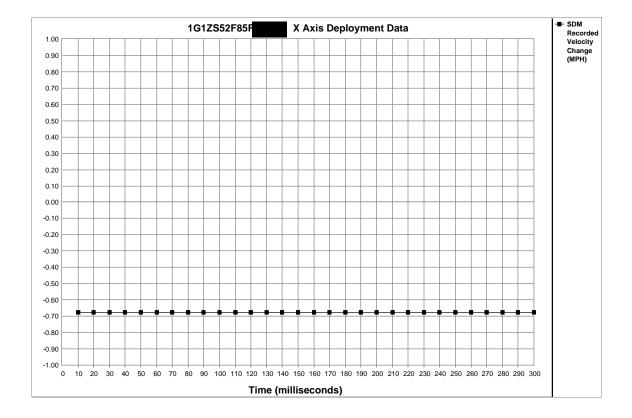




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68	-0.68
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity 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 Passenger Knee Deployment Loop Commanded	No 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



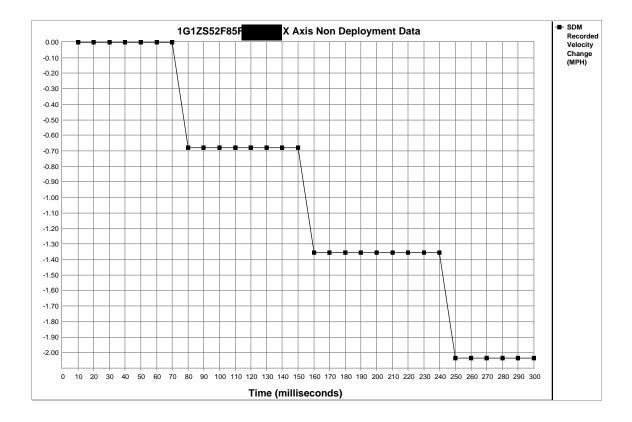




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	0.00	-0.68	-0.68	-1.36	-2.03	-2.71	-2.71	-3.39	-4.07	-4.74	-5.42	-6.10	-6.10	-6.78	-7.46
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity 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.

\$023456789ABCDEF0123456789BC	00 30 02 00 00 50 00 00 80 00 00 80 00 00 247 38 34 00 00 03 02 07 3F 3F	00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 6A 00 00 00 00 5A 46 00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00	5A 00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 78 00 00 00 00 00 00 00 00 00 00 00 00 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 \$21	40 FF	00 01	00	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 \$30	00 9D	FE 00	02	BA 00	0A 00	00	00	
\$31	00	00	00	00	00	00	00	
\$32	00	00	00	00	00	00	00	
\$33	17	21	20	1C	22	00	00	
\$34	17	18	1C	1E	25	00	00	
\$35	49	4F	59	63	77	00	00	
\$36	Е9	FA	06	00	00	00	00	
\$37	00	00	00	04	0B	00	E2	
\$38	86	00	00	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	53	35	32	46	00	
\$3E	35	10	99	48 00	00	00	00	
\$3F \$40	00 20	00 A5	90 00	00	00 00	00 00	00 00	
\$41	00	00	00	00	00	00	00	
\$42	00	FF	F0	02	AF	00	00	
\$43	FΕ	02	B0	02	00	00	00	
1G1ZS5	2F85	F						



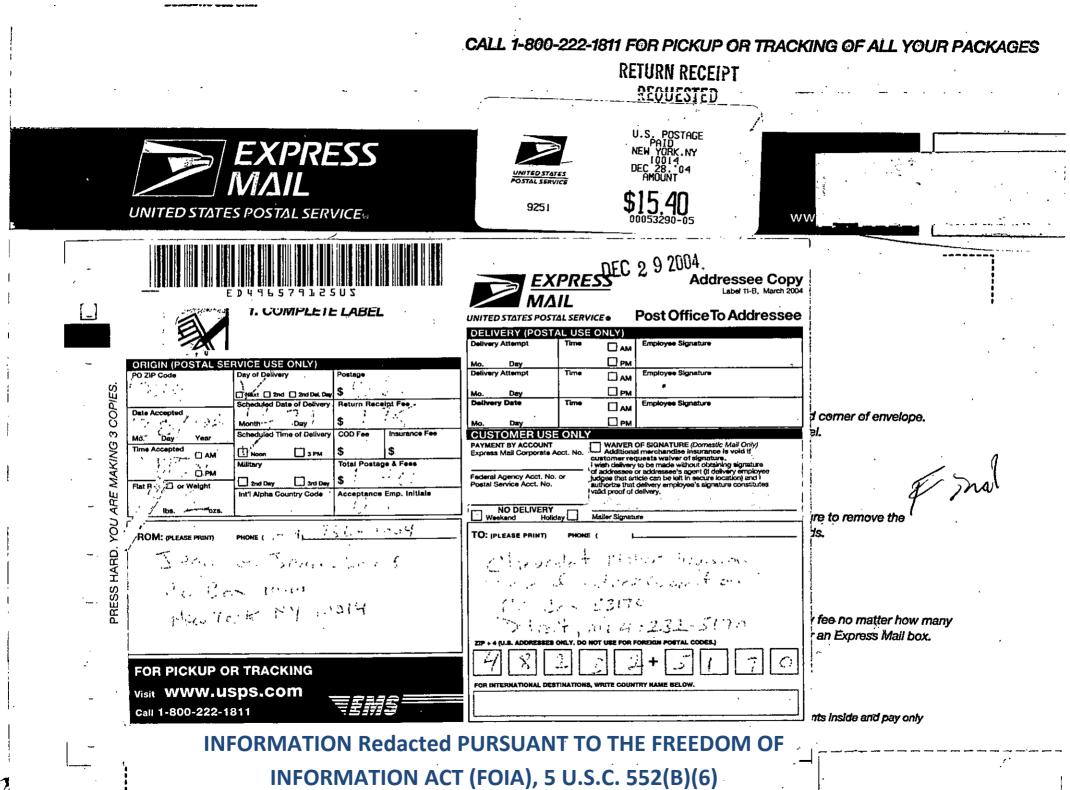


\$73 FF FF FF FF FF FF FF FF 00 \$75 FF FF FF FF FF FF FF 00 \$76 FF FF FF FF FF FF FF 00 \$77 FF FF FF FF FF FF FF 00 \$78 F0 00 00 F0 00 00 00 \$78 F0 00 00 F0 00 00 00 \$79 B1 FF FF FF FF FF FF FF 00 \$71 A1 55 01 02 03 04 \$02 01 02 03 04 \$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$04 01 02 03 04 \$05 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$05 40 01 02 03 04 \$05 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$06 FF	\$44 \$46 \$47 \$48 \$449 \$440 \$440 \$440 \$5512357 \$5666 \$6600 \$66000 \$660000 \$712	$\begin{array}{c} 00\\ 00\\ 00\\ FE\\ F9\\ F7\\ F2\\ EF\\ E9\\ F0\\ 30\\ 00\\ F8\\ 80\\ FF\\ FF\\ FF\\ FF\\ FF\\ FF\\ FF\\ FF\\ FF\\ F$	000000 F F F F F F F O004000 F F F F F F F F F F F F F F F F F	0000FDB86F31EEB8002000FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	000000FFFFEEED000000F0FFFFFFFFFFFFFFFFF	000 00 FFCA FF5 FF00 000 000 FFFFFFFFFFFFFFFFFFFFF	000000FFFFEEED0000000FFFFFFFFFFFFFFFFFF										
\$76 FF FF FF FF FF FF FF 00 \$77 FF FF FF FF FF FF FF 00 00 00 \$79 81 FF FF FF FF FF FF 00 00 00 \$70 FF FF FF FF FF FF FF 00 00 00 \$71 H1 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$04 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$04 01 02 03 04 52 54 41 32 03 03 14 43 54																	
\$777 FF FF FF FF FF 00 00 00 00 \$778 F0 00 00 FF FF FF 00 00 00 \$779 81 FF																	
\$78 F0 00 00 F0 00 00 \$79 81 FF FF FF 00 00 00 \$70 FF FF FF FF FF FF FF 00 00 \$71 H1 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$02 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$04 01 02 03 04 52 53 41 32 03 09 01 AA 01 56 \$05 42 54 FF																	
\$7B FF FF FF FF FF FF 0 \$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$02 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$04 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$05 42 55 FF																	
<pre>\$1 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</pre>	-																
\$02 01 02 03 04 52 53 41 32 03 09 01 AA AA 01 \$04 01 02 03 04 55 FF	ŞТВ	L L	L L	1.1.	L L	L L											
\$04 01 02 03 04 \$05 42 55 FF	-								53	41			09	01	AA	AA	01
						03	04	52	53	41	32	03	09	01	AA	AA	01
\$07 42 54 FF FF <t< td=""><td>\$05</td><td>42</td><td>55</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td></t<>	\$05	42	55	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$0D 41 48 36 35 32 39 52 34 31 36 31 43 54 53 56 \$0E 01 59 D3 B3 B3 B3 B3 B3 B3 S0F 41 4A 36 35 32 39 52 34 31 36 35 43 53 4C 43 \$10 01 59 D3 B3 B3 B3 S13 42 52 FF						FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$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 - - - FF SF SF SS S2 <						2.0	20	F 0	24	21	26	26	21	4.2	F 4	F 2	БC
\$10 01 59 D3 B3 \$13 42 52 FF						32	39	52	34	31	30	36	31	43	54	53	50
$\begin{array}{cccccccccccccccccccccccccccccccccccc$						32	39	52	34	31	36	35	33	43	53	4C	43
\$17 42 54 FF FF <t< td=""><td>\$13</td><td>42</td><td>52</td><td>FF</td><td>\mathbf{FF}</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td><td>FF</td></t<>	\$13	42	52	FF	\mathbf{FF}	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$21 31 12 66 1A D0 2E 91 9A \$22 72 78 \$23 31 5A 53 54 55 32 \$24 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 00 00 00 00 \$41 3F 00 00 60 18 00 \$42 10 C4 00 00 8C 80 \$44 C6 00 00 FC C0 C0 \$44 C6 00 0F CF C0 C0 \$45 07 01 07 01 05 01 \$46 00 0F 64 64						FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
$\begin{array}{cccccccccccccccccccccccccccccccccccc$						- 0	~-	0.1	<u> </u>								
\$23 31 5A 53 54 55 52 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 00 00 00 00 \$41 3F 00 00 06 00 18 \$42 10 C4 00 00 8C 80 \$43 00 00 8C 80 00 94 \$44 C6 00 00 FC C0 C0 \$44 C6 00 07 01 05 01 \$45 07 01 07 01 05 01 \$46 00 0F 64 64 64				66	1A	D0	2E	91	9A								
\$25 31 5A 53 54 55 52 \$26 31 5A 53 54 55 52 \$40 00 00 \$41 3F 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 64 64	\$23	31	5A				55	32									
\$26 31 5A 53 54 55 53 32 \$40 00 00 00 00 00 18 \$41 3F 00 00 00 18 \$42 10 C4 10 14 \$43 00 00 8C 80 \$44 C6 00 00 FC C0 C0 \$45 07 01 07 01 05 01 \$46 00 0F 64 64 4																	
\$40 00 00 \$41 3F 00 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 64 64																	
\$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																	
\$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				00	06	00	18										
\$45 07 01 07 01 05 01 \$46 00 0F 0F 64 64				8C	80												
\$46 00 OF OF 64 64																	
							υL										
	-												P	age 9) of 1()	









المراجع والمتحمي والمحمول المحمول المراجع

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 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 ¼ 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,	
Jersey City, NJ	
Telephone: 201 936 7004	
Direct all correspondence to:	New York, NY

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.

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."

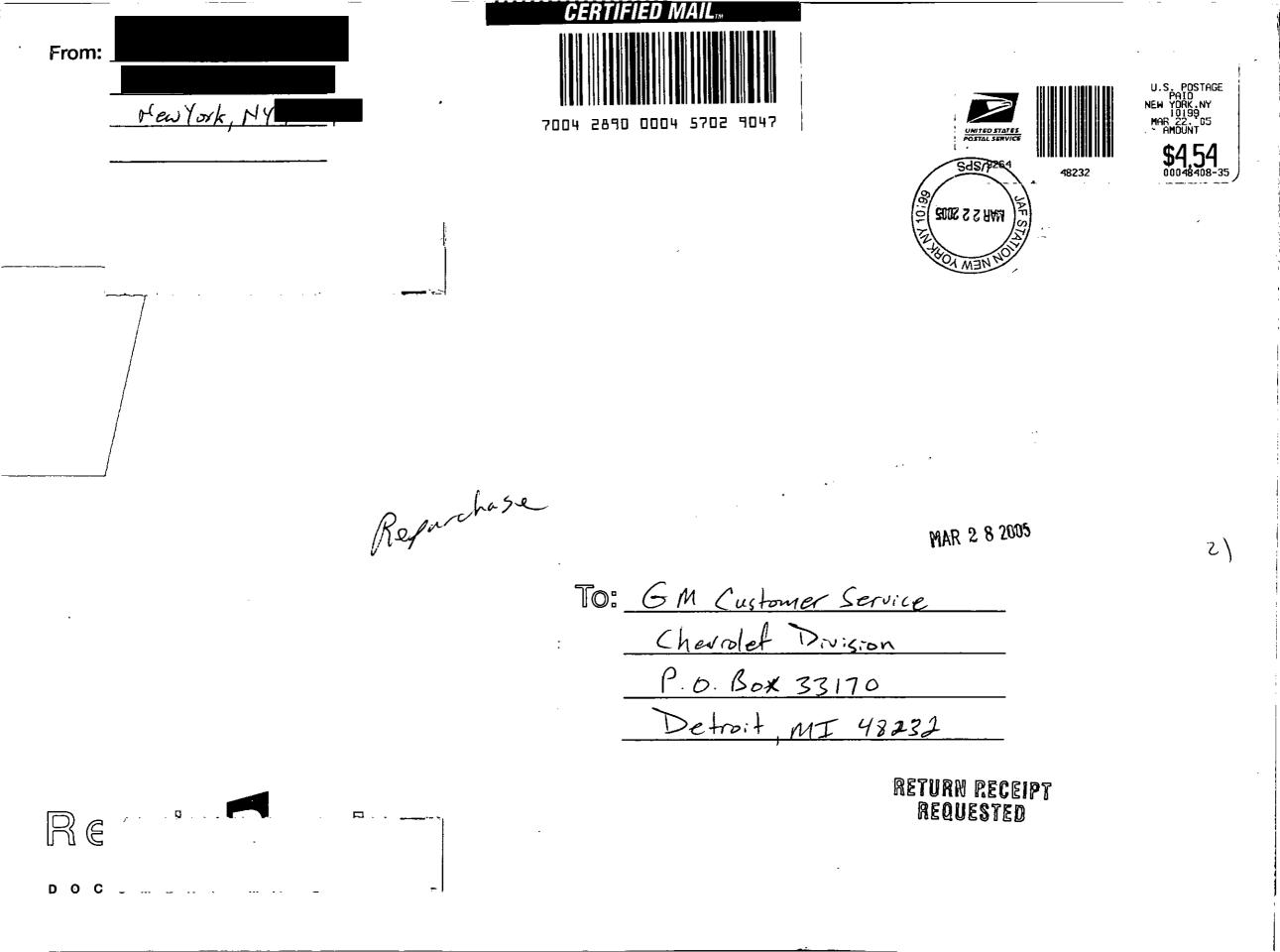
To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting http://www.dr.bbb.org/goauto

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



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# IG1ZT62865F

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 (kearny, 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 testdrive 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,

New York, NY

Case # 1-285-145-810

					1 of 9
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION <u>BRAKE & ABS SYSTEMS</u>					
Customer's Name:	{JESSICA WO	DDRUFF]	Inspection Date:	{_01-13-05
<u>Vehicle Brand:</u> <u>File #</u> { 1G2ZH548954XXXX	{1-294946897	<u> </u>			
Mileage at Inspection:	{_3907		Inspection Loca	ation: {AXLEROD P	ONTIAC
			{PARMA, OH	ю	
Inspector's phone number: {	216-831-8467		Inspected By: {JA	ACK RIVARD	
Section 1 INSPECTION SUMMARY					
Briefly describe the cust					
{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 ST 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 VEHICLEDRIVER ALSO STATED THAT SHE HEARD A LOUD NOISE AS TRACTION LIGHT CAME ON. SNOW ON GROUND AND TEMPERATURE 10 DEGREES.					
{ { {					
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.					
{					
{					
{					
{					
{ {					
{					
Section 2 INTERVIEW - INCIDENT DETAILS					
Provide a complete description of the incident according to the DRIVER / CLAIMANT					
Interview mode:	K By Telephone	In Person	Incident Date	and Time: {12-26-0 4	4 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					

2 of 9

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.

ξ	
{	
{	
{	
{	

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,	{NORMAL	{NORMAL
fade, pull, grab, etc.)		
	{	{
Brake pedal feel (normal, hard, spongy, etc.)	{NORMAL	{NORMAL
naru, spongy, etc. j		
	\ {	\ {
Warning lights/messages	{NONE	LOW TRACTION LIGHT ON AFTER
displayed. Describe		HITTING ICY PATCH
	{	
	{	{
Unusual odors (from	{ NONE	
where?)		
,	{	{
	{	{
Other	{	{
{NOISE	{NONE	{LOW TRACTION LIGHT TURNED ON
		HEARD LOUD NOISE COMING FROM
	{	

* 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 WOODRUFFInspection Date:{_01-13-05
Vahiala Drandt (DONTLAC) Madalt (C6.05
Vehicle Brand: {PONTIAC Model: {_G6 05 File # {1-294946897 VIN:
<u>1 1 - 2 - 3 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4</u>
Surface where incident occurred: Type: <u>C</u> oncrete, <u>A</u> sphalt, <u>G</u> ravel, Crushed <u>R</u> ock, <u>D</u> irt or Other? Describe: {_ASPHALT
Condition: Wet, <u>D</u> ry, <u>I</u> cy or <u>O</u> ther? { If other, specify: {_ICY
Other comments or observations that have not been covered? {ON BRIDGE EXIT AREA
Section 3 INTERVIEW - VEHICLE HISTORY
4. Describe existing vehicle conditions at the time of the incident(e.g. warning lights "On", engine miss, etc.): {
 5. <i>Repairs</i> outside of warranty (what, when, by whom?): {
{

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS					
Customer's Name:	{JESSICA WOODRUFF_		Inspection Date:	{_01-13-05	
Vehicle Brand: File # {1G2ZH548954XXXXX	{PONTIAC {1-294946897 XX		{_G6 05		
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.

-	
1	
1	
1	
1	

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: {______

				5 of 9	
	PRODUCT ALL	EGATION RE	ESOLUTION		
	PRELIMIN	NARY INSPEC	CTION		
	BRAKE	& ABS SYST	EMS		
Customer's Name:	{JESSICA WOODRUF			{_01-13-05	
<u> </u>	(<u></u>	(
Vehicle Brand:	PONTIAC	Model	{_G6 05		
File #	{1-294946897		[_00 05		
{1G2ZH548954XXXX					
(102211340)342222	XX				
D. Underhood:					
Engine compartment					
Master cylinder and br	ake fluid reservoir				
Brake lines and hoses					
ABS/TCS Modulator					
Comments: 1					
r					
•					
E. Underbody:					
Scrapes or impact dan	nage on the following:				
Fuel tank Tires/Wheels					
THES/WTIEEIS					
Comments: { ENGINE CR	ADLE BENT, FRONT BUMP	PER BRACKETS	S TO CRADLE		
{					
E Conoral Observations	(Taka photographs if appli				
r. General Observations	s (Take photographs if appli	capiej.			
Anything on vehicle which	is after-market:				
{					
Anything on vehicle which	is a modification:				
{INUNE					
۱					
Other relevant information: {					
{					
{					
		BB 41/			
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.

	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.	{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: {1G2ZH548954XXXXXXX						
the light when the ignition key is turned "ON"	{TURNS ON THEN OFF					
Brake fluid level and condition- comment on the level, color, contamination, and smell	{_FULL AAND CLEAR 					
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.	{					
External leakage? Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.	{USE KM28662 PRESSURE GAUGE, HOLDS 100PSI FOR THREE MINUTES					
Pedal travel, check per service manual. A pedal force gage is necessary for proper check of pedal travel.	{					
Front brakes-note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.	{					
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	{_ROTORS HEAVY RUST PRESENT ON PAD LOCATION { { {					
Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.	{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 {					
ABS/TCS system-check for codes, current and history	{ {					
Other(scan tool results, description of codes, etc.)	{ {					

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION					
	BRAKE & A	ABS SYST	EMS		
Customer's Name:	{JESSICA WOODRUFF_			Inspection Date:	{_01-13-05
Vehicle Brand: File # {1G2ZH548954XXXXX	{PONTIAC {1-294946897 XX		{_G6 ()5	
Other Comments: {					
BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD: OBSERVATIONS: {_UNABLE TO ROAD TEST DUE TO RADIATOR					

7 of 9

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:

DAMAGE_____

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.

					AVE. IREAD
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH
	(Goodyear)	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>
LF	{CONTINENT AL	{TOURING	{P225/50R17_	{29	{9
				—	—
RF	Å I	{_TOURING		{29 _	{9 _
LR	{CONTINENT AL	{_TOURING	{P225/50R17_	{27	{9 _
RR	{CONTINENT	{_TOURING	{P225/50R17_	{30	{9 _

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

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.

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION BRAKE & ABS SYSTEMS				
Customer's Name:	{JESSICA WOODRUFF		Inspection Date:	{_01-13-05
<u>Vehicle Brand:</u> <u>File #</u> { 1G2ZH548954XXXX	{PONTIAC {1-294946897 XX		6 05	
{				
{ {				
{ {				
{ {				
Section 10	Other Repo	rt Information		
Check here if there was evidence of a "Fire-Related" event.				

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

GM-PAR-Chassis, Rev. 06/20/97

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

Division: PONTIAC	Ref#1-294946897	VIN:1G2ZH548954X	XXXXX	
Claimant's Name (LAST, F	First) (REDACT), (REDA	СТ)		
Inspected By: JACK RIVA	RD	Organization:	_EAA	
Phone: (REDACT) -	Inspection D	ate: 01-13-05		Mileage at Inspection: 3907

X___

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 21ST 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

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)

2. *Prior collision* damage (date, description, etc.) NONE

Repaired by:

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

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

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

(page 1 of 8)

6. *Last maintenance* (date, description, by whom?): NONE

III INTERVIEW - INCIDENT DETAILS

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

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

Exact incident location: <u>EXIT AREA OF HENDERSON LOFTON BRIDGE ONTO 21ST STREET IN LORAIN</u> OHIO_____ Surface where incident occurred:

Type: <u>Concrete</u>, <u>Asphalt</u>, <u>Gravel</u>, Crushed <u>Rock</u>, <u>Dirt</u>, or <u>Other</u>? <u>Describe</u>: <u>ASPHALT</u>

Condition: <u>W</u>et, <u>D</u>ry, <u>I</u>cy, or <u>O</u>ther? _____If other, specify: <u>__ICY</u>

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

Incident occurred while: <u>A</u>ccelerating, <u>T</u>urning, <u>B</u>raking, <u>C</u>oasting, <u>D</u>riving normally: <u>BRAKING</u>

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? <u>UNABLE TO DETERMINE LOUD NOISE</u> 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:

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.

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

	OBSERVATIONS/TEST RESULTS
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)	FRONT BUMPER CONTACTED GUARD RAIL
Electronic level control system/components	
Engine (normal, other)	<u>NORMAL</u>
Electrical (normal, other)	<u>NORMAL</u>
Warning lights/messages	
Wheels (damage/impact marks)	<u>NONE</u>
Codes/numbers for failed components. Describe	
Other	

B. ECM/PCM

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

CODE COUNTS

DESCRIPTION

Other comments:

C. <u>**ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION**</u> (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)

CURRENT CODE	DESCRIPTION
HISTORY <u>CODE</u>	DESCRIPTION

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:

					AVE. TREAD
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	(<u>P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>
LF	<u>CONTINENT</u>		_P225/50R17_	29	9
	<u>AL_</u>				
RF	CONTINENT	TOURING	P225/50R17	29	9
	AL				
LR		TOURING	P225/50R17	27	9
	AL	<u></u>	<u> </u>		
RR		TOURING	P225/50R17	30	9
IXIX	AL		<u>F 223/JUN 17</u>		3

Describe any damage to LF	tires, such as s	scrapes, marks due to impa	ct, cuts, tread separation, flat spots etc.	
RF				_
LR				
RR				
2. <u>TIRE PLACARD DAT</u> Record the following of		n driver's door edge or insid	le the decklid) PRESSURE AT MAXIMUM LOAD(ɒsi)	

TIRES	P225/50R17	_30	
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)

 X
 Photographs
 X
 Data Downloads
 X
 Other Records





CDR File Information

Vehicle Identification Number	1G2ZH548954	
Investigator	jack rivard	
Case Number	1-294946897	
Investigation Date	Thursday, January 13 2005	
Crash Date	Sunday, December 26 2004	
Filename	1G2ZH548954 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	C39E766F	
number	C39E700F	
Reported with CDR version	Crash Data Retrieval Tool 2.521	
Reporting program verification	C39E766F	
number	03927001	
	Block number: 00	
Interface used to collected data	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-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 1G2ZH548954





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.

\$	000 302 000 002 8 F 4 B 4 3 8 0 8 E 0 3 2 3 F F F F F F F F F F F F F F F F F	000 000 000 000 000 000 000 000 000 00	000 000 000 000 000 000 000 000 000 00	000 000 000 000 000 000 000 000 000 00	000 000 000 000 000 000 000 000 000 00	$\begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 $	$\begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 $	
\$31 \$32	FF F8	FF 80	FF FF	FF 80	FF 00	80 00	0 0 0 0	
\$34	FF	\mathbf{FF}	FF	FF	FF	80	00	
\$35 \$36	FF FF	FF FF	FF FF	FF FF	FF FF	80 80	00	
\$37 \$38	F8 FF	80 80	F8 C0	0F 80	0F FF	CA C0	FE FC	
\$39 \$3A	FF FF	FF FF	FF FF	FF FF	FF FF	80 80	00 00	
\$3B	7f	0F	1F	1F	3F	00	00	
\$3C \$3D	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	C0 00	
\$3E	\mathbf{FF}	\mathbf{FF}	\mathbf{FF}	FF	00	00	00	
\$3F \$40	00 E0	00 FF	F0 00	00 00	00 00	00 00	00 00	
\$41 \$42	F8	F8	90 EE	00	00	00	00	
\$42 1G2ZH8	80 54895	FF 4	FF	FF	FF	00	00	





\$44 \$44 \$44 \$44 \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF			0	0	0										
\$77 \$78 \$79	FF F0 81	FF 00 FF	FF 00 FF	FF F0 FF	FF 00 00	FF 00 00	00 00 00									
\$7A \$7B	82 FF	FF FF	FF FF	00 FF	00 FF	00 FF	00 00									
\$01 \$02	41 41	55 05	35 94	36 61	36	35	52	34	32	31	39	33	30	45	31	59
\$03 \$04	41 41	54 05	35 94	36 61	36	35	52	34	32	31	39	33	30	45	36	4E
\$05 \$06	42 FF	55 FF	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$07 \$08	42 FF	54 FF	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$0D \$0E	41 01	48 5A	35 39	36 A4	36	36	52	34	31	39	30	32	30	47	47	57
\$0F \$10	41 01	4A 5A	35 39	36 A4	36	36	52	34	31	39	38	32	30	4A	58	30
\$13 \$14	42 FF	52 FF	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$17 \$18	42 FF	54 FF	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$21 \$22	31 56	12 63	66		87	D3	91	9A								
\$23	32	5A	46	47	48	4D	34									
\$24 \$25	32	5A 5A	46	47	48 10	4D										
\$25 \$26	32 32	5А 5А	46 46	47 47	48 48	4D 4D	34 34									
\$40	00	00														
\$41 \$42	FF 10	30 C4	00	66	00	18										
\$43	00		8C	80												
1G2ZH	54895	2										F	Page (5 of 6		





 \$44
 C6
 00
 00
 FC
 C0
 C0
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .
 .

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 <u>www.mygmlink.com</u>. 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
Investigator	Ernie Frazier
Case Number	1-322798567
Investigation Date	Tuesday, March 29 2005
Crash Date	Thursday, March 17 2005
	Block number: 00
Interface used to collected data	Interface version: 41
Interface used to conected data	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.

-Évent 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
Failli	-3 560	-4 SEC	-5 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

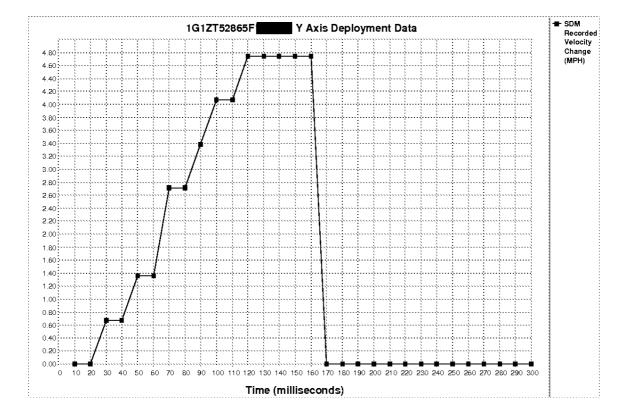




System Status At Deployment

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 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
Calculated I findpie Direction of Force (FDOF) degrees	-30



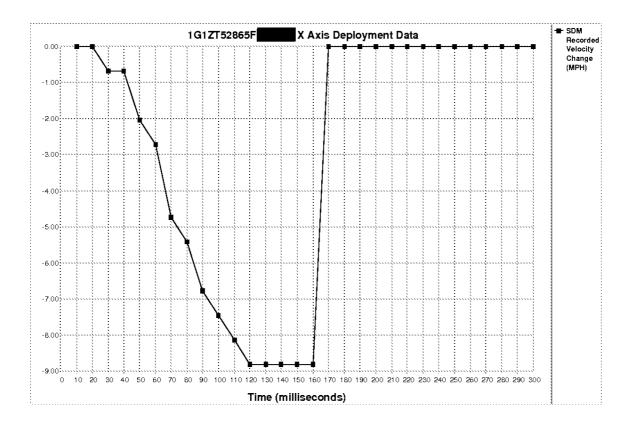


Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	0.68	1.36	1.36	2.71	2.71	3.39	4.07	4.07	4.74	4.74	4.74	4.74
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity Change (MPH)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

CD CRASH DATA







Time (milliseconds)	10	20	30	40	50	60	7 0	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.

\$
0 03 2 000 2 0
$\begin{array}{c} 0 \ 0 \ 0 \ 0 \ 0 \ 0 \ 0 \ 0 \ 0 \ 0 $
00000000000000000000000000000000000000
000 000 000 000 000 000 000 000 000 00
$\begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 $
$ 0 \\ 0 \\ $



\$	FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	FFFFFFFFFFFFFFFFFFFF500000F95330000000000	FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF FFFFFFFFFFFFFFFFFF FFFFFFFFFFFFFFFF FFFFFFFFF FFFFFFF FFFFFF FFFFF FFFFF FFFF FFF FFF <t< th=""><th>0FFFFFFFFFFFFFFFFF000F000000D843000000000000000000000000000000</th><th>0FFFFFFFFFFFFFFF0000F00000000000000000</th><th>0FFFFFFFFFFFFFFF0000F00000FFFFFFF000000</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></t<>	0FFFFFFFFFFFFFFFFF000F000000D843000000000000000000000000000000	0FFFFFFFFFFFFFFF0000F00000000000000000	0FFFFFFFFFFFFFFF0000F00000FFFFFFF000000										
\$7B	1C	4E	1C	4E	00	00	00									
\$01 \$02	41 01	55 02	01 03	02 04	03	04	52	53	41	32	03	09	01	AA	AA	01
\$03 \$04	41 01	54 02	01 03	02 04	03	04	52	53	41	32	03	09	01	AA	AA	01
\$05 \$06	42 FF	55 FF	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$07 \$08	42 FF	54 FF	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	00	80	00	FF	FF
\$0D \$0E	41 01	48 59	36 D3	35 B3	32	39	52	34	32	32	32	32	46	58	50	37
\$0F \$10	41 01	4A 59	36 D3	35 B3	32	39	52	34	32	31	39	31	46	4A	36	4C
\$13 \$14	42 FF	52 FF	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$17 \$18	42 FF	54 FF	FF FF	FF FF	00	80	00	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$18 \$21 \$22	FF 31 72	гг 12 78	гг 66	гг 1А	D0	2E	91	9A								
\$23	31	5A	53	54	55	55	32									
\$24 \$25	31 31	5A 5A	53 53	54 54	55 55	55 55	32 32									
\$26 \$40	31 00	5A 00	53	54	55	55	32									
\$41 \$42	3F 10	00 C4	00	06	00	18										
\$43 1 G1Z T5	00	_	8C	80									age 7	7 of P		
				l									~90 '	510		





\$44 C6 00 00 FC C0 C0 \$45 07 01 07 01 05 01 \$46 00 OF OF 64 64 \$47 OA 64 06 04 04 05 OA 06 04 OA 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 OF 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
Investigator	Ernie Frazier
Case Number	1-322798567
Investigation Date	Tuesday, March 29 2005
Crash Date	Thursday, March 17 2005
	Block number: 00
Interface used to collected data	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



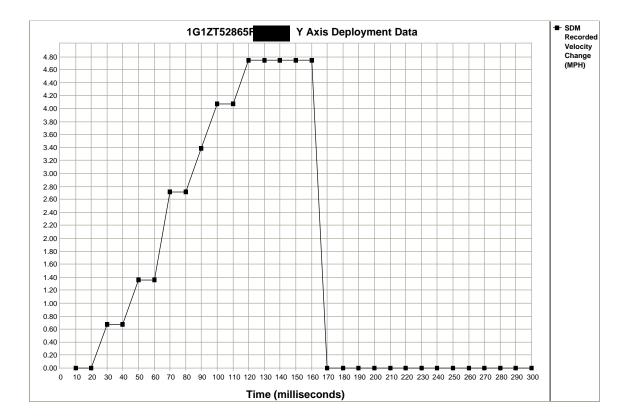


System Status At Deployment

System Status At Deployment	
SIR Warning Lamp Status SIR Warning Lamp ON/OFF Time (seconds)	OFF
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	<u>655200</u> 942
Ignition Cycles At Investigation	942
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 And 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)	
Time Between Events (sec)	N/A
Driver First Stage Deployment Loop Commanded	Yes
Driver Second Stage Deployment Loop Commanded	Yes
Driver Second Stage 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 1	N/A
Diagnostic Trouble Codes at Event 2	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 Dopolyment Event(s)	No
Crash Record Locked	Yes
Pre-Crash event data locked for this event.	Yes
Event Recording Complete	Yes



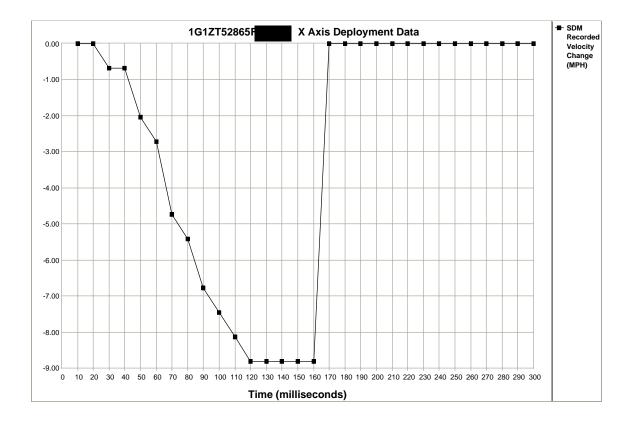




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	0.68	1.36	1.36	2.71	2.71	3.39	4.07	4.07	4.74	4.74	4.74	4.74
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity Change (MPH)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

\$3B 03 06 0C 00 00 00 00 \$3C 00 00 00 00 00 00 00 00 \$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 00 00 1G1ZT52865F Image: Imag
\$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
\$3A 00 00 00 00 80 00 \$3B 03 06 0C 00 00 00 00 \$3C 00 00 00 00 00 00 00 00 \$3C 00 00 00 00 00 00 00 00 \$3D 31 5A 54 35 32 38 00 \$3E 35 16 66 78 00 00 00 \$3F 00 00 90 00 00 00 00 00 \$40 00 00 00 00 00 00 00 00 \$41 F8 F8 90 00 00 00 00 00 \$42 80 FF FF FF FF 00 00
\$3C 00 00 00 00 00 00 00 00 \$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 F0 00 00
\$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
\$3E 35 16 66 78 00 00 00 \$3F 00 00 90 00 00 00 00 00 \$40 00 00 00 00 00 00 00 00 \$41 F8 F8 90 00 00 00 00 00 \$42 80 FF FF FF FF 00 00
\$3F 00 00 90 00 00 00 00 \$40 00 00 00 00 00 00 00 00 \$41 F8 F8 90 00 00 00 00 00 \$42 80 FF FF FF F0 00 00
\$40 00
\$41 F8 F8 90 00 00 00 00 \$0 \$42 80 FF FF FF FF 00 00 \$
\$42 80 FF FF FF FF 00 00





\$	FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	FFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFFF	0FFFFFFFFFFFFFFFF00F000000 00000000000	0 F F F F F F F F F F F F F F F F F F F	0FFFFFFFFFFFFFFFF00000F00000FC6330000000000	$\begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 $									
\$7B	1C	4E	1C	4E	00	00	00									
\$01 \$02	41 01	55 02	01 03	02 04	03	04	52	53	41	32	03	09	01	AA	AA	01
\$03 \$04	41 01	54 02	01 03	02 04	03	04	52	53	41	32	03	09	01	AA	AA	01
\$05	42	55	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$06 \$07	FF 42	F'F' 54	FF FF	FF FF	FF	FF	FF	FF	FF	FF	FF	00	80	00	FF	FF
\$08 \$0D	FF 41	FF 48	FF 36	FF 35	32	39	52	34	32	32	32	32	46	58	50	37
\$0E \$0F	01 41	4A	D3 36	В3 35	32	39	52	34	32	31	39	31	46	4A	36	4C
\$10 \$13	01 42	59 52	D3 FF	B3 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$14 \$17	FF 42	FF 54	FF FF	FF FF	00	80	00	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$18 \$21	FF 31	FF 12	FF 66	FF 1A	D0	2E	91	9A								
\$22 \$23	72 31	78 5 a	53	54	55	55	32									
\$24	31	5A	53	54	55	55	32									
\$25	31	5A		54 54	55	55	32									
\$26 \$40	31 00	5A 00	53	54	55	55	32									
\$41 \$42	3F 10	00 C4	00	06	00	18										
\$43	00	00	8C	80												
1G1ZT5	52865	F										F	age 7	7 of 8		





\$44 C6 00 00 FC C0 C0 \$45 07 01 07 01 05 01 \$46 00 OF OF 64 64 \$47 OA 64 06 04 04 05 OA 06 04 OA 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 \$В7 50 AA 01 OF 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

19							
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS							
37							
BRIEFLY Describe the customer's ALLEGATION below: Steering failed while entering rest stop from highway. {							

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.

<u></u>	
ĺ	
{	
 [
 [
 [
§	

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: x By Telephone In Person

Incident Date and Time: 3/19/2005 / 8:00am

Interview date: {______ Was a police/fire department report obtained? x 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.

2 of 9						
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION						
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
Customer's Name:(REDACT)Inspection Date:3/26/2005Vehicle Brand:ChevroletModel:Malibu						
<u>File #</u> 1-322798567 <u>VIN:</u> 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 xAsphalt Gravel Crushed rock Dirt Road Condition: x Dry Wet Icy Other: { Shoulder x Curb Concrete Asphalt Gravel Crushed rock x Dirt Shoulder x Curb Condition: x 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): 25 Estimate 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.						
Steering Normal Other x Describe Pulling Suspension Normal x Other Describe { Brakes Normal x Other Describe { Engine Normal x Other Describe { Electrical Normal x Other Describe {						
Were any warning lights illuminated or driver information center messages displayed? \Box Yes x 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? \Box Yes x 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: x Turning Braking Accelerating Other: {						
Describe cargo (in the vehicle interior, trunk and/or trailer (if any): Luggage Estimated 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?: x Yes No Describe: {						

						3 of 9	
SI	PRODU PRELIMINA FEERING, SUSPE		CTION		SYSTEMS		
	EDACT)			ction Date:	3/26/2005		
	nevrolet 322798567	<u>Model:</u> <u>VIN:</u>	Malibu 1G1ZT5	2865FXXXX	XXX		
<u> </u>		<u></u>					
How was the vehicle transporte	d from the incide	nt site to the	e present lo	cation? 🗌 Toy	w Truck x Flat Bed	Other	
Additional comments concernin							
{ {							
Section 3	INTERV	IEW - VEH	ICLE HIST	ORY			
Source of information (name, a Jeff Ostema / Elco [Enterpris Comments: (Addition		O Box 2638	8 Glen Elly				
Did the owner purchase the vehicle new? x Yes No Date <u>12/18/2004</u> 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) <u>Describe:</u> None Noticed							
{ VEHICLE REPAIR / SERVICE	HISTORY						
Prior electrical system service?		yes, descri	ibe: {				
Prior collision repair? x No	Yes If yes, desc	ribe:	{				
Repaired by whom? (name, add	ress, phone) N/	Ά					
Prior chassis system service, re	pair, or replacem	nent? x 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)? x No Yes If yes, describe:_{							
{							
Section 4 VEHICLE INSPECTION – VISUAL/PHOTO							
THE VEHICLE VISUAL INSPI						WRITTEN	
OBSERVATIONS. RECORD	YOUR OBSERVA	TIONS IN T	THE APPR	OPRIATE SEC	CTION.		

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.

{

. .

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

Customer's Name: Vehicle Brand: File # (**REDACT**) Chevrolet 1-322798567

Inspection Date: Malibu

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.

CORNER ASSEMBLIES

Struts/shocks Springs Control arms

Ball joints Steering knuckles Axle assemblies

Tire/wheel assemblies

3/26/2005

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

UNDERHOOD

Engine compartment Brake fluid level and condition Comments: Normal

Power steering lines, hoses, clamps and connections Power steering fluid level and condition

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

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel Controls Overall view of seat position Photo of options label-glove box/trunk Sunvisors and headliner Personal items/cargo

Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement)

INTERIOR INSPECTION (Describe any damage and photograph)

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

Model:

VIN:

	PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS						
	<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	(REDACT) Chevrolet 1-322798567	<u>Model:</u> <u>VIN:</u>	Inspection Date: Malibu 1G1ZT52865FXXXX	3/26/2005 XXX		
{_ {_ {_							

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.

5 of 9

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

Model:

VIN:

Customer's Name: Vehicle Brand: File # (REDACT) Chevrolet 1-322798567

Inspection Date:

3/26/2005

Malibu 1G1ZT52865FXXXXXX

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

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

Customer's Name: Vehicle Brand: File # (**REDACT**) Chevrolet 1-322798567

Inspection Date: Model: Malibu

VIN:

3/26/2005

1G1ZT52865FXXXXXX

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

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> <u>Vehicle Brand:</u> <u>File #</u>	Chevrolet	Model:	Inspection Da Malibu 1G1ZT52865F		05		
1. <u>II</u>	DENTIFICATION:							
					AVE. TREAD	DOT		
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers		
	(Goodyear)	(Eagle GA)	(<u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch			
LF	Mastercraft	All Season	P205/65R15	<u>32</u>	<u>8</u>	<u>U9URFF14904</u>		
RF	Mastercraft	All Season	P205/65R15	<u>32</u>	<u>8</u>	<u>U9URFF14904</u>		
LR	Mastercraft	All Season	P205/65/R15	<u>32</u>	<u>8</u>	<u>U9URFF14904</u>		
RR	Mastercraft	All season	P205/65R15	32	8	U9URFF14904		

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

Rev 04-19-2004

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

Customer's Name: Vehicle Brand: File #

(REDACT) Chevrolet 1-322798567

Inspection Date: Model: VIN:

Malibu 1G1ZT52865FXXXXXX

3/26/2005

No scene inspection conducted

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.

Section 9

OTHER REPORT INFORMATION

 \square 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













ECH 2







TECH 2



















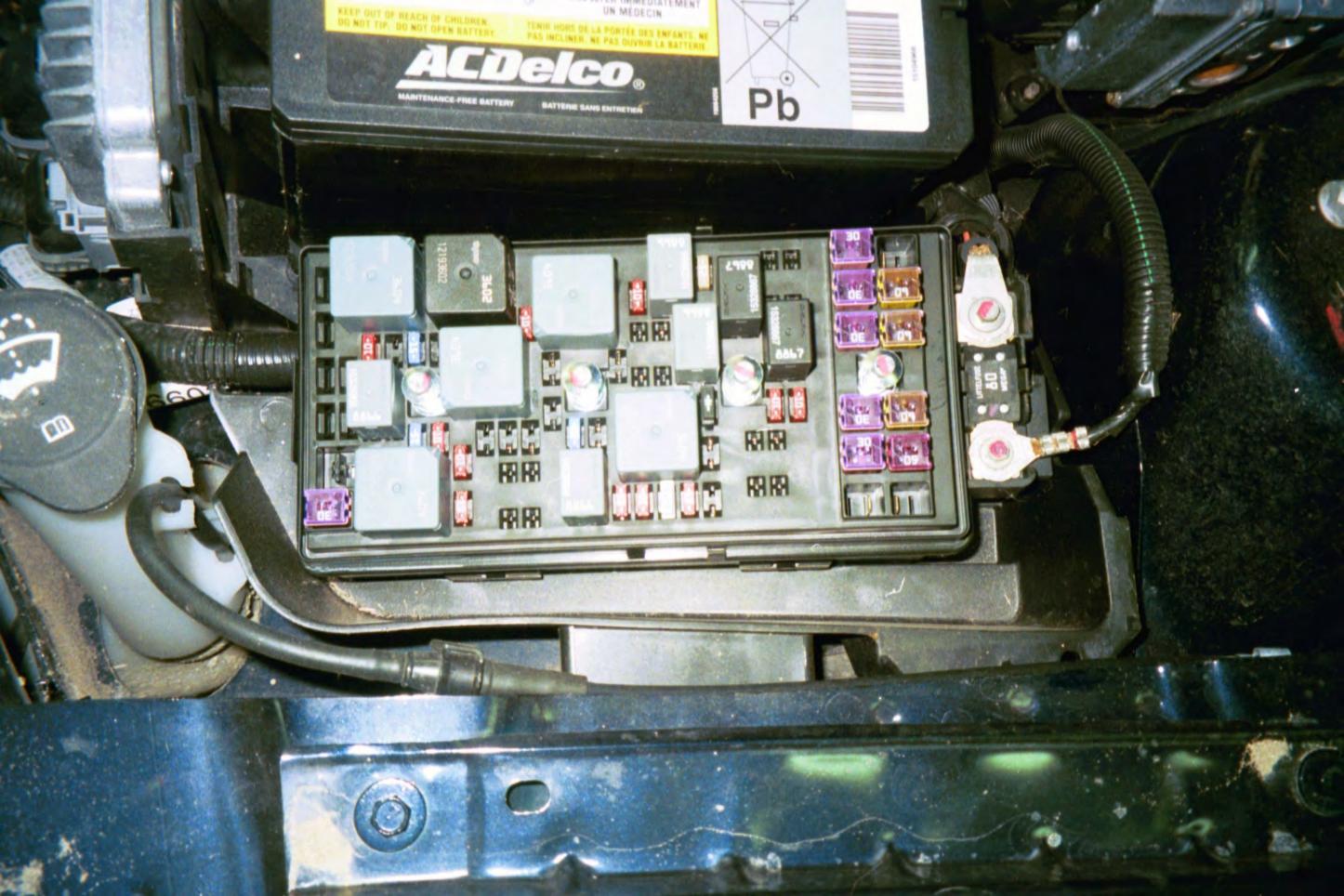






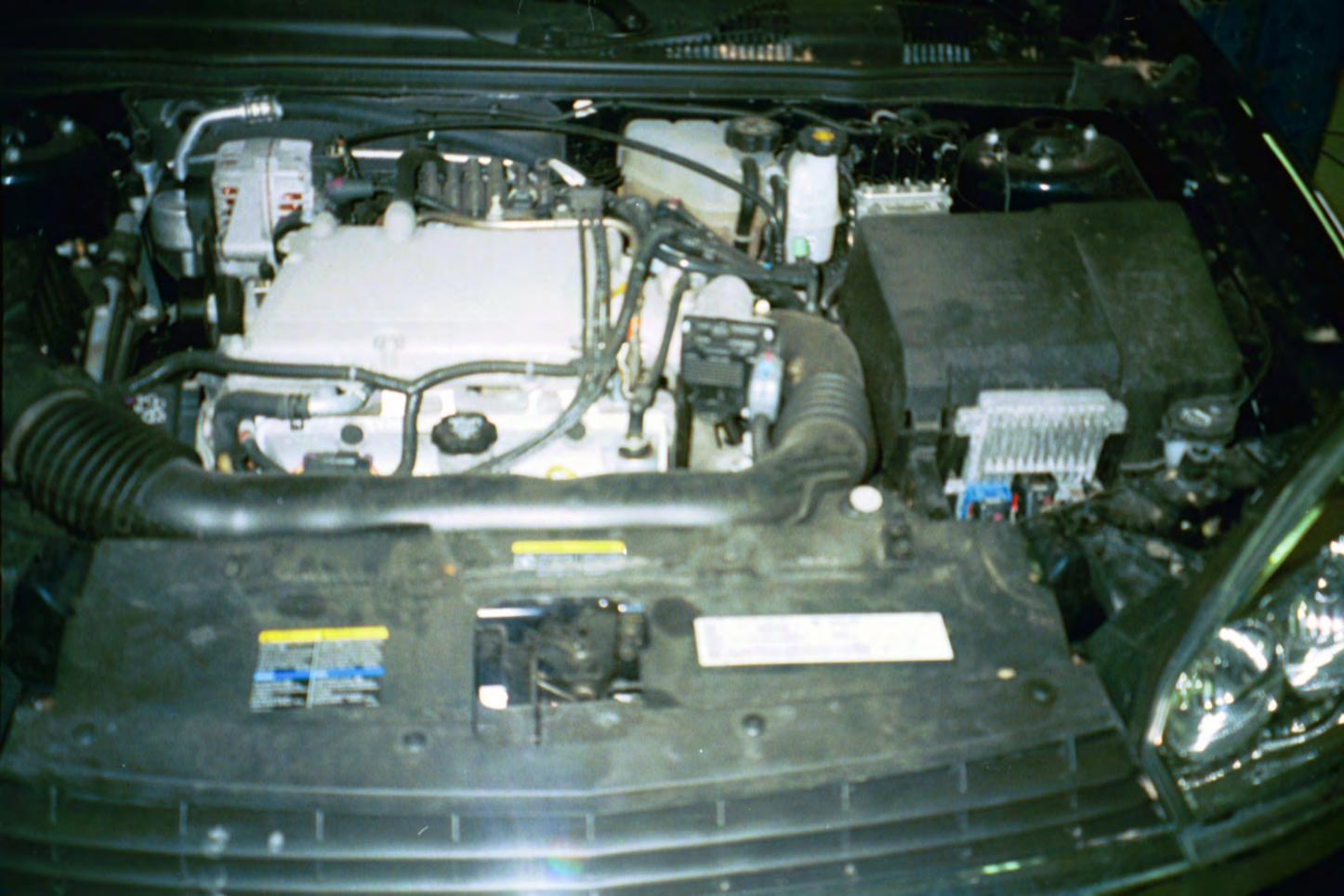








































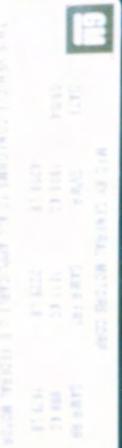












THIS VEHICLE CONTORES TO ALL APPLICABLE OF FEDERAL BOTOM VEHICLE CARDING AND ALL APPLICABLE OF FEDERAL BOTOM VEHICLE APPLICABLE OF MANUAL APPLICABLE APPLICABLE OF MANUAL APPLICABLE OF MANUAL APPLICABLE OF MANUAL APPLICABLE OF MANUAL APPLICA

14 hu 15982

GENERAL MOTORS BUSINESS RESOURCE CENTER <u>TRADE</u> REPURCHASE CHECKLIST

AP	P	APP	
	CHECK REQUEST FORM (CIF)		SIGNED BILL OF SALE ON ORIGINAL VEHICLE
	_ RVDC 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 <u>R028</u> IN BARS
			DESCRIPTIONS OF INCENTIVES F071 IN BARS
	INCENTIVE SHUT-OFF REQUEST		INCENTIVE ACKNOWLEGEMENT FORM
	COPY OF TITLE OR REGISTRATION		INVOICE FOR ATTORNEY FEES (If Applicable)
	WARRANTY HISTORY		REPAIR ORDERS FOR REASON FOR REPURCHASE
	INVOICE ON ORIGINAL VEHICLE		(FLORIDA ONLY)

Substitution of Collateral

New Retail/Lease Contract

REPURCHASE LIENHOLDER INFORMATION

CUSTOMER INFORMATION: SR1-330523772

Name	
VIN#	1G2ZG528054
Year-Make and Model:	2005 FONTIAC SEDAN

LIENHOLDER INFORMATION:

Lienholder Name:	GMAC
Lender Contact Person and Date:	
Physical Address:	900 N SQUIRREL RD STE 300
Cit y /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

GW

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

Purchase Price (New Unit)	\$22,552.00
State Sales Tax	\$163.75
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	\$0.00
Subtotal	\$22,741.25
Trade-In Allowance	\$19,932.00
Loan Payoff	\$25,500.78
Net Allowance	-\$5,568.78
Cash on Delivery (Paid by GM)	\$189.25
Total Balance Due	\$28,120.78
Amount to Dealer for additional Fees	\$0.00

<u>New Vehicle VIN:</u> 1G2ZH528554

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-P-B

Customer's Name: Case Number: pr1-330523772

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 Reacquired 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: New Vehicle Sales Price: Used Vehicle Trade Value: Taxes: Rebates: Lien on old vehicle: Plus title and license fees: Miscellaneous State Fees: Document Fees: Dealer Processing Fee: 1 G2Z H528 554 \$22, 552.00 \$19, 932.00 \$163.75 [Not Applicable] \$25, 486.78 \$25.50 [If applicable] [Not paid by either party] [\$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
Total Customer Contribution =	\$28,106.78

Morde X-P-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.

Mords K-P-C Management Agent's Signature and Title.

Mords K-#-@ 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:

<u>Please complete the following:</u> 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). <u>). Sign</u> and fax the New Vehicle's Bill of Sale(*no customer signature is needed.*)

2). Sign & fax the Dealer Confirmation Letter



*****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.

<u>NOTE</u>: Upon my receipt of the above signed documents, I will process the repurchase check packet for delivery within <u>5</u> 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
Subtotal	\$20,912.50
Trade-In Allowance	\$20,610.75
Loan Payoff	\$0.00
Net Allowance	\$20,610.75
Cash on Delivery (Paid by GM)	\$41.75
Total Balance Due	\$260.00
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 <u>\$41.75</u> USED AS DOWNPAYMENT PAID BY GM. BOTTOM LINE FIGURE SHOULD BE \$250.00.



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 FI 33610 Phone (800) 231-1841 Tiffany Roundtree ext 58585

Collateral Exchange Agreement between [GM Division Name] and its dealer partner Ganley Chevrolet

Cus	tom	er's	Na	me
Cas	eΝι	amb	er:	

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
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, <u>the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle</u>. 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
Upgrade =	\$260.00
Total Customer Contribution	\$260.00

Total Customer Contribution = \$260.00

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!



GENERAL MOTORS BUSINESS RESOURCE CENTER

November 22, 2005



TRADE SETTLEMENT OFFER

Subject: **Repurchase of 2005 Pontiac G6** Case Number: sr1-330523772

Dear

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, <u>but not limited to</u>, 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\$260.00PAYOFF 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 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
- \Rightarrow all factory installed equipment are intact and functional
- \Rightarrow 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)



- \Rightarrow this offer is contingent upon the approval of your lending/leasing institution
- \Rightarrow 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:
Year of Vehicle: 2005 Make: Chevrolet Model: Malibu Current Mileage: 26,041
Vehicle ID No.: 1G1ZS52F45F
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 CurvesDate:Mileage:Days Out:Description of Repair:06-30-0523,7937Replaced fuel pump07-25-0524,7072No 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: Milleage Says Duct: Description of Repair
07-21-05 24,557 2 Cleaned surfaces and reinstalled gas cap
08-11-05 25,3812Installed updated calibration to PCM and replaced gas cap08-19-05 26,0434Replaced 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: X
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:

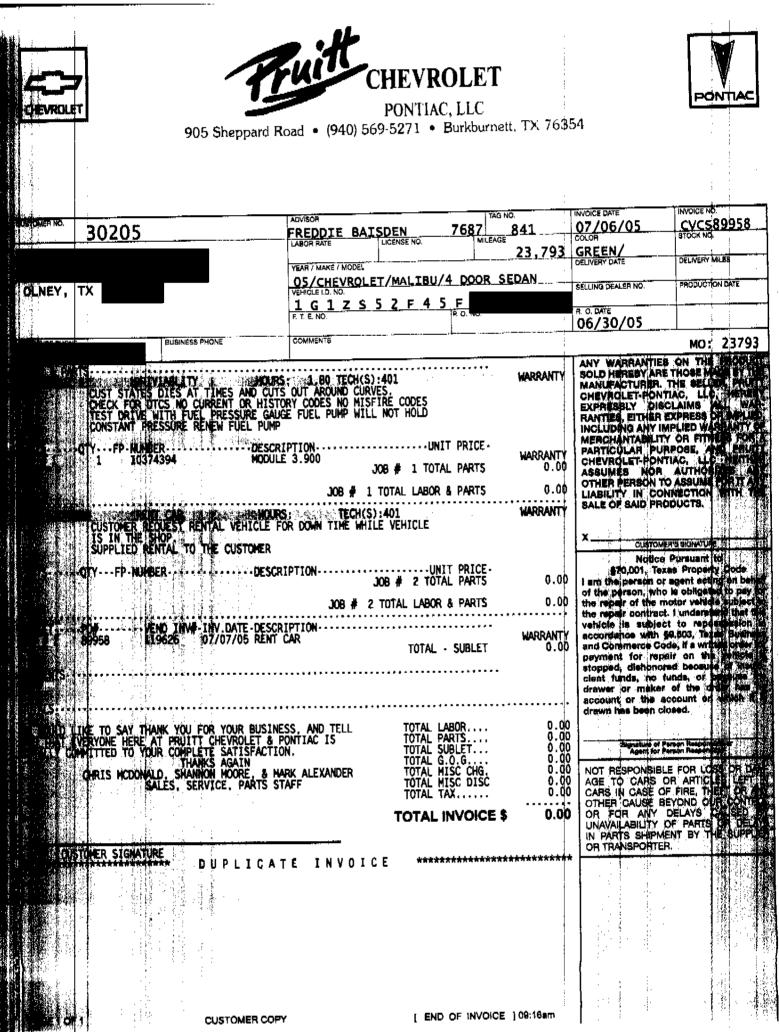
Statement of the statement

	CHEVROLET PONTIAC, LLC 905 Sheppard Rd. Burkburnett, Texas 76354 Phone: (940) 569-5271	.95	
	(800) 787-7337 Fax: 940 - 569 - 2582	1. 1. 1.	
Date:	9-23-05		
Fax to:	Sm		
Fax #	866-715-8517		
Numbe	r of Pgs: <u>3</u>		
Attn :	Laura	`	× .
Comme	nts:		

SEP-23-05 01	:51 PM LANDRUM.	CHEVROLET	94	4056925	82		P.02	
		16			_			
		with).		C	VWS9	1798	្ទ្
CHEVROLET	T_		CHEVROL	ЕТ				È
	905 cl		PONTIAC II	 C				es:
	soo oneppard R	load • (940) 56	PONTIAC, LL 59-5271 • Burkb	ournett. TX	76354		PONT	£1≥
				,				86
CUSTOMER No.								
COSTOMER No. 3020	5	ADVISOR		· · · · · · · · · · · · · · · · · · ·				
		ABOR RATE				CE DATE	INVOICE No.	
OLNEY, TX		EAR / MAKE / MARE		26.0		/ <u>23/05</u> 限 EEN/	CVW59179 STOCK No.	28
	v	US/CHEVROLET	MALIBU/4 DOOI	R_SEDAN		ERY DATE		
		<u>1 G 1 Z S 5</u> T.E. No.	<u>2 F 4 5 F</u>		SELLI	NG DEALER NO		E
	SINESS BUODE	DMMENTS	P.O. No.		R.O. D 08/	19/05		
LABOR							MO- 260	
CUSTOMER	ES LIGHT HOURS: STATES THE SERVICE ENGINE SC ADVISE	0.20 TECH(S):4	04	12,		WARRANTIE	MO: 2604	
PCM P0442 ENGINE CO	EVAP SMALL LEAK DETECTED TP	M U2105 EVAD CH			THE	ANUFACTUR	ER. THE SELLER, PRU	87 177
LOST COM	ADVISE. EVAP SMALL LEAK DETECTED TP NTROL CBM U2132 LOST COMMUNI UNICATION W/PCM SEALS POLLED TO LUCE	CATION W/RADIO B	JCM U210		ETHE	R FYDDEGA	AMS ALL WARANTIE	99, I
ASSY	HOLLED IN HOSE TO FIL	LER NECK REPLACE	HOSE		CHAN	TABILITY OD	ETHERA OF ME	M-1
CLAIM #WARRANTY OF J6980	CODESFLAT HRSOTHER	HRS FC AUT		F	LET-PO	NTIAC LLC	AND PRUIT CHEVR	<u>e </u>
MAR DECVZ	ATING A/CI	2K	WG	E	TO AS	BUME FOR	ANY OTHER PERSO	NN [
UNABLE TO	ATING A/CI HOURS: S BLOWS MOISTURE OUT CENTER DUPLICATE CUSTOMER CONCERN DUPLICATE CUSTOMER CONCERN	0.30 TECH(S):404 VENTS,	4	18.2	PRODU	CTS,	ON OALE OF SAI	
	PUPLICATE CUSTOMER CONCERN				×	CLIPTC-		_
099995	CODESFLAT HRSOTHER	HRS FC - AUTH	1. CODE - CLAIM TYPE	:		Notice (9 SIGNATURE	-
CUSTOMER RE	T CAR HOURS:	TECH(S): 404	UL .		of the p	Person or a Press. who i	Property Code Gent acting on behall s obligated to pay fo	
	HOURS: HOP. NTAL TO THE CUSTOMER	WN TIME WHILE VE	HICLE	0.00	the repa	Contract	or vehicle subject to	•
AN ARRANTY OP.	CODESFLAT HOS	10¢ ==			Accorda	nce with so	to repossession in	۰ <i> </i>
Z7903	CODESFLAT HRSOTHER F	чкэFC AUTH. 98	. CODECLAIM TYPE		P#ymen	t for repair	If a written arder for	r I
CUST STATES	HOURS; PASS/SIDE REAR WINDOW LEAKS	TECH(S);404		0.00	clent fui drewor	ids, no fun of maker of	deceuse of insuffi-	
NO PROBLEM NO PROBLEM	FOUND	MATCK.				or the acce t been close		
CUST STATES	TATES ON ACCELL HOURS: 0	.20 TECH(S) .404						
REPLACE FAN	TATES ON ACCELL HOURS: 0 VEHICLE HESITATES ON ACCELE HARNESS PER BULLETINE HARNESS PER BULLETINE 04-00	RATION.		12.19		Agent for Person		1
							OR LOSS OR DAM- ARTICLES LEFT IN	1
J7701	CODES FLAT HRSOTHER HF 0.20	KSFC AUTH, 93	CODECLAIM TYPE		OTHER C	AUSE BEYO	ND OUR CONTROL	
			TOTAL - LABOR	A2 67	UNAVAILA	BILITY OF F	AYS CAUSED BY ARTS OR DELAYS BY THE SUPPLIER	
TY	539 PIPE 3, 120	U/COSTE	/COSTU/PRICE	-	OR TRANS	PORTER.		
5 1 152420	100 #	1 0000 49,00	29.55 41.37 29.55	41.37				
	JOB #	5 COST TOTAL 5 12,13 5 COST TOTAL	12.13 16.98 12.13 TUTAL CADTO	16.98				
ETPOFVENE # 3 91798 1202	INV#-INV.DATE-DESCRIPTION		TOTAL + PARTS	58.35				
	11 09/23/05 RENT CAR		OTAL - SUBLET	259.00 259.00				
	2 			239.00				
ALE 1 OF 2	SERVICE FILE COPY-W	1						
		(CONTINU	UED ON NEXT PAGE) 01	1:47pm				
							QQ-004754 06/02	

CUSTOMER	Vo				(340) 5(69-5271	• Burkbu	mett, TX 7	6354		PONTIA
	3020	5		ADVISOR				TAG No.	_		
				LABOR RA	IE BAI	SDEN LICENSE NO.	7687	2685		CE DATE /23/05	INVOICE No.
				VEAD		LICENSE NO.	Mil	26,04	COLO	Ŕ	STOCK No.
OLNEY	TX			VEAR / MAI	EVROLE	T/MALIBU		20,04		EEN/	DELIVERY MILES
				VEHICLE I.). No.	<u></u>	74 DOOR	<u>SEDAN</u>		NG DEALER NO.	_
	:			F.T.E.No.	. 2 3 3	2 F 4	5 F	,			PRODUCTION DAT
	ET.	ISINESS PHONE	<u></u>	COMMENTS					R.O. D	19/05	
COMENTS-										·	
				•••••					ANY	WARMAN	MO: 2604
MARANTY C	LAIM DETAIL					R/O TA R/O TO	X TALS	0.00 360.02	SOLD THE N CHEVI EXPRE	MEREBY AF IANUFACTURE IOLET-PONTIA ISSLY DISCLAR R EXPRESS (ON THE PRODUC E THOSE MADE E R. THE SELLER, PRUT C, LLC, HERE IMS ALL WARANTIE FR IMPLIED, INCLU
RI798 CLAIM TOTA	S 42	67 58.35 67 58.35	SUB.LAB. 259.00 	SUB. PART 0.00 0.00	GOG. 0.00	MISC. 0.00 0.00	TAX. 0.00 0.00	TOTAL 360.02 360.02	CHAN TICUL LET-PO NOR A TO AS CONNE PRODU	ABILITY OR ABILITY OR NTIAC, LLC UTHORIZES / SUME FOR / CTION WITH CTS.	MO: 2604 ON THE PRODU IE THOSE MADE I R. THE SELLER, PRUT C. LLC, MEREI JMS ALL WARANTIE IMS ALL WARANTY OF MEITHES FITNESS FOR A PAI AND PRUTT CHEVR NEITHER ASSUME NY OTHER PERSO T ANY LIASILITY I THE SALE OF SAL
	TCD DI SIGMA	IURE						-	×	CUSTOMER	
									of the p the rep webicle accorda and Con payment stopped, sent fur irawer iccount	Person or texas Person who is life of the moke ir contract. I a subject i nee with §0.3 merce Code, for repair dishonored wds. no fund 27 meter of	Property Code ent acting on behalt obligated to pay for or vehicle subject to understand that this or repossession in C3, Texas Business in a written order for on the vehicle in because of insuffi- s, or because the the order has no int on which it is i.
								. -		Agent for Person	Responsible or
									OT RES GE TO ARS IN THER C R FOR NAVAILA PARTS	PONSIBLE FO CARS OR A CASE OF FIR AUSE BEYON ANY DELA BILITY OF B	R LOSS OR DAM- RTICLES LEFT IN E, THEFT OR ANY D OUR CONTROL YS CAUSED BY VITS OR DELAYS IV THE SUPPLIER

SEP-15-05 09::	26 AM LANDRUM.CHEVROLET	9405692582	P.01
	Fuit CHEVRO	DLET	
	CHEVROLE PONTIAC, LLC 905 Sheppard Rd. Burkburnett, Texas 763 Phone: (940) 569-5271 (800) 787-7337 Fax: Q40- 569-	354 I	
Date:	9-15-05		
Fax #	r of Pgs:		
	1 gurg	U Service	-
Copy	Printt chy-		
	From:		



	905 Sheppard R	oad • (940) 56			t, TX 7635	4	PONTIAC
STANEN NO.	30205	ADVISON	SDEN	7687	8261	NVOICE DATE 05/18/05	INVOICE NO.
ÔLNEY,	ТХ	LABOR RATE YEAR / MAKE / MODEL 05/CHEVROLE VEHICLE I.D. NO. 1 G 1 Z	<u></u>	DOOR S	EDAN		DELIVERY MILES
		F. T. E. NO.		P. O. NO.		04/19/05	MO: 20358
	UST STATES ROAR AND MOAN NOISE C TUST STATES ROAR AND MOAN NOISE C TEST ALL FRONT END PARTS WITH CHA HERE NOISE COMING FROM REMOVED S HEMOVED STABILIZER BUSHINGS AND L CTYFP-NUMBER	S: 0.50 TECH(S) OMING FROM FRT OF SSIS EARS COULD N TABLIZ BAR FROM (INKS AND REPLACED INKS AND REPLACED IPTION	:401 VEHICLE. KOT DETERMI CAR NOI GON	PRICE-	WARRANTY	SOLD HEREBY ANE MANUFACTURER, T CHEVROLET-PONTL EXPREMELY DISC RANCIES, BITHER E INCLUDING ANY IMI MERCHANTABLITY PARTICULAR PUR	AC LLCC AND A CALCAR AC LLCC AND A CALCAR CRIESS OF ANTI-CRI CRIESS OF ANTI-CRI OR FITNER COST
	CUSTONER REQUEST RENTAL VEHICLE P	JOB # 1 S: MARCH(S OR DOWN TIME WHI		PARTS	0.00 0.00 WARRANTY 0.00	Notice 970,001, Texa I am the person or a	e exwittige Sursuent to a Property Code Igent acting on betalt a obligated in best
	CUST STATES PLASTIC LOOSE BEHIND SEAT BACK NILL NOT STAY ATTACHED RENEW SEAT BACK AND FASTNERS OTYFP.NUMBERDESC 1 15226916 PANE	STORE TECH(S PASS/SIDE FRT SE	UNI'	T PRICE-	WARRANTY	accordance is automoti and Contented Cod payment for impe- stopped, clanoner clent funds, no fu drawer or matter account or the ac	or vences out in to represent to 1.003. Thus if a write evec if a write evec if a write evec of the crue become count of the crue
	CUST STATES GRINDING NOISE RIGHT NOISE COMING FROM R/F HUB BEARI RENEW HUB	JOB # 3 RS: 1:20 TECH(S FRT AT HWY SPEED NG	3 TOTAL LABOR 5):401 DS.	A PARTS	0.00 WARRANTY	NOT RESPONSIBLE AGE TO CARS O CARS IN CASE OF OTHER CAUSE BE	
	7389 18767 04/26/05 RENT	J08 #	4 TOTAL LABOR TOTAL	& PARTS SUBLET	0.00		NT BY HANDE
			[CONTINUED C		E) 08:16am		

ä,

908	5 Sheppard Road • (940) 56					
30205		SDEN 7687	8261	INVOICE DATE		<u>\$87389</u>
	LABOR RATE	LICENSE NO. MILEAG	20,358	GREEN/		Y MILES
		T/MALIBU/4 DOOR S	SEDAN	SELLING DEAL		
	<u>1 G 1 Z S</u> F. T. E. NO.	5 2 F 4 5 F		R. O. DATE	/05	
OUSINESS /	COMMENTS			<u> 47/ ±3/</u>		20358
CHIS HOUMAN, SHOW	R YOUR BUSINESS, AND TELL CHEVROLET & PONTIAC IS E SATISFACTION. SAGAIN IN MOORE, & MARK ALEXANDER VICE, PARTS STAFF	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$		CHEVIOL EXPINES RANTES RANTES RANTES NERCHA PARTICL CHEVIO ASBUME OTHER I LIABILT SALE OF X I am the of the pape the repe the repe	RANTIES ON TR NEBY ARE THOSE OTUPED. THE SEI LET-PONTIAC. LI SECLAIMS ETTIER EXPRESS IN DISCLAIMS ETTIER EXPRESS IN PURPOSE. LET-PONTIAC. L SHOR AUTHOR ERSON TO ASSUM Y IN CONNECTION (AID PRODUCTS. CUETOMERS BIGNAT Notice Pursuan risen, who is oblight of the motor vehicles risen, who is oblight of the motor vehicles risen, who is oblight of the motor vehicles risen, who is oblight of repair on the oblight of repair on the oblight of repair on the oblight of repair of the of the motour of the of the the the the the the of the the the the	
	CUSTOMER COPY	[END OF INVOIC	E] 09:16am			

		onepparu	Road • (940) 50	57-5271 + 1			r 			
NO.	30205		ADVISOR		7687	7979	INVOICE DATE 04/18	/05	INVOICE NO CVCSB	7108
	- 50205		LABOR RATE	LICENSE NO.	MILEAGE	20,246		/	DELIVERY MIL	
			YEAR / MAKE / MODEL 05/CHEVROL VEHICLE I.D. NO.	ET/MALIBU/	4 DOOR S	EDAN	SELLING DEA		PRODUCTION	CATE
OLNEY,	тх		VEHICLE I.D. NO. <u>1</u><u><u><u>G</u><u>1</u><u>Z</u><u>S</u></u> F. T. E. NO.</u>	52F45	F O NO		A. O. DATE		<u>+</u>	
	·····	BUSINESS PHONE		· · · · · · · · · · · · · · · · · · ·			04/08	/05	MO:	20313
							ANY W		ON THE	
		· · · · · · · · · · · · · · · · · · ·	KG COLUMIN PASSED A	T TEST	T PRICE-	, HARRANTY	SOLD HI MANUFA CHEVRO EXPRES RANTER INCLUD	ALE TOPONTI ALE TOPONTI ANY DISC ALE TOPONTI ALE TOPON	HIC BELL AC, LEC. LAIMS IN XPREAS (O PLIED W/	
		CONTRACTOR		JOB # 1 TOTA	L PARTS	WARRANTY WARRANTY WARRANTY 0.00	MERCH PARTIC CHEVRO ASSUM OTHER LIABILT	ULAR PUR LET-PONTI ES NOR FERION TO TY IN CON BAID PRO	NECTION 3	
			JOB # 1 URS::200.70 TECH(S	TOTAL LABOR			SALE	г алы РНОІ		
		ATS THE VEHICLE IS	PULLING. AND PINION REPLACE	EMT			I am the of the p	Notice 70,001, Texa iperson or a erson, who ir of the mo	a Properta gent actri is obligate stor vehicle	
				Job # 2 Tota 2 Total Labor		0.00 0.00	the most vehicle and Cost payment stopped	ir contract. Is subject incle with si more Cod t for repaid distornois inte, co fu or maker t or the so has been clo	I under the to repose 5.503, Text Is, If a with ir on the id because inde, pr	unter antis appendie Appendie Appendie Appendie Appendie Appendie Appendie
	TO SAY THA YONE HENE YOU	NC YOU FOR YOUR BUS T PRUITT CHEVROLET R COMPLETE SATISFAC THANKS AGAIN D. SHANNON MOORE, & LES, SERVICE, PARTS	NESS, AND TELL PONTIAC IS TION.			0.00 0.00 0.00 0.00		Alternatives of Par	man fremtlich	
	FRIS HOUNA	D. SRANNON MOORE, & LES, SERVICE, PARTS	MARK ALEXANDER STAFF	TOTAL M	ISC CHG. ISC DISC	0.00 0.00 0.00		CARS O	FOR LE	្លាំង ខេត្តនេះ លើ ¹¹ ខេត្តនេះខ
					NVOICE \$	*******	OTHER	CARS OF CARS OF CAUSE OF CAUSE BE OR ANY C CAUSE BE OR ANY C CAUSE BE OR ANY COS SHIPME ANSPORTER	YOND OU	
								TABILITY O	F PARTA	
		DUPLIC	ATE INVOI	CE *****	******	******		ANGROFTER		
									, A	

SEP-15-05 09	32 AM LANDRU	JM.CHEVROL	ET	940569258	32	P.06
	905 Sheppard R			urnett, TX 763		
30205	· · · · · · · · · · · · · · · · · · ·	FREDDIE BAIS	SDEN 7687	ALEAGE	04/05/05	8TOCK NO.
			L	20,041		
		05/CHEVROLE	T/MALIBU/4 DOC	OR SEDAN	SELLING DEALER N	O. PRODUCTION DATE
C NEY, TX		1 G 1 Z S 5	5 2 F 4 5 F		. O. DATE	
					04/04/0	
	BUSINESS PHONE	COMMENTS				MO: 20048
TO SALE	THE DEEL TORQUE INPUT TIME COLUMN ER- 7/22 7/27 7/27 7/27 7/27 7/27 7/27 7/2	SENSOR TORQUE SEI	total LABOR. Total LABOR & PART Total LABOR & PART Total LABOR & PARTS. Total Sublet. Total G.O.G. Total Misc Chi Total Misc Dis Total INVOIC	E- WARRANTY S 0.00 S 0.00 S 0.00 C 0.00	SOLD HERE MANU PATT CHEV NOLE EXOTE ESUL RANTER BINCLUCING MERCHUNT PARTICULA CHEVICLE ASUMIS OTHER PES LIABUTY SALE OF BA X	ARTIES ON THE COMPANY ARE THOSE IN A BIR. THE BELL PROVIDE DISCLAIMS THER EXPRESS OF MALES ANY UNPLIED WAS ATT WITTO OR STONE IN TO ASSUME TO PRODUCTS. CUSTOMETS BUILTON BO PRODUCTS. CUSTOMETS BUILTON TO ASSUME TO ASSUME
	CUSTOMER COP		L	**************************************		Seen closed.

. 19. - 19. - 19. -

SEP-15-05 09	:33 AM LANDRU	M.CHEVROLE	Т	94056925:	82		Ρ.	07 \$
	905 Sheppard Ro	Poad • (940) 569-1			54		PON	
		ADVISOR		TAG NO.	INVOICE DA		INVOICE NO.	551
30205	· · ·	FREDDIE BAISD	EN 7687	7380	03/2	<u>5/05</u>	CVC586	122#
				19,096	DELIVERY	N/ NATE	DELIVERY MILE	8
		05/CHEVROLET/		SEDAN	SELLING C	EALER NO.	PRODUCTION	DATE
	-	1 G 1 Z S 5	2 F 4 5 F		R. O. DATE	3/05		
	BUSINESS PHONE	COMMENTS		_ ,	105/2		MO:	19098
ESTANTE INSTALLE IS INSTALLE I	RADIO ASSY AND SET UP	JOB # 1 TO UITT CHRYSLER. JOB # 2 TO SS, AND TELL ONTIAC IS N. RK ALEXANDER AFF	TAL LABOR & PARTS TAL LABOR & PARTS TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX TOTAL INVOIC	0.00 0.00 0.00 0.00 0.00 0.00 0.00	PARTI CHEY ASSO OTHE LLARE SALE X		es sick tra- Pursuer spent sorr la obligation of the sorr social becaries sit becaries sit becaries ande, so of the so coount of social	

_	SEP-15-05	09:34 AM LANDRU	M.CHEVROL	ET ·	940569258	32	P.08
		905 Sheppard Ro	oad • (940) 569	HEVROLE PONTIAC, LLC 9-5271 • Burkbur	nett. TX 7635		
	2020	5	ADVISOR	-DEN 7687	7380	03/24/05	CVCS86510
: .	3020		LABOR RATE	LICENSE NO.	19,076	-	
:			VEAR / MAKE / MODEL				DELIVERY MILES
	NEY, TX		VEHICLE I.D. NO.	<u>7/MALTBU/4 DOOR</u>		SELLING DEALER NO.	PRODUCTION DATE
			1 G 1 Z 5 5 F.T.E. NO.	P. 0. NO.		A. O. DATE 03/22/05	
		BUSINESS PHONE	COMMENTS	,,	······		MO: 19080
		NERED NERED NERED NERED NERED NERED	GE TO PRUITT CHR	rotal labor & parts), % \Q , QQ	CHEVEL ET PONT ASSUME SOR OTHER HERODIT LIARCITY IN COL BALL OF SAD PRO	CN TTA STATE THORE AND EXAMPLE THE BELTE HERE AC, LLC, HERE SCHWENS, COMPLEX PLED WITH THE POBE AC, LLC, HERE POBE AC, LLC, HERE POBE AC, LLC, HERE POBE AC, LLC, HERE POBE AC, LLC, HERE AC, HE
		HANK THE FOR YOUR BUSINES OUR CONFICT CHEMPOLET & PO OUR CONFICT CHEMPOLET & PO DIALO CHEMPICE ATTISFACTION COALCI CHEMPICE ATTIS SCIENT SERVICE . PARTS STA SCIENT SERVICE . PARTS STA	RK ALEXANDER AFF	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX	0.00 00.00 0.00 0.00	Notice Stock of the person of the person of the person of the of the person who the reperson who the reperson the settier encode to settier and Corements of perment for rep stopped, the form clean funds, and drawer or maker	Purauán 5 a Properson 2 points at 2 b obligado a 100 a otor ven 1 underson 2 constantes 1
		DUPLICAT	E INVOIC	L			
1		CUSTOMER COP	Y	END OF INVO	OICE] 09:18am		

	· .			:		
OURTONER NO	30205		DEN 7687		08/12/05	INVOICE NO. CVC591538
	50203	LABOR RATE		25,381		DELIVERY MILES
		VEAR / MAKE / MODEL	MALIBU/4 DOOR	SEDAN		PRODUCTION DATE
OLNEY,	T.	IGIZS 5	2 F 4 5 F		R. O. DATE	
	1	R.T.E.NO.	P. Ó. NO.		08/11/05	
	DUBINEBS PHONE	COMMENTS				MO: 25385
	CUSTONER SCOREST RENTAL VEHICLE F IS IN THE SHOP SUPPLIED VENTAL TO THE CUSTOMER CTYFP.NUMBER VEND INVE TWY.DATE-DESCR	EVAP SMALL LEAK DE CM GAS CAP FAILED JOB # 1 TC JOB # 1 TC S: CONN TIME WHILE IPTION	REPLACE WIT PRICE # 1 TOTAL PARTS TAL LABOR & PARTS HO4 VEHICLE B # 2 TOTAL PRICE DTAL LABOR & PARTS OTAL LABOR & PARTS TOTAL - SUBLET	0.00 WARRANTY 0.00 0.00 WARRANTY T 0.00	INCLUDING ANY I MERCHANTABILIT PARTICULAR PL CHEVROLET-PON ASSUMES NOR OTHER PERSON LIABILITY IN CC SALE OF SAID PF X CUSTO Notic \$70,001, Te i am the person of the repair for the the repair for the the repair for the sccoldance with and Commerce C payment for ce stopped, distorn clent funds; no drawsr or make	DEPRESS OF AUCHTY IMPLIED WARDER IMPLIED WARDER FOR PTHESS FOR IMPCES, LUD WETH TO ADSUME PDR IT A DINNECTION WITH T COUCTS. NER'S RIGNOLAR PURSUART IN DINNECTION WITH T COUCTS. NER'S RIGNOLAR PURSUART IN DINNECTION WITH T COUCTS. NER'S RIGNOLAR PURSUART IN DINNECTION WITH T COUCTS. PURSUART IN PURSUART IN DINNECTION WITH T COUCTS. PURSUART IN DINNECTION WITH T COUCTS. PURSUART IN DINNECTION WITH T DINNECTION WITH T DINNECT
	THE TO SAY THANK YOU FOR YOUR BUSINE WRYONE HERE AT PRUITT CHEVROLET & I WITTED TO YOUR COMPLETE SATISFACTIO THANKS AGAIN SALES, SERVICE, PARTS S STOMER SIGNATURE DUPLICA	· · · · · ·	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TDTAL G.O.G TOTAL MISC CHG TOTAL MISC DIS TOTAL TAX TOTAL INVOIC	. 0.00 . 0.00 . 0.00 . 0.00 . 0.00 . 0.00 . 0.00 . 0.00 . 0.00	0 NOT RESPONSIE 0 AGE TO CARS 0 CARS IN CASE 0 CTHER CAUSE 0 OTHER CAUSE 0 OTHER CAUSE 0 OTHER CAUSE 0 OTHER CAUSE 0 OTHER CAUSE 0 OT FOR ANY 1 UNAVAILABILITY 0 IN RATE SHIPI 0 TRANSPORT	CHOSEN.



 $\mathbf{x} \in \mathbf{x}$

いたが数 ちょう いたい たいがい たいちょうせい

CHEVROLET

PONTIAC

PONTIAC, LLC 905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

ATOMER NO.	30205		ISDEN	7687	1660	07/22/05	
		LABOR RATE	LICENSE NO.	MILEA	24,557	COLOR	STOCK NO.
		YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES
LNEY,	ТХ	05/CHEVROL				SELLING DEALER NO.	PRODUCTION DATE
		<u>1 G 1 Z S</u> F. T. E. NO.	<u>52F4</u>				
	BUSINESS PHONE	GOMMENTS				07/21/05	
un mitilità i	waster to a construction of the second se					LANDS WERE STORED	MO: 2457
	وروابي والمراجع والمراجع والتراجع والتراجي والتراجي والتراجي والتراجي والمراجع والمراجع والتراجي التراجي التراجي	JOB # 1 JOB # 2 JOB # 2 JOB # 2 JOB # 2 JOB # 3 IOURS:	TOTAL LABOR):404 ABOR):404 ABOR):404 ABOR):404 ABOR):404 ABOR):404 ABOR):404 ABOR):404 ABOR):404 ABOR	& PARTS	0.00	CHEVROLIT-PON ASSUMES NOR OTHER PERSON T LIABILITY IN CO SALE OF SAID PRI Notice \$70,001, Ta: I am the person of of the person of of the person of of the person of the repair of the n the repair of the n	
	TO SAY THANK YOU FOR YOUR BUY YONE HERE AT PRIITT CHEVROLET TTED TO YOUR COMPLETE SATISFA THANKS AGAIN RIS NCOMPLOE SHANNON MOORE, THANKS AGAIN RIS NCOMPLOE SHANNON (C. PART	SINESS, AND YELL	TOTAL L TOTAL P TOTAL S TOTAL G TOTAL M TOTAL M TOTAL T TOTAL I	ABOR ARTS UBLET ISC CHG. ISC DISC AX NVOICE	0,00 0.00 0.00 0.00 0.00 0.00 0.00	NOT RESPONSIBIL AGE TO CARE C CARE IN CASE O OTHER CAUSE B OR FOR ANY UNAVAILABILITY	E FOR LOBE OR D MARTICLE CEPT HIRE, THER OR FYOND COLORD DELAYS D
		ADVISOR FREDDIE BAI	59-5271 •	Burkburne	ett, TX 7635 1781	NVOICE DATE 07/26/05 COLOR GREEN/	
10/.: 1						DELIVERY DATE	DELIVERY MILES
		VEAR / MAKE / MODEL 05/CHEVROLE	T/MALIBU/	4 DOOR 3	SEDAN	SELUNG DEALER NO.	PRODUCTION DATE
NEY,		VEHICLE I.D. NO. 1 G 1 Z S				And a second	
Į į		IGIZS	<u>,, , , , , , , , , , , , , , , , , , ,</u>			R. O. DATE	

		F. T. E. NO	07/2	25/05	
Į.	BUSINESS PHONE	COMMENTS	· · · · · · · · · · · · · · · · · · ·	MO	: 24710
				WARGANTIES ON TH	I PRODUCT
, i		TECH(S):404	WARRANTY SOLD	HEREBY ARE THOSE !	
-	CUST STATES VEHICLE STALLS AND DIES	AROUND CURVES.	CHEV	BOLET-PONTIAC. L	a The sector
	THE ROPROBLEM FORMER AT THESE LINE		rs 0.00 BANT	IES. BITHER EXPRESS	kan gefählterant an erste ferstera Strange
		JOB # 1 TOTAL LABOR & PAR	INCL	HOING ANY IMPLIED W	

					LABOR & PARTS	MADDANTY	NCLUDING A	NY IMPLIED WN	
		CUST STATE	HAS LATER SPOT IN HEADLI	NER.	a ny si Mana i Li M	1999 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -	PARTICULAR CHEVROLET- ABSUMES	PURPOSE, AN PONTIAC, LLC NDR AUTHON ON TO ASSUME	
				JOB # 2 TOTA	L LABOR & PARTS		OTHER PERS	ON TO ASSUME OGNNECTION PRODUCTS	
		CUST STAT	STEERING WHEEL OFF CENT	(#30 / # TECH(S):404 R.		WARRANTY			
		CAL OLD NAME	the first state of the second state of the sec				1978 X 1978	atice Pursuant	· 其一: [1] 《統國集
			ACCIDENT GET COOL ENOU	******** **ECH(S):40 4	, a digarrawa setar	WARRANTY	8190,00	1, teoche Probleid	
		NO PROBLE	FOUND		L LABOR & PARTS	0.00	the repair of the repair bo vehicle is	ion or egent sold i, who is oblight the motor valids mirast. I underta with go.503, Ter to Code, if a with honored because ho funds, at	
5				•••••			and Commer prynteet fo	os Code, if a will repair on the	
					•••••••••••••••••••••••••••••••••••••••	· · · · · · · · · · · · · · · · · ·		honored because no funda, or naker of the pi the account day sen closed.	
aranca		YRE TO SAY T	HANK YOU FOR YOUR BUSINESS	AND TELL	TOTAL LABOR TOTAL PARTS	0.00 0.00 0.00	account or drawn has b	sen closed.	
1911		TITTED TO A	HANK YOU FOR YOUR BUSINESS AT PRUITT CHEVROLET & PON FOR COMPLETE SATISFACTION THANKS AGAIN ALD SHANNAN MOORE, & MARO SALES SERVICE, PARTS STAI	ALEXANDER	TOTAL G.O.G TOTAL MISC CHG.	0,00 0,00 0,00		ture of Parson Parson	
			SALES, SERVICE, PARTS STAL	F	TOTAL TAX	0.00 0.00	NOT AGE TO C	ARS OR ARTIC	
193				1	TOTAL INVOICE \$	0.00	OTHER CAU	NBIBLE FOR ARS OR ARTIC ARS OR ARTIC ARS OR ARTIC ARS OR ARTIC ANY DELAYS UTY OF PARTS SHIPMENT BY IT ORTER.	
		TOMER SIGN	DUPLICAT	E INVOICE	*****	******	UNAVAILAB	UTY OF PARID HIPMENT BY T ORTER.	NE SUPPLIER
an ta dha ta shi Alba (shi alba	长旗								
na anna 1 Martine anna 1									
17.7.1									
			CUSTOMER COPY		END OF INVOICE] 09:16em			图 一种障碍
	i T							· i ·	and the second re-

				· · ·	
30205	ADVISOR FREDDIE BAISDEN	7687	1660	INVOICE DATE 07/22/05	
		MILE	24, <u>557</u>		
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBL	4 DOOR	SEDAN		
CENEY, TX	VEHICLE I.D. NO. 1 G 1 Z 5 5 2 F 4 F. T. E. NO.		-	R. O. DATE	· · · · · · · · · · · · · · · · · · ·
ausiwess Phone	F. T. E. NO.			07/21/05	MO: 24574
CUST STATE STOP FOR TRUNK LID CLEAN HATTING SURFACES AND RE CUST STATE STOP FOR TRUNK LID CUST STATE STOP FOR TRUNK CUST	JOB # 2 TOTAL LABO	R & PARTS	0.00 WARRANTY 0.00 MARRANTY 0.00	RANTES, BTHER INCLUDING ANY II MERCHANTABLIT PARTICULAR PUI CHEVIGLIT-PON ASSUMES NOR OTHER PERSON T LIABILITY IN CO SALE OF SAID PR X CUSTON Nation 570,001, Te I am the person of of the person of of the person of the repair of the r the repair of the r the repair contract vehicle is subje- accordance with and Commerts C payment for res accordance with accordance	CLAIMS EXPRESS OF MALL APLIED WALLS AND AND TAC, LOS MALL AUTHOR SCIENCE AUTHOR SCIENCE AUTHOR SCIENCE AUTHOR SCIENCE AUTHOR SCIENCE NNECTICY ATTAC DUCTS. PURSING SCIENCE TO ASSUME TO AND NECTICY ATTAC DUCTS. PURSING SCIENCE TO ASSUME TO AND SCIENCE SCIENCE TO ASSUME TO AND SCIENCE SCIENCE SCIENCE SCI
DEL CUSTOME	CATE INVOICE **	******	****		

TONET NO. 2020E		ADVISOR		TAG	NO.	INVOICE DATE	INVOICE NO.
30205		FREDDIE BAI	SOEN	7687	8261	05/18/05	CVCS87389
			LUCENSE NO.	MILEAG	20,358	GREEN/	STOCK NO.
		YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES
LNEY, TX		05/CHEVROLE	T/MALIBU/4	4 DOOR S	EDAN	SELLING DEALER NO.	
and the second sec	-	1 G 1 Z S	5 2 F 4 5	F		accling pealer NO.	FRODUCTION DATE
		F.T. E. NO.		P. O. NO.		R. O. DATE	
	BUBINESS PHONE	COMMENTS		L		04/19/05	. <u>i i i i</u>
สามารถ เราะาง เราะาง เราะเขาะร่งสืบเหตุลาสามารถ							MO: 20358
	AD HOAN NOISE CON HOAN NOISE CON HOAN NOISE CON HOANTS NITH CHASS HOATS NITH CHASS HOATS NITH CHASS HOATS NITH CHASS HOATS NITH CHASS HOATS NITH CHASS AND LIN	0.50 TECH(S) HING FROM FRT OF SIS EARS COULD NO ABLIZ BAR FROM C/ MS AND REPLACED	401 VEHICLE. DT DETERMI AR NOI GON	•••••	WARRANTY	ANY WARRANTIES SOLD HEREBY ARE MANUFACTURER, CHEVROLET-PONT EXPRESSLY DISC RANTIES, ETHER E	ON TOTAL
2	DESCRIP	210N		PRICE-		MERCHANTABLITY	OR PUT AND A POSE
		JC	38 # 1 TOTAL	PARTS	0.00	ASSUMES NOR OTHER PERSON TO LIABILITY IN CON SALE OF SAID PRO	
	1.154.2000 日本1017年3月1日日 1938年3月1日日本1017年3月1日日	JOB # 11			1	SALE OF SAID PRO	UCTE TO BE
	A CARLEN AND A CARLEN A				1		
Standard and	NINIAL SHOLE FOR	NORMAN TIME WHILE	401 Vehici F	(1, 2)	WARRANTY	X	ALLENAR
						Notice 5	UPBARTE TUS
THE ANTY FP-NUMBER	······DESCRIF	TION	UNIT	PRICE -		Notice I in the person who is of the person, who is the initial of this no the initial of the initial of the the initial of this no the initial of the initial of the the initial of the initial of the the initial of the initial of the the initial of the initial of the initial of the the initial of the initial of the initial of the the initial of the initial of the initial of the the initial of the initial of the initial of the initial of the the initial of the initial of the initial of the initial of the the initial of the initial of the initial of the initial of the the initial of the initial of t	Property floors
		J	B # 2 TOTAL	PARTS	0.00	of the person, who is	oblighted to ney
化磷酸磷酸磷酸 白油的复数酸石	「御御中・一て」	.109 # 2 1	TAL LABOR &	PARTS	0.00	the repair of the mo	tor voh
						vehicle is subject	to rescuences
	L NOT STAY ATTACHED	SS/SIDE FRI SEA	•			and Commerce Cod	, If a wrone state
i - 7-16265	16 DESCRIP	TION 1.358 JC	HB# 3 TOTAL	PRICE - PARTS	WARRANTY 0.00	atopped, dehonomet clerit funde, np fur drawer pr maker o account or the epo drawn has seen clos	the side bes ount on report it ed.
		J0B#/31	OTAL LABOR &	PARTS	0.00		
网络副常常常的 医丁基甲酚基 有	RIADING NOISE RIGHT FR PROM R/F HUB BEARING		401			NOT RESPONSIBLE AGE TO CARS OR CARS IN CASE OF	
N- APP-DE MER	DESCRIP	TION		PRICE		OTHER CAUSE BEY OR FOR ANY DE UNAVAILABILITY OF IN PARTS SHIPMEN OR TRANSPORTER	LAYS GAUGED
1 (1 227 54	25 BEARING	6.311	19 # 4 TOTAL		WARRANTY	UNAVAILABILITY OF	PARTS OF DELA
					0.00	OR TRANSPORTER	
		JOB # 4 T	OTAL LABOR &	PARTS	0.00	一 同时 医下的	
		TION	•••••		LIADDANT	- 2014a F	
339	57 1 104/26/05 RENT CA	R	TOTAL - S	SUBLET	WARRANTY 0.00		
						目的 이 가지 않는 것 같아요.	

CHEVROLE:

OMEN NO



PONTIAC, LLC 905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354



20 2 P.02

PONTIAC

	<u>30205</u>				TAG	NO.	INVOICE DATE	INVOICE NO.
1994 (ALC) - A			FREDDIE BA	LICENSE NO.	7687	8261	05/18/05	CVCS87389
					WILLAGE	20,358		STOCKIND
PLNEY,	TX		YEAR / MAKE / MODEL				DELIVERY DATE	
			05/CHEVROL	LI/MALIBU	74 DOOR S	EDAN	BELLING DEALER NO.	
			1 G 1 Z S	<u>52F4</u>	5 F		ACLING DEALEH NO.	PRODUCTION DATE
			6 6 E. NO.		P. Q. NO.		R. O. DATE	
		BUSINESS PHONE	COMMENTS				04/19/05	
· · · · · · · · · · · · · · · · · · ·	ALL THE COLUMN A							MO: 20358
			••••••••••••	••••••			ANY WARRANTIES	
额。	S. TO. SAY THEY	COPPLETE SATISFACTION. SHANNON MOORE, & MARK SHANNON MOORE, & MARK SHANNON MOORE, & MARK SHANNON MOORE, & MARK	, AND TELL	TOTAL U	ABOR	0.00	SOLD HEREITY ARE MANUFACTURIE	THOMAS
с на 25 го Бол	ETTED TO YOUR	COMPLETE SATISFACTION	TIAC IS	TOTAL P/	RTS.	0.00	CHEVROLET-PONT	IAO. DE ARCELLE
	RIS MCDONALD.	HANKS AGAIN		TOTAL SL	/BLET	0.00	PANTIES, ETTER	LAIMST
		SUSERVICE, PARTS STAF		TOTAL D TOTAL PA TOTAL SL TOTAL G TOTAL MI TOTAL MI TOTAL MI	SC CHG.	0.00	INCLUCING ANY IN	
				TOTAL TA	ISC DISC	0.00	PARTICULAR PUR	PORE, Alex Manual
	観日の日期現得						CHEVROLET-PONT	IAC, LINING
					NVOICE \$	0.00	OTHER PERSON TO	Assource Teles - Alle
· · · · · · · · · · · · · · · · · · ·	R STOMPTIE						ANY WARRANTIS: SOLD HEREBY AR MANUFACTURER CHEVROLET: PONT EXPRESSIV DISC RANTING, BITHER INCLUCING ANY IM MERCHUMTABILITY PARTICULAR, PUR CHEVROLET-PONT ASBUMES NOR OTHER PERSON TO LIABILITY IN CON SALE OF SAID PRO	NICTIC AND IN A
a she		PUPLICATE	INVOIC	*****	*****	******		
							x	
	新。」。這個的 報題 的							BIGNAT . PHILE THE IS
							Notice (570,001 That of the person or a of the person or a the repart of the mo- the repart of the mo- the repart of the mo- scooling of the solution and Commence Code and C	Direuant to
		NAMES IN THE REPORT OF A CONTRACT OF A CO				. [I am the person or a	gent activities becalt
							of the pendo, who i	s obligeted at part with
							the report destruct	
1. 1993年 - 1993 - 1993年 - 1993年 - 1993年 - 1993	的 注境於相對於3							
		n general Service Der Man					and Light name Code	
						·	stopped, distoppred	
a sala sa ka							clent funite, no fun	
							ececility of the sec	ount of the internet
	新 一、這個計畫						drawn hae bleen clos	•d.
	1. 1. 注意公用机论者					:		
· · · · · · · · · · · · · · · · · · ·								
						. .		
							NOT RESPONSIBLE AGE TO CARS OR CARS NICARS OF OTHER OLD BEY	Anten
							OTHER CALLER DE	
1							OR FOR ANY DE	AYS A
							N PARTS SHIPMEN	PARTE CONTRACTOR
						L C	OR THANSPORTER.	
	1994年4月1日1日。	en en anten anten en anten en En en anten e						
· 1444 新						1		
	新 一环绕标 拍 组 3					· · · ·		
	時に いる 船舶度					· · ·		
	р 							
新教教 主任 1		CUSTOMER COPY						1 相關的運動
2092		. CARACEMENTCORV						1 C 0// / / / / / / / /
210° 2				END OF	INVOICE 109	itdam [「「「「「」」 「「」

P.01 9405692582 19-05 01:49 LANDRUM.CHEVROLET РM SEL E HEVROLET PONTIAC, LLC 905 Sheppard Rd. Burkburnett, Texas 76354 Phone: (940) 569-5271 (800) 787-7337 Fax: 940-569-2582 9-15 - 05 Date: Fax to: 866-715-8517 Fax # Number of Pgs: _____ - gurg Attn : Comments: Here Are All Service Capys Car Info is on the may From Prutt Cly-HEVROLET PONTIAC PONTIAC, LLC DHEVROLE 905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354 \$91538

DETOMET NO.	30205	CABOR PATE LICENSE NO.	7687 2423	COLOR	STOCK NO.
					DELIVERY MILES
OLNEY.	TX	VEAR / MAKE / MODEL OS/CHEVROLET/MALIBU VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 4	/4 DOOR SEDAN	SELLING DEALER NO.	
		E. T. E. NO.	P. O. NO.	08/11/05	
	BUBINESS PHONE	COMMENTS	·····		MO: 25385
2 '4	CUSTOMER STATES THE SERVICE ENGINE CHECK AND ADVISE P0335 CRANKSHAFT POISTION SENSOR CLOSED POSITION PERFORMANCE P044 INSTALL UPADATED CABLIBRATION TO GAS CAP	S: 21.20 TECH(S):404 NE SOON LIGHT IS ON. CIRCUIT P2119 THROTTLE 2 EVAP SMALL LEAK DETECTED PCM GAS CAP FAILED REPLACE	WARRANTY	ANY WARRANTIE SOLD HERIBY AF MANUFACTURER CHEVROLET-PON EXFRESSLY DI RANTIES, ETHER INCLUDING ANY MERCHANTABILI PARTICULAR PA CHEVROLET-POI	B ON THE PRODUCE THE BELGE PER THAC, LLC, PER GLAIMB ALL, WA EXPRESS OF INPLE MPLEO WARGANTY TY OR PETHERS FOR MPCC, LLD, NETH AUTHORIZES TO ASSUME COM IT NINECTION WITH ODUCTS.
		JOB # 1 TOTAL LABO	R & PARTS 0.00		
	CUSTONE EQUES RENAL VEHICLE IS IN SUPPLIED SENTAL TO THE CUSTOMER OTY FP -NUMBER VEND INVA INV. DATE-DESC USSA	FOR DOWN TIME WHILE VEHICLE	INIT PRICE-	Cuero Notic g70,001, To I am the person of of the person, wi	NERS SIGNAL II Pursuant IS tuas Property Code regent active of be to is obligated to be motor vehicle autoe
	WWW INV.DATE-DES	JOB # 2 TOTAL LAB	DR & PARTS 0.0	the repair contra vehicle is aubl- accordance with and Commerce C V psyment for re	ct. 1 underdand Ter ct to recommendation ge.503, Teore Trans ode, if a will be set pair on the set
	222011月1日 1日 1			- } }	
	THE TO SAY THUMK YOU FOR YOUR BUSI EVERYONE HERE AT POUITT CHEVROLET & CHAILTED TO YOUR COMPLETE SATISFACT THANKS AGAIN CHRIS MCDONALD, SHANNUN MOORE, & SALES, SERVICE, PARTS	NESS, AND TELL TOTAL PONTIAC IS TOTAL ION. TOTAL MARK ALEXANDER TOTAL STAFF TOTAL	LABOR 0.0 PARTS 0.0 SUBLET 0.0 G.O.G 0.0 MISC CHG. 0 MISC DISC 0	00 NOT RESPONSI 00 NOT RESPONSI 00 AGE TO CARS 00 CARS IN CASE 00 OTHER GAUSE 00 OTHER GAUSE	LE FOR LOSE OF OR ARTICLES LE DF FIRE HET DR BEYOND QUE CON DELAYS CARED OF PARTE OF DE MENT BY THE SUP ER.
		TOTA	L INVOICE \$ 0.0	OR TRANSPORT	OF PARTE CH LE MENT BY THE BUP ER.

Fuitt	CHEVROLET
	PONTIAC LLC



905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

					INVOICE NO.
CURTOWER NO.	30205	FREDDIE BAISDEN	7687 1781	07/26/05	CVC\$90894
		LABOR RATE LICENSE NO.	MILEADE 24,707	GREEN/	STOCK NO.
		YEAR / MAKE / MODEL		OELIVERY DATE	DELIVERY MILES
OLNEY,	тх	OS/CHEVROLET/MALIBU	.	SELLING DEALER NO.	PRODUCTION DATE
		1 G 1 Z 5 5 2 F 4	5 F	07/25/05	
	BUSINESS PHONE	COMMENTS		07/23/03	MO: 24710
N: C Marine and Anna Anna Anna Anna Anna Anna Anna	4				All the second se
· · · · · · · · · · · · · · · · · · ·		URS: TECH(S):404 DIES AROUND CURVES.	WARRANTY	SOLD HEREBY ARE MANUFACTURER	THOSE NADE BY THE
	NO PROBLEM FOUND AT THIS TIME	DIES AROUND CORVES.		CHEVROLET-PONT	LAC. LLC. NERRIT
		JOB # 1 TOTAL LABOR	& PARTS 0.00	RANTIES, BITHER I	PLIED WARDANTY D
an a Alexandra		URS: MARANA TECH(S):404	WARRANTY	MERCHANTABILITI	
	NO CHARGE	EADLINER.		CHEVROLIT-PONT ASSUMES NOR	AUTHORIZES ANY

		REAL OFF CENTER	STECH(S):404	AL LABOR & PARTS 4	u. ou i	OTHER PERSON TO LIABILITY IN CON SALE OF SAID PRO	INECTION WITH THE
NO CH			JOB # 3 TOT	AL LABOR & PARTS	0.00	STO.801. Text	rs adviter Pursualt to as Property Gode
NO PA		DON'T GET COOL ENOUGH		4 Al Labor & Parts	0.00	the repair of the m the repair contract, vehicle is subject	and the second
тия то	AN DANK					and Commerce Color payment for repa stopped, diahonon clent funde, no fu drawer or maker account or the st drawn has been do	of the order time and
CONCITED	to tobe a contractes	CU FOR YOUR BUSINESS, A DITT CHEVROLET & PONTA PLETE SATISFACTION. THANKS AGAIN HANKS AGAIN HANKS MOORE, & MARK A SERVICE, PARTS STAFF		TOTAL SUBLET TOTAL SUBLET TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL TAX			
USIONER S	IGNATURE	QUPLICATÉ	INVOICE	********	******	OR FOR ANY I UNAVAILABILITY C IN PARTS SHIPME OR TRANSPORTER	NT BY THE SUPPORT
OF 1		CUSTOMER COPY		(END OF INVOICE] 09:16em		

SEP-19-05 01:52 PM LAND	RUM.CHEVROLET	940569258	32	P.02
	CHEVI PONTI/ Road • (940) 569-5271	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	354	PONTIAC
OMER NO. 30205	ADVISOR FREDDIE BAISDEN LABOR RATE UCENBE NO. VEAR / MAKE / MODEL OS/CHEVROLET/MALIBL VEHICLE I.D. NO. 1 C 1 Z 5 5 2 F 4 E T E NO.	J/4 DOOR SEDAN	INVOICE DATE 04/18/05 COLOR GREEN/ DELIVERY DATE SELLING DEALER NO.	INVOICE NO. CVC\$87108 STOCK NO. DELIVERY MILES PRODUCTION PATE
BUSINESS PHONE CUST STATES TEPRING LOCKS UP A CHECK FOILDT STONE TEST STEERI	COMMENTS		ANY WARRANTIES BOLD HEREBY AR MANUFACTURER CHEVROLET-FON EXPRESSLY DIS	THE SELLER TRUE
DES 1 155 (375) 1 155 (375)	CRIPTIONU R 6.508 E RETURN ID 8.800 JOB # 1 TOTAL LABO	WARRANT WARRANT TAL PARTS 0.00 R & PARTS 0.00	CHEVROLET. PON ASSUMES NOR OTHER PERSON T LIABILITY IN CO SALE OF SAID PRO	APLIED WATERANT, DY Y OR FITNER, FOR & TROBE, (AND PROTA TIAC, LIC METHOD AUTHONIZES IN ACCO ABSUIDE FOR TAX
CUSTIONER ETAILS THE VEHICLE IS RECUESTING FOR ALL GMENT RACK ESEL ID COMPLETED THE ALLGMENT	AND PINION REPLACENT CRIPTION	NIT PRICE- TAL PARTS 0.0	X CUSTON	as Property Code
THE TO SAY THANK YOU FOR YOUR BUSI WRYONE HERE AT PRUITT CHEVROLET ON TITED TO YOUR COMPLETE SATISFAC THANKS AGAIN ORIS NCCONALD, SHANNON MOORE, & SALES, SERVICE, PARTS	JOB # 2 TOTAL LABO INESS, AND TELL TOTAL & PONTIAC IS TOTAL TION. TOTAL		drawer of maker account of the e drawn has been d	of the exter best in the
		INVOICE \$ 0.0	0 NOT RESPONSIBL 0 AGE TO CARS O CARS IN CASE O O OTHER CAUSE B OR FOR ANY UNAVALABILITY UN PARTS SHIPM	E FOR LOS OPED : DR ARTICLES LEFTE: F FIRE, TO CH, LEFTE: EYOND CHE CONTE DELAYS CLUED P PARTS CRUED TO PARTS CRUED ME SUPPLES
CUSTOMER CO	DPY (EN	D OF INVOICE] 09:17em		

		E (940) 569-			54	PONTIAC
	······································	ADVISOR		7AG NO.	INVOICE DATE 03/24/05	
30205		FREDDIE BAISD		AGE 19.076		STOCK NO.
		YEAR / MAKE / MODEL	MALIBU/4 DOOR		BELLING DEALER NO.	
CLNEY, TX		VEHICLE I.D. NO. 1 G 1 Z 5 5 F. T. E. NO.	<u>2 F 4 5 F</u>		R. O. DATE	
		F. T. E. NO.	P. O. NO.	: 	03/22/05	10080
				WARRANTY		MO: 19080
PARTS ORSE	ALES, SERVICE, PARTS S	JOB # 1 TO REFECH(S):4 ARGE TO PRUITT CHRYS JOB # 2 TO MESS. AND TELL PONTIAC IS ON. MARK ALEXANDER STAFF	TAL LABOR & PARTS O4 LER. TAL LABOR & PARTS TOTAL LABOR TOTAL BARTS TOTAL SUBLET TOTAL MISC CHG. TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX	00,0 00,0 00,0 00,0 00,0 00,0 0,0 0,0 0	X Cuerow Notice ST0,001. Text I am the person or of the person of of the person of the repair of the in the repair of the in accountance with and Commerce Co perment for rep stoppicd, elishono olert funds, no drawer of maker account of the a drawn has been d	COR FITTERS FOR PDSE, AN FRUIT AUTHORIZE AUTHORIZE AUTHORIZE AUTHORIZE AUTHORIZE AUTHORIZE AUTHORIZE INFORMATION



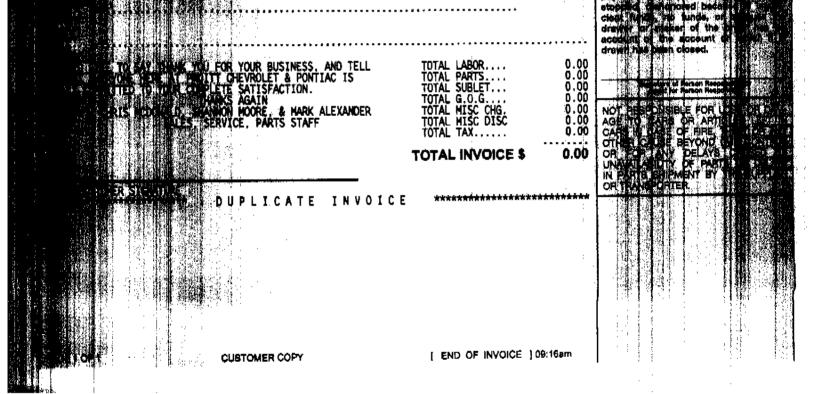


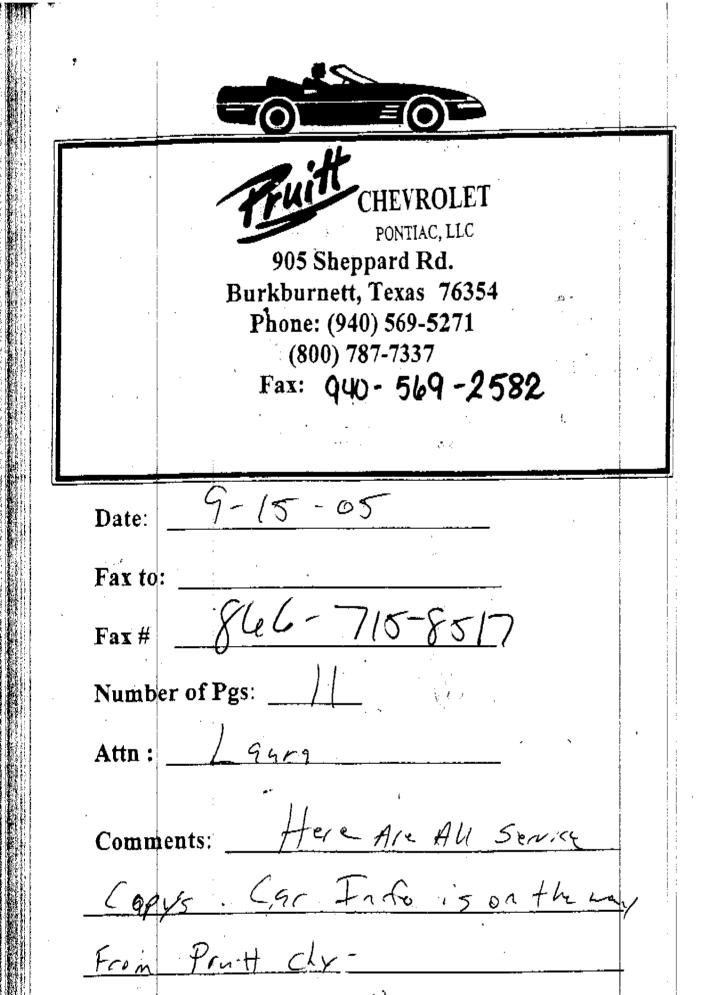
1

905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

30205	ADVISOR FREDDIE BAIS	DEN 7687 LICENSE NO. MILEÁGE	20,041 GREEN	/05 <u>CVCS80920</u> stock NO.
THEY, TX		7/MALIBU/4 DOOR SI		LER NO. PRODUCTION OATE
	AT TIMES ROUE INPUT SENSOR TORQUE SET DESCRIPTION S7COL REM 6.518 CORE RETURN	TOTAL LABOR & PARTS TOTAL LABOR & PARTS TOTAL LABOR & PARTS TOTAL PARTS TOTAL PARTS TOTAL SUBLET TOTAL SUBLET TOTAL MISC CHG. TOTAL MISC CHG. TOTAL TAX TOTAL INVOICE	MARRANTY SOLD H MANUF HARRANTY CHEVR HARRANTY CHEVR HARRANTY CHEVR HARRANTY CHEVR HARRANTY CHEVR HARRANTY ASEL 0.00 CHEVR ASEL 0.00 CHEVR ASEL 0.00 CHEVR ASEL 0.00 CHEVR ASEL 0.00 CHEVR ASEL 0.00 CHEVR ASEL 0.00 CHEVR ASEL 0.00 CHEVR ASEL 0.00 CHEVR ASEL 0.00 CHEVR SALE 0.00 CHEVR SALE	ARRANTIES ON THE AREA AND AND THE AREA THOSE THOSE AND AND THOSE THOSE AND AND THE AREA AND AND AND THE AREA AND AND AND AND AND AND AND AND AND AN
				Agent of Person Research Con- TRESPONSIBLE FOR LOW OF TO CARS OR AFTERES LE IS IN CASE OF FIRE TERI CAUSE BEYOND SEE FOR ANY DELAY AVAILABILITY OF PARE PARTS BHIPMENT E TRANSPORTER.
905 S	Sheppard Road • (940) 56	59 5271 • Burkburne	NO. 7380	
OLNEY, TX		T/MALIBU/4 DOOR S	19,096 GREEN	AGE DELIVERY MILES
INSTALL NEW RADIO ASSY PETER RADIO ASSY PETER RADIO ASSY	JOB # 2	TOTAL LABOR & PARTS):404	×	MO: 19098 ARRANTIES ON THE SOUL ACTURER, THE SELL PRU ACTURER, THE SELL PRU ACTURER, THE SELL PRU ACTURER, DISCLAIMS SELL DISCLAIMS SELL DISCLAIMS SELL DISCLAIMS SELL DISCLAIMS SELL PRONTAC, LL INFELL DISC ANY IMPLIED VIENTLY ANTARLITY OR FTO 2005 TO DISCLAIMS INC. ANY IMPLIED VIENTLY ANTARLITY OR FTO 2005 TO DISCLAIMS INC. THE NOT ON THE SELL ALSO NOT ANY IMPLIED VIENTLY ALSO NOR ANY IMPLIED VIENTLY AL
	PLICATE INVOIC		NOT AGE CATHE OR UNAV IN PA	or maker of the strain of the second et in the socount et in the socount et in the second e
	Sheppard Road • (940) 50	PONTIAC, LLC 69-5271 • Burkburn		
30205	FREDDIE BAI LABOR RATE VEAR / MAKE / MODEL VEARCLETO. NO.	ISDEN 7687 LICENSE NO. MILEAC	841 07/0	6/05 <u>CVC\$89958</u> BTOOK NO. N/ DELIVERY MLES
BUBINEBB PHON BELSIC FOR INTEL VER BELSIC FOR INTEL VER CONSTANT PRESSURE REN 1 PP- 12 - 200		5 2 F 4 5 F F O. NO. F O. F O. F O. F O. F O. F O. F O.	ANY MARRANTY SOLD MARRANTY SOLD MANU CHEVE RANTE NACLU MERCH PARTE 0.00	

「「「「」」





CASE ASSESSMENT BY: Laura Salter Siebel/CARS Request No: 1-333179647
Customer Name:
Year of Vehicle: 2005 Make: Chevrolet Model: Malibu Current Mileage: 26,041
Vehicle ID No.: 1G1ZS52F45F 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 CurvesDate:Mileage:DaysOut:Description of Repair06-30-0523,7937Replaced fuel pump07-25-0524,7072No problem found at this time
07-25-0524,7072No problem found at this time08-19-0526,04334Replaced fan harness per bulletin 04-06-03-010A
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SES Light Comes On Date: Milleage Sever Description of Repair.
07-21-05 24,5572Cleaned surfaces and reinstalled gas cap08-11-05 25,3812Installed 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: X
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
<u>CRM RECOMMENDATION & RATIONALE (EXPLAIN):</u> Repair the vehicle under the terms of the warranty
Decision reached by CRM: Arbitrate case: N Settle case: Y

Team Manager Approval:



GENERAL MOTORS BUSINESS RESOURCE CENTER

September 15, 2005

Attn:Johnette Kuhn Pruitt Fax#940-322-1728

Re: 2005 Chevrolet Malibu VIN#1G1ZS52F45F

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 <u>www.mygmlink.com</u>. 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 2 2 2005 PONTIAC CUSTOMER ASSISTANCE P.O. BOX 33172 DETROIT, MI 48232-5172

4823215172-72 8051

To Whom it MAY CONCEEN,

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:

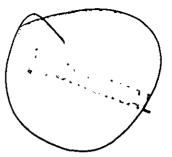
.

New ORLEANS, LA

Thankyou,



_ _ _



18225 EASTEX FREEWAY • HUMBLE, TEXAS 77396 (281) 359-3600 • FAX (281) 359-1529

CUSTOMER NO.	12277		MOURFIELD	1013 TAG NO	2452	NVOICE DATE 05/16/05	INVOICE NO 1PCS23742
		LABOR RATE	LICENSE NO	MILEAGE	4,020	BRONZE MIST	STOCK NO.
NEW ORLE		VEAR/MAKE/MODI	AC/G6/4DR S	DN		DELIVERY DATE 03/09/05	DELIVERY MILES
	AND, LA	VEHICLE LD NO.	G 5 2 8 5	5 4		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.		P		05/16/05	
		COMMENTS					
	æs					NOTICE PURSUANT TO PR	
3# 1 10GCZC	CHECK ENGINE LIGHT O CUST STATES CHECK ENG LIGHT COMING NO ENGINE DTC'S	ON	H(S):9986		WARRANTY	I AM THE PERSON OR AGENT A PERSON WHO IS OBLIGATED I THE MOTOR VEHICLE SUBJEC MENT, I UNDERSTAND THAT TH REPOSSESSION IN ACCORE COMMERCE CODE §9.609, IF	O PAY FOR THE REPAIR OF TO THE REPAIR AGREE- IE VEHICLE IS SUBJECT TO ANCE WITH BUSINESS &
	LS JOB# 1 GES		TV 1005 100#		0.00	OF THE MOTOR VEHICLE BY OR A CREDIT CARD TRANSA HONORED BECAUSE OF IN FUNDS, OR BECAUSE THE M	A CHECK, MONEY ORDER, CTION IS STOPPED, DIS- SUFFICIENT FUNDS, NO KER OR DRAWER OF THE
LABOR J# 2 06GCZ	STEERING/SUSPENSION CUST STATES POWER STEERING MESSAGE	TEC	H(S):9986		WARRANTY	ORDER OR THE CREDIT CARD OR THE ACCOUNT UPON WH CREDIT CARD ACCOUNT HAS	ICH IT IS DRAWN OR THE
	AND LOSES POWER STEERING ASSIST DIAGNOSED C0545 WAS INSTRUCTED TO INSPOSED C0545 WAS INSTRUCTED TO	PERFORM PI A	IC 3126 AND			•	
	INSPECT CONNECTOR 3 ON EPS MODULE TAC ASSISTANCE AND OPENED CASE. (C UNABLE TO DUPLICATE INSTRUCTED TO	FUR LUUSE FI ASE #8187945 RELEASE VENT). IF CLF IF			Signature of the Person Respo Responsible for Payment	-
	PROBLEM OCCURS AGAIN CUSTOMER IS T FOR US TO CONTACE OELPHI ENGINEER.	O BRING VEHI	CLE BACK IN			Any warranties on the produ- made by the manufacturer sold products "As is" and the displaine all warranties as	, purchaser accepts the e seller, hereby expressly
JOB# 2 TOTA	LS					disclaims all warranties, ei including any implied warra fitness for a particular p	nty of merchantability or
COMMENTS	JOB# 2		IX 1PCS JOB#			neither assumes nor author assuma for it any liability in	izes eny other person to
TOWED IN-ROA	DSIDE ASSISTANCE					of said products.	
						NOTICE All Special Orders Must Be	Prepaid, All Claims And
* NEXT RECOM	**************************************			*		Returned Goods Must Be Container And Accompanie Will Be A Restocking Charg No Refunds On Special On	In Original, Undamaged d By This Invoice. Thera e On All Returned Parts.
			TOTAL F TOTAL S TOTAL G TOTAL F TOTAL F	ABOR ARTS UBLET .O.G IISC CHG. IISC DISC AX		No Refunds Atter 10 Days. For Any Labor On Parts No	We Are Not Responsible
			TOTAL	INVOICE \$	0.00		
CUSTO	MER SIGNATURE	<u> </u>					
1							
PAGE 1 OF 1	CUSTOMER COPY		(END	OF INVOICE 10	13:57pm		

									PION PON Houston	ITIAC GM	С
	4189906						5		1		
					+	INVOIC		·			
NEW ORLEAN	IS, LA		JS:			JPLICAT PAGE	E 1 PI 1	HONE: (281 Mon Se) 784-5800 · F. Hours of Opera day - Friday 7 A. hturday 8:30 A.M	M 6 P.M. - 3 P.M.	
COLOR : 3	YEAR	Ň	AKE/MODEL					513 RA	M RODRIGUI		TAG
						····					
GRAY DEL DATE			AC G6	PROM	1G2ZC	528554 PO I	NO. //	RATE	4035 PAYMENT	4035 T7	539
IS	2			12.00 -	17MAY05			88.88	CASH	20MAY05	
R.O. OPEN		!	READY			:3.5_L	iter_SFI			2014100	
07.37 1700	VOF	17.20	0000000	E			_				
07:37 17MA			20MAY0 PE HOURS					LIST	NET	TOTAL	<u></u>
A CUSTOMER	STATE	ES TH	IAT WHEN	GOING				AL STE	ERING IT		
SE CAUSE: SHC				R JUST A	A LIITTI	E WHIL	E, THE S	TEERIN	G		6 e
			SEMBLY,				60 - 52 -		oo ki jooristiisti jooroo		
	1226	5 🐟 W	re n en la					i a	ing the grad		1
			S/COL RE		Teach A					(N/C) (N/C)	
	03F 01 C: 6C	5 F .	NAN 184	usi nad	N. 1987-1980 - 1997 - 1997	ta sana	and a construction of the second	<u> </u>			
•	PART#:		57179					1-1			
С К. К. С	OUNT:	2 ਜਾਸ਼ਹ ਦਾ •	and the second	· / · · · · · · · · · · · · · · · · · ·	e ser se					and the second	
Δ	JTTH CO	- T TC				an in		• "			
in in it	J 🔅 🛼		r 🛊 🖓	, vá Šu – suðu		assi ng pasalan	a Silan (San Bila			la en lagge en sede no en sociele en sede	• •
4035 STEER 0.30 (A7) FOUND THAT REPLACE ST	0.2000 THE 9	HEEL CODE STEEF	TORQUE CO545 W LING WHE	SENSOR S AS STORI EL TOROU	ED IN M	INTERN MORY A	NALY E76 FTER CHE SHORTED	CKING	CIRCUITS ALLY		
and a second	- e and -of - An	: , agente anne				(. · ·		• •	€* ₩		
		• • • •			n nanga ng Nga ng		ser est t				
and the second	· ···	jan ite.	general segue	wisker			eng i enga	14 <u>8</u> 5 1 4 3 8	s i george	$\lambda = \gamma = -z$	
· · · · · · · · · · · · · · · · · · · ·			585 Sto	1880 - 188	V.C.A.S.			s tela contra de	S		× 4
···· · · · · · · · · · · · · · · · · ·	· .		na natari				÷				
· · · · · ·			· · · · · · · · · · · · · · · · · · ·				- C Ori				
	·	,						•		•	
	•			. (*)		·.	1911 - 1 ₂		5 A A A A A A A A A A A A A A A A A A A	•••	
N01			0.001, TEXAS PRO	PERTY CODE	[c	TATEMENT	OF DISCLAIMER	i an orce		TOTALS	
I AM THE PERSON OF TO PAY FOR THE REF UNDERSTAND THAT								LABOR AN		0.00	<u></u>
UNDERSTAND THAT 19.609, TEXAS BUSIN REPAIR ON THE VEHI	THIS VEHICLE	E IS SUBJ	ECT TO REPOSSE CODE, IF A WRIT	SSION IN ACCOUNTEN ORDER FOR	PAYMENT FUR	Seller hereby exp	pressly disclaims all	PARISAN	NOUNT	0.00	
FUNDS, OR BECAUSE ACCOUNT ON WHICH	THE DRAWE	r or mai	кей ог тне око	ER HAS NO ACC	OUNT OR THE	mplied, includi	her express or ing any implied merchantability or	GR3, OIL,		0.00	
			le or Agent for Per	son Responsible	f	itness for a p Seller neither	articular purpose. assumes nor	MISC. CH		0.00	
		LUCDED	CERTIEN THAT			iuthorizes any issume for it	other person to any liability in the sale of this	TOTAL CH		0.00	
ON BEHALF OF SERVI HEREON IS ACCUR PERFORMED AT NO APPEARANCE OF THI	CHARGE T	O OWNE	R. THERE WAS	NO INDICATIO	N FROM THE	tem/items.	ାଧୀର ନିର୍ମଳ ପହଁ ଅଧ୍ୟ	LESS INSU		0.00	
UNDER THIS CLAIM H OR MISUSE, RECORD DATE OF PAYMENT		NNECTED	IN ANT WAT WIT	ARLE FOR (1) YE	AR FROM THE	CUSTOMER SIG	NATURE	SALES TA		0.00	
MANUFACTURER'S R	EPRESENTATI	VE.	OR AUTHORIZED					PLEASE F		0.00	

- --- - - -----

CUSTOMER COPY

ENTERPRISE

RENT-A-CAR

HOUSTON INT CONSECTO FACILITY 17302 PINE CUT HOUSTON, TX - 770326028 (281) 230-8200 BRANCH: 0640 TICKET: 569124

PETER STELLING

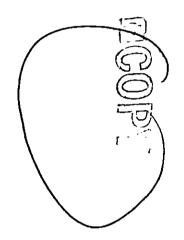
1

i,

360 - 3601772005 - 0835 PM
 360 - 0572072005 - 0454 PM
 360 CLE: 05 KFA - 0PTI 40LX
 360 CLE: 1. ICENSE

3	DAYS	ų.	42.95 =	128.85
3	COW	ų.	14.99 -	44.97
3	PA1/PLC	Ŕ	5.00	15.00
	AP/ADIESS	Ŕ	11.110z =	16.45
6.450	GALLONS	Ŕ	3.50	22.58
	FACILITY		×	10.50
	×IX RENB		z	4.20
	Sales Tax	Ŷ.	15.0007 -	29.17
			101AL	271.72

THANK TOOL LAW 1250 AND 1994 Enderheits 1994 - Aroak



En	tornr	ico	h/11T)		CUSTOMER COPY	,		• • • • •	PAGE 1 of
	terpr	-a-car	DOYE	Taur	NI 7	(• .	068	ETXFALL04A
OWNER OF VEHICLE:	<u>1800 renn</u>				81.	1				
BRANCH ADDRESS:	•					· .				
1	O I A N I	RENTAL TYPE	sou	JRCE #	I.D. #	REN	TAL EEMENT	NO.	D	
	<u>ро</u> А Ч	RENTER				AGIN			• · ·	
START CHARGES IF DIFFERE	<u>е`</u> NT		N: 51-1-22-24		MALL St.					
		Ling you	1. San	we to a contract	we sport to a	and the states				<u> </u>
							·			· - ·
511/1	328 DRK									 :
1) MODEL	TH5059				Line Line and	and share the top		· · · ·		
MILE- N AGE NIT		BILL TO	COMPANY						••••••	
	1974				PHONE	EXT	4			
CONDITION AGREED TO	5	REFERENCE	NUMBER		· · · · ·				· _	— ·
			JTHORIZED DRIVER(S) - EXC	EPT AS REQUIRED BY LA	W, NONE PERMITTED	WITHOUT OWNER'S				
	AGE	REQUEST OWN	ROVAL ER'S PERMISSION TO ALLOW	10 July 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					- ``\	
	DAM	مرينة والمديرة. المرينة المرينة (S. P. S. M. W.	Light of the		· · ·	· · ·		
	N N	RESPONSIBLE OF THIS RENT LIABILITY AND	A MY CONTROL AND DIRE FOR THEIR ACTS WHILE T TAL (AGREEMENT) USE OF	THEY ARE DRIVING, AN F VEHICLE BY AN UNAU	D FOR FULFILLING T	MY BEHALF I AM				_
		BENTER:								
x-DENT SCRATCH	0-1/352NG	PERMISSION G	RANTED TO O						<u> </u>	
F U E	\mathcal{O}									
<u>NOTICE: YOUR R</u>	5 1/2 5/8 3/4 7/8 F	RENTER DECL	ANY OTHER STATE OR COUNT NES OPTIONAL DAMAGE	RENTER ACCEPTS OPT	IONAL DAMAGE					
MENT OFFERS, FO	R AN ADDITION-		ND ASSUMES DAMAGE 'Y. SEE PAGE 2, PARAGRAPH !	5 COLUMN TO RIGHT REJ OF RESPONSIBILITY UP	NTER IS RELIEVED	RENTER:X				·
ALCHARGE, AN OP TO COVER ALL C	or a part of	RENTER: X		TIALED SEE NOTICE TO PARAGRAPH 15 DW IS N	D LEFT AND PAGE 3, NOT INSURANCE					-
YOUR RESPONSIB		RENTER DECL	NES OPTIONAL PERSONAL	RENTER ACCEPTS OPT			-		_	
BEFORE DECIDING PURCHASE THE W	WHETHER TO	COVERAGE (PA	JRANCE/PERSONAL EFFECT8 J/PEC) SEE PAGE 2 PARA-	COVERAGE (PAUPEC) A	T DAILY FEE SHOWN IN					
WISH TO DETERM	INE WHETHER	GRAPH 9 BENTER: X		COLUMN TO RIGHT SEL NOTICE TO LEFT AND P DW IS NOT INSURANCE	AGE 3. PARAGRAPH 17	° i ->			-	=
YOUR OWN AUTO ANCE OR CREDIT		RENTER DECLI	NES OPTIONAL SUPPLEMENTA TECTION (SLP). SEE PAGE 2.		IONAL SUP-	BENIER: X		-y y-g-		-
MENT PROVIDES Y	OU COVERAGE	PARAGRAPH 6		(SLP) AT DALLY FEE SHO UMN TO RIGHT SEE NO	DAWN IN COL-					
OR LOSS AND DI	ETERMINE THE	RENTER: X								
AMOUNT OF THE		I HAVE READ A	WHICH CO ND AGREE TO THE TERMS	INSISTS OF PAGES AND CONDITIONS ON P	1 THROUGH 4. AGES 1 THROUGH 4.	OF THIS AGREEMENT AND				· +
COVERAGE. THE THE WAIVER IS NO	PURCHASE OF	ING OWNER	URE BELOW I AM THE "REM TO PROCESS CHARGES CREMENTAL AUTHORIZATION	NTER" UNDER THIS AGR ON MY CREDIT CARD IONS/DEPOSITS, AND C	Rement by Signing (S) and/or debit Harges incurred	3 Below, I am Authoriz Card(s) for advance As well as payment:	┇ ┇┝╼╵┿┿╧╺╵╘╌╼			1
THE WAIVER IS NO		REFUSED BY /	THIRD PARTY TO WHOM B	SILLING WAS DIRECTED I	I CERTIFY THAT THE I	DRIVERS LICENSE(S) PIRE		• .		· L.
REPLACEMEN	IT VEHICLE	RENTE					-		10)
	D O T U	OWNE			\	} →	······		•	1
COLOR	LICENSE NO.	REP		DEPOSIT(S):		````````````````````````````````	- ·	·		
MODEL	ECAR#	DATE	TIME	AMOUNT PA	ND BY	DATE PAID				
				<u> </u>			- /		· /	- · ·
AGE OUT								ىر مىلىسى ، مىلىم	þ	
DRIVEN		NOTICE:	By initialing be lowing disclos	ELOW RENTER	ACKNOWLED		1210		·/···	
CONDITION AGREED TO		INSURAN	ce offered by e	ENTERPRISE REI	NT-A-CAR. YC	DUR TEXAS AUTA	- TOTAL CH	IARGES	/	
		WHILE OF	NSURANCE POLIC PERATING A RENTA TATES OR COUNT	AL VEHICLE. AU	TOMOBILE PO	LICIES ISSUED IN		s 7		
		THE PUR	CHASE OF AUTON	MOBILE RENTAL	. Liability ins	SURANCE IS NOT				·
	' XX - 10100 11 🔎 1	IDEOUIDE	DASA CONDITION	OF RENTING A	N AUTOMOBIL	.E."			_	
	DAMAGE				-					
		RENTER			DATE:	5.17.0			E	<u> </u>
				: //		5.17.0	CLOSED BY			
		RENTER ADDITIONAL THE HAR	RAIS COUNTY-HOUS				CLOSED BY PAID BY		CHECK	CHAI

IN 04:54PM 5/20/05 OUT 08:35PM 5/17/05 24-HOUR DAY	ENTERPRISE LEASING COMPANY OF HOUSTON 17302 PINE CUT 281-230-8200 HOUSTON TX 77032-6028 0640 RENTAL TYPE R SOURCE LEISUN	, page	REEMENT D569124 2 1 OF 1
UNIT 1 UNIT # THS059 LIC# MODEL OPTI	RENTER ROCKVILLE CTR NY	SUMMARY OF CHARGES DAY = 24 HOUR PERIOD MILES NO CHARGE	
COLOR SILVER IN 2763 OUT 1974	(H) (W)	3 Days @ 42.95	128.85
	DR. LICENSE STATE NY EXPIRE 9/28/10 DOB 9/28/74 HT WT EYES HAIR S.S.# EMPLOYER		
	BILL TO N CUST # SCAR	COP!)	
		FACILITY	10.50
	DAMAGE WAIVER 051705/052005 PAI / PEC 051705/052005	3 DAYS DW @ 14.99 3 DY PAI/PEC 5.00	44.97 15.00
	ADDITIONAL DRIVER	*TX REMB	4.20
	LICENSE #	MTR VH TAX 15.00	29,17
	STATE LA EXPIRES 1/01/08 AGE 24	FUEL	22.58
claim info Pol/claim/Po#	PERMISSION TO LEAVE STATE YES NO X	Concess*	16.45
INSURED	CUSTOMER SIGNATURE ON FILE	TOTAL CHARGES	271.72
	PAYMENT INFORMATION	deposits Refund	271.72
loss date Theft accident	AMOUNT PD.BY TYPE DATE AUTH 271.72 MC SALE 5/20/05 873433		

TYPE CAR

_ _ -----

SHOP 0640 RETURN PHONE 281-446-8800 NAME

OPENED BY #3895Z JEREMY R THOMPSO CLOSED BY #4797R BRADLEY J SCHARF

- -----

			IDENTIFICATION CARD
MESSAGE Message For number Sage best call back time (are	An insurer authorized t	to transact business in Ind hereon. The coverage Insurance limits prescril COMPANY AIG National Insura P.O. Box 1802 Alpha (800)334-9641 EFFECTIVE DATE 03-09-2005 N MODEL	Louisiana has issued the Motor a provided by this policy meets bed by law.
date · · · · · · · · · · · · · · · · · · ·	This card must be carri of liability insurance.		
	upon demand by law vehicle security which at all time. Failure to comply ma privileges and block license. INSURANCE AGENT: A-4 33 Sh	able agencies of yource drive reveport, LA 71105 8 NONE	Since for of a motor vehicle produce er documentation of motor maintained within the vehicle evocation of registration al or issuance of a driver's
	1-800-633-402	28	1-888-244-6163
AUTOMOBILE ID CARDS FORM NO. G8105 (02/92)		ECOP	.)

T T

Louisiana Department of Public Safety and Corrections Office of Motor Vehicles PO Box 64886 Baton Rouge, LA 70896

1

REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

	inuge, LA 1003	HO	<u> </u>	·····								
THIS R	EGISTRA	FION (CERTIFI	CATE	MUST	BE C	ARRI	ED 1	IN THE \	/EH	ICLE AT	ALL TIMES
11 N TIAJCERSE CODE	NKJ666 LICENSE PLATE		03/2007 Expiration	1G2	ZG528554	cation numbe	R		05/10/2005	5	0900 Domicale	23200.00 SALES PRICE OR VALUE
PONT	G6 MODE L/WEIGHT	SD BODY			2005		00210		DRIVER'S LICENSER	IN .		46.00 Juce NSE FEE
			OWNER'S NAME	_				1				TOW FEE
		TREET						Û,	3/09/2005	0	4/18/2005	LICENSE CREDIT
BETHAN	l LA					2			1740.96			
<u> </u>	CHI YIBIATE	·· ···································	l		म				22700.00		CITATION DATE	DEFICIE PENALTY
	N	LAME			STATUS	500.0	<u>мт</u> D		14X40LE VALUE 901.19		TRADE IN VALUE	UCENSE PENALTY CREDIT
		IREET		MRTO	, I.,	RENATE			ITATE SALES TAX		PIN SALES TAX	UCENSE TRANSFER FEE
VEHICL	E IS SUBJE	CT TO	LIEN(S)	AS FO	LLOWS	1			ITE TAX PENALTY		PRI TAX PERALTY	<u>NET LICENSE FEES</u>
GMAC					04/1	<u>, ar i</u> 8∕2005	<u>ENS</u>		STATE INTEREST		PAN NYTEREST	PMRISH FEE 10.00
P O BOX	8104	<u>Lieninglizen</u>				_DATE			TATE TAX CREDIT		WHEELCHNR LIFT	NORTGAGE FEE
COCKEYS	SVILLE MD	IREET	2	030					PENALTY CREDIT		PMI PENALTY CREDIT	NUSCELLANEOUS FEE
	CITY/STATE		l	<u>. 719</u>				STATE	VENDOR'S COMP 891.28		760.45	SERVICE HANDLING FEE 18.50
	SECON	<u>) Lienholder</u>				DATE			net state tax 6.74		<u>HET PYNLTAX</u>	1014 FEE
		TREET	· · ·						TOURISM			<u>TITLE HANICLING FEE</u>
SMC			PRIV AUTO	<u>ZIP</u>								
DEALER CODE		NL CODES	USE		a	<u>ld Edythation</u>						ADMANISTRATIVE FEE
	FLAGE				BATCH/SEQUENCE	E HUMBER			138		1658.47	82.50
PREVIOUS	ITTLE STATE 03/09/2005	PREVIX/S LIC	ENSE MUNITER	EXPIRATIO	N REPR		нсят 7	0925	OFFICE IRJINGER	**	TOTAL TALES	TOTAL FEES
NU	DATE ACQUIRED	CURVENT	LA TITLE	NICRO	ILM NUMBER		r Eq. Humberi		PERATOR/SCOPE		-	

North Ameri General Motors Disbursements PO Box 62530 Phoenix, AZ 85	ican Opera Corporation (2613) 082-2530	ations	<u>G M</u>		CHECK NO.	<u>50-937</u> 213
DATE 07/29/0	15	*******	**250 DOLLAR	5 ****14 CEN	AMOI IS ******	JNT *******250.14
PAY TO THE ORDER OF	N	EW ORLEANS LA		Nich	North American Oper General Motors Corp Disbursement Accour	ations oration
The Chase Manhattan B. Syracuse, New York	ank, N.A.					
	I.		AUDIT			
VENDOR DUNS NO BB 000 VENDOR NAME	0000143	1	North A General M Disbursem PO Box 1 Phoenix	merican Operation Aotors Corporation ents (2613) 62530 AZ 85082-2530	INS DETA CHECK NO. PAYMENT DATE	CH BEFORE DEPOSITING CHECK
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC, REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528554	07/28/05	VM 1-5TDQVR 20.1-5TDQVR		250.14	. 00	250.14
ACCEP' REIMB	TANCE OF THIS URSEMENT VOR Q	CHECK CONSTITUTES FULL RES UESTIONS CALL 800-462-8782	SOLUTION FOR	W3		
	<u></u>		TOTAL	250.14	. 00	250.14
¥ 					.	

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 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 ext. 47090, Monday through Friday during the hours of 8:00 a.m. and 4:45 p.m., 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

•	ONTAC		se make a elephone r	•	,	our name,	address,	
	UN 29 2005		•					
	Charlevoix MI	Ног	e telepho	ne:				
	հեռեսեսեվԱստոնեեւերուննուն		nge to: ()				
		Plea	se provid	e us with	your <u>pref</u>	erred ema	ll address	:
Dear						<u></u>		
io co De us	k you for choosing Pontiac! We greatly appreciate your business. Our g mplete both sides of this questionnaire about our dealership's facilities a ed to direct the continued efforts of Pontiac and Crown Motors Of Charte information on GM's privacy policy, please visit our website at www.grr	nd pe volx	irsonnel. Y Ltd toward	our timely meeting t	response he highest	is very imp expectation	ortant to u: 16 of our cu	s and istome
Than	k you for buying a Pontiac.							
		Sinc	erely, halm	チル				
		Cna	ries F. Ug	onic				
	Instructions	Dire	ctor of Op	erations				
	Please use a dark pen or pencil (preferably b	lack)	when fill	ing out th	is survey			
	Please check this box if you no longer own/lease this 20					p's Facili	ties	>
			Completely Satisfied	Very Satisfied	Satisfied	5omewhat Satisfied	Not At All Setisfied	
1.	Thinking about your dealership, how satisfied were you with The convenience of the dealership's showroom hours?				K			
	 The cleanliness and attractiveness of the facilities? 				₽÷. RŽ			
	- The variety of vehicles and options available for	. .	·			··· _ ·-		
	your inspection?	•••••			/1			
	About Your Sales Consult	ant	>		·····································	<u>1. 28. 1</u>		
						Somewhat	Not Al All	Doer Appl
		-	Completely	Very				Requ
2.	How satisfied are you that you were treated in a professional and courteous manner?		Setisfied	Satisfied	Satisfied	Satisfied	Satisfied	
	and courteous manner?				Satisfied	Satisfied		
	and courteous manner? How satisfied were you with the Sales Consultant's - Willingness to take the time necessary to thoroughly		Setisfied	Satisfied	Ŕ			-
	and courteous manner? How satisfied were you with the Sates Consultant's - Willingness to take the time necessary to thoroughly understand your vehicle needs?		Setisfied	Satisfied	₹ ¢			
	and courteous manner? How satisfied were you with the Sales Consultant's - Willingness to take the time necessary to thoroughly		Setisfied	Satisfied	Ŕ			
	 and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Pontiac vehicles? 	·····	Satisfied	Satisfied	₹ ¢			
	 and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Pontiac vehicles? Knowledge of other vehicles in the market? 	·····	Satisfied	Satisfied				
3.	and courteous manner?	·····	Setisfied	Satisfied	म पूर्वव्यदे			
3.	 and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Pontiac vehicles? Knowledge of other vehicles in the market? Assistance in selecting an appropriate vehicle? 	·····		Satisfied				
3.	 and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Pontiac vehicles? Knowledge of other vehicles in the market? Assistance in selecting an appropriate vehicle? Were you <u>offered</u> a demonstration ride/drive in the model of your choice? When you picked up your 2005 G6, were you greeted 		Setisfied	Satisfied				
3. 4. 5.	and courteous manner?		Setisfied	Satisfied				
3. 4. 5.	and courteous manner?		Setisfied	Satisfied				
3. 4. 5.	and courteous manner?	·····	Setisfied	Satisfied				
3. 4. 5.	 and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Pontiac vehicles? Knowledge of other vehicles in the market? Assistance in selecting an appropriate vehicle? Were you <u>offered</u> a demonstration ride/drive in the model of your choice? When you picked up your 2005 G6, were you greeted with friendliness and enthusiasm? Were you <u>offered</u> An orientation tour of the dealership, including the 	·····	Setisfied	Satisfied				0

¥

l

i

• | |

ļ.

- --

Please complete other side

.

About Your Sales Consultant - continued

7.	 How satisfied were you with the explanation of Your vehicle's features and operations? The features and benefits of OnStar*service? The warranty, owner's manual, and maintenance schedule? Pontiac's 24-hour Roadside Assistance Program? 	Completely Satisfied	Very Satisfied	Setisfied	Somewhat Setisfied	Not At All Satisfled	Does Not Apply/Not Required
8. 9.	At the time of delivery, how satisfied were you with The appearance of your new Pontiac? The operation of your new Pontiac? Since taking delivery of your new vehicle, has your Sates Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?	C Ves	□ □ ¥	Don't Know/ Not Sure			
10.	Overall, how satisfied were you with the assistance you received from your Seles Consultant?	Completely Settsfled	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	?
	 How satisfied were you that The vehicle price and/or payments were discussed in a thorough and straightforward manner? You were given a thorough explanation of the financing options available? How satisfied were you with the review and explanation of all the paperwork? 	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At Ali SetJeffled	Does Not Apply/Not Required
13.	Overall, how satisfied were you with how the financial process was handled by your dealership?			<u>я</u>			
-(J-	Summing Up Your Experience		14 - 17 E - 14 62			<u></u>	-
14,	Based on your overall purchase/lease <u>and</u> delivery experience, how satisfied are you with Crown Motors Of Charlevoix Ltd?	Completely Setisfied	Very Setisfied	Settisfied	Somewhat Satisfled	Not At All Satisfied	
15.	Based on your overall purchase/lease <u>and</u> delivery experience, would you recommend this dealership?	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not	
16.	Based on your experience to date, how satisfied ere you with your 2005 G6?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
17.	Are you 🔲 Male 💋 Female						
	Your age Under 25 25 - 34 35 - 44 May we include your name when providing this survey information to your	dealership		□ 55 · €	}4 □ №	65 or old	ler
20.	Do you have any other comments/recommendations about Crown Motors	- Of Charlev	oix Ltd?				
	see attace	Gd.	/	<u></u>			
	If you have an issue with your vehicle or a concern encourage you to first contact your dealer. If furth					l the	

τ.

11

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

0192

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 \widehat{Crown} Motors told me on Friday, June 17th, that my car cannot be fixed.

Regards,



•	•	· ·		\frown	1	
,	F 470		;	RÒWN'		OTORA TRAS
UNIT# 5P26	eet(G(0)	PW >	110007	OF H	IÀRLEVO	IX IMITED J
			INVOICE*	06 Chr	684 US-31,Hv	vy. South an 49720 1
CHARLEVOIX, MI		D0	ÍPLICATE 1 PAGE 1	· P	hone (231) 54 F# 13888	7-9900 MINE U
HOME :	BUS:	SEF	VICE ADVISOR:		ww.crownmot	
COLOR YEAR	MAKE/MODEL		VIN	LICENSE		EIN/OUT TAG
	PONTIAC G6		1528354 PO NO.	RATE (934/	
13MAY05 IS		:00 13JUN05	[<u></u>			17JUN05
R.O. OPENED	READY	OPTIONS: STK	(:5P26 ENG:LX AP 025097 2)S	(9 TRN:MXO) 1)OHIO	
07:34 08JUN05 LINE OPCODE TECH	<u>13:51 17JUN05 </u>		P 023037 275		<u> </u>	
A STALLED ONCE N		TO PARKING I	,OT	LIST	NET	TOTAL
CAUSE: 1 62 MISC REI			;			
6	5 WG40 0.00				0.00	0.00
PARTS: 0.0	0 LABOR:	0.00 OTHER:	0.00	TOTÀL LI	NE A:	0.00
CHECKED FOR COD! TIMES UNABLE TO			NONE TEST DR	OVE MULTI	PAL	• •
	*****	**********				
62 MISC RE	PAIR 🧠 🖓 👘	N TURNING AL	TOM Prepo e	RUM CENTE		0.00
	5 WG40 0.00		1 1 1 1 1 1 1 1		0.00	0.00
PARTS: 0.0	0 LABOR:	0.00 OTHER:	0.00	TOTAL LI	NE B:	0.00
934 CHECK STEER						
NONE. STEERING I BULLITENS OR REC	CALLS IF THERE	IS ANY				
C SEND TO CLEAN	**************************************		****	****	**	
62 MISC REL	1		trease the second		0.00	0.00
PARTS: 0.00		0.00 OTHER:	0.00	TOTAL LI		0.00
934	****	*****	****	*****	· + +	

TERMS: STRICTLY CASH OR CR		We guarantee our service	DESCRIPTION	TOTALS	
	ts that the Undersigned does hereby constitute and and lawful attorney to sign name, place and stead	work for 90 days or 4,000 miles, whichever comes	LABOR AMOUNT	0.00	
	Drafts issued by insurance company covering any self(ourselves) in whatever manner is necessary to	first. If our repair or replacement fails in normal	PARTS AMOUNT	0.00	
	e) hereby ratify and confirm whatever action said	service within that period,	GAS, OIL, LUBE	0.00	
Date Customer		we'll fix it free of charge. Parts and Labor	SUBLET AMOUNT	0.00	
Witness		All parts and repairs listed	DEDUCTIBLE, RENTAL & SUPPLIES	0.00	
LABOR RATE BASED ON \$	MECH.	were furnished in	TOTAL CHARGES	0.00	
	BODY SHOP	Auto Repair Act P.A. 300,	LESS INSURANCE	0.00	
LABOR RATE BASED ON \$	tt to 10% or less of our labor charge, maximum		SALES TAX	0.00	
of \$20.00, for supplies used in or on your ve	st to 10% or less of our tabor charge, maximum shicle. Applicable items are nuts, boits, wasters, sdow sealers, mats, towels, aero-sprays W/D	TAX# 00 00 17001	PLEASE PAY THIS AMOUNT	0.00	

Chevrolet Jim Sylvain Service Advisor Buick Pontiac (RÓWN 🏹 Cadillac ORS (HARLEVOIX IMITED OF Chrysler Dodge 06684 US 31 Hwy. South Charlevoix, MJ 49720

www.crownmotors.com

Phone: 231-547-9900 1-800-968-7400 Fax: 231-547-3294



•

Jeep

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 19C EBONY ORDER NO. HNKVS9/TRE VIN 1G2 ZH52 82 54		VEHICLE I	DTORS COR SSANCE CE MI 4 NVOICE 2A	PORATION NTER 8243-1114 D49618703
			RETAIL -	
MODEL & FACTORY OPTIONS 2ZH69 G6 - GT SEDAN	22200 00			
AP3 REMOTE VEHICLE STARTER SYSTEM		133.50		
FE9 50-STATE EMISSIONS	150.00 N/C	133.50 N/C	EVD I/T	11/11/04
FR9 AXLE RATIO 3.29	N/C	N/C	EAP 1/1	11/19/04
LX9 ENGINE, 3.5L V6 SFI				
MX0 4-SPEED AUTOMATIC TRANSMISSION			KEYS G18:	
PCH PREMIUM VALUE PACKAGE INCLUDES	2345.00	2087.05	WFP-S QT	R OPT-1
* (4) WHEELS, 17" CHROMETECH			BANK: GM	AC - 340
* AM/FM STEREO 6 DISC CD PLAYE	R		CHG-TO	18-327
(REPLACES STD/OPT/PKG RADIO)				
* SUNROOF, POWER TILT & SLIDE			SHIP WT:	3417
* ONSTAR SYSTEM-INCLUDES 1 YEA	R		HP:	
SAFE & SOUND				22622.70
R6J CUSTOMER DIALOG NETWORK	0 00	16 50		
1SZ GT, PCH OPTION PKG DISCOUNT	T000.00-	890.00-		
			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

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 Buick	17703 52822
To:	Carolyn October	Pontiac	19673
From:	Deron Jones-Syc, Mgr.		
<u>Ar</u> rep	per your requests 7-27-05 - l' air orders - power steering	<u>encernin</u> <u>a</u> conce	g erns
Th	an Ks		· · · · · · · · · · · · · · · · · · ·
	Deron Jones		,
			······································
Page	of		

005 PONTIAC	ZH528254 MODEL G6	GRAY		· 	<u> </u>			DATE W 07/18/05 TIME IN 03:43
ILES W MILES OUT 961 8961	FIRST USE 00/00/00	LISC.	LINDEN	TN	-		· · ·	сшзер 07/20/05
e So	······································		C ^{ES} H: (931)		W:	· · · · · · · · · · · · · · · · · · ·		WRITER5666 DERON
CODE C0545 S NED. RELEARN LIBRATION AND VEHICLE SENT AL. THEY ALRI 3. TEST DROVI	TES LOSE OF POWER TEERING CALIBRATI STEERING CAL, WH D CALIBRATE TORQU TO US FROM RAY M EADY HAD TAC CASE E VEHICLE 52 MILE ARNING MESSAGES.	ON NOT LEAR EEL POS. CA E SENSOR. ILLER PONTIAC I OPENED #830882	E7631 N E				5 (0001)	
(Tech:05)		· ! .	Total	Repair	(Warranty)		25.73
) COURTESY TRAN (Tech:02)	NSPORTATION		Z7902 COURT Total	ESY T 1	98 MJ 7370 (Warranty	a shahar baha) (00621)	126.00
) FUEL DELIVER	Y		Z8013 4.601 Total	GAL 1	98 MJ 7370 (Warranty	A)	(3001)	10.03
				· · · · · · ·	· · · · ·			
172.05 +263 36.02 -462 126.00 -466 10.03 -466	14.00 662 247 126.00 666 246 10.03 666 246							
					W/C	in L		ÇUSTÖMEN

12 1 G MAKE 5 PONTI MILES C 8 9108	NUT FIRST USE	8 2 5 4 000/00	GRAY	LINDEN T	N				DATE IN 07/25/05 TIME IN 11:56 CLOSED 07/25/05 WRITER 5666
DISPLAY CODE C0545	DSES PS AND 5 STORED IN REERING COLU	COMPUTER		H: (931) ON E7680 (F)8890 1522563		OL /COL RE) DTOR W/CO arranty)	A 14 1 NTRO) 1	(0082) (36402) (51861)	72.03 286.48 221.25 579.76
				ana, ∳r ≈z					
		x							
				ning Naga na					
	28.00 6 372.78 6								

FROM :RAY	MILLER BUI-PONT-GMC FAX NO. :2567661464	Jul. 27 2005 09:27AM P1
EUHOK EM	PCINTIAC Buick Pontiat - GMC 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9661	RO: 102136 Cashier: 000016 09:08-1 Date Out: 03/15/2005 Status: REPRINT CLOSED
Justomer:	3982 Stock #:5P468 CLIFTON TN Work:	VIN: 1G2ZH528254 2005 PONT G6 Miles-In: 262 Out: 262 Delivered: 03/05/2005 In Service: 03/05/2005
Cellular:	000028-RUSSELL CASTILE Hat	•
Advisor:	Compleint /Cause/Correction	Per Unit Extended Price
OP Acct	Tech Hours Complaint/Cause/Collog-	
A SWPC	0000008W STATES HORN BLOW WHEN TURNING NORVIE CAUSING HORN TO GROUND OUT	
AIR BAG	BE #01237103	Admin Hours: 0.00
REPLACE PO:	MODULE AB 14.865	
Parts: SUBLET	po: 1114	Operation Total: 0.00
*B SWPC CUSTOME 5 DAY PO: SUBLET	000099 R STATES NEEDS RENTAL CAR RENTAL Z7905 MJ 98 PO: 1117	Admin Hours: 0.00 Operation Total: 0.00
ror loss or d for loss or d tire, theft, caused by una supplier or t permission to highways or e An express me	wize the ropair work herein bet lott not remoonsible the re- gnary material and agree that you are not remoonsible captries made to vehicle or articles left in which is an objection of for any delays or any other cause beyond your control or for any delays inclu- or any other cause beyond your control or for any delays or any other cause beyond your control or for any delays is ansporter. I hereby grant you and/or your employees ansporter. I hereby grant you and/or your employees operate the vehicle herein described on streets. This	AIMER OF WARRANTIES: All worranties on this product are nanufacturer's. RAY MILLER PONTIAC MUCK GMC hereby selv disclaims all warranties either express or implied, ading any implied worranty of merchaniability or filmene a particular purpose and MAY MILLER PONTIAC BUICK GMC net onsumen nor authorizes any other person to assume for my liability in connection with the sale of the product. disclaimer by RAY MILLER PONTIAC BUICK GMC in ho way cls the terms of the manufacturer's warranty. parts installed are new/salvaged or reconditioned parts." TERMS: STRICTLY CASH unless arrangements made.
		Thank you for allowing us to serve you!

Signature

FRO	OM :RAY	MILLER B	UI-PONT-I	GMC	FAX NO.	:2567661	1464		Jul. 27	2005 09	9:27AM	1 P2	
BU		PONTU C	۵.	246 Cox C Florence, A	Midden Dintiac GMC Creek Parkway Jabarna 3563 256) 764-9661	/ (Ð		Dat	RO ashier te Out Status	: 04/0)16 0)8/20 RINT)9:08-1)05	
Cust	omer:	13982 CLIFTC		ock #:5F	9468 Work:			VIN: 1G 20 Miles-	05 PON In: 86 Deli	T G6 5 Out	: 03,	5 /05/2005 /05/2005	
	lular:	000028		LL CASTI	ĽF		Hat:		Da	te In	: 03	/25/2005	
	isor:	Tech	Hours		t/Cause/Co	orrection	n		Pe	r Unit	Ext(ended Price	
OP 	Acct		<u></u>			1/10 1/10 1/10 1/10 1/10 1/10 1/10 1/10			<u></u> µ.—	Labor '	Total	: 0.00	
	SCPC CUSTOME NO PROB	000099 STATES EM FOUR	G CK SWII	ris in Pa	ŢNT				Oper	ration	Total	: 0.00	
<u> </u>	ייידע איידע	IES OUT 9	S VIBRAT OF ROUND RT. TIRE E0432 O 8905213	S 4.3M	C22550		380		Ópe	Admin ration			
with for fire cause perion hig An	n the need loss or de st theft, ' st theft, ' st the st the plier or t hission to hways or e express me ure the am	mage to ve an any other an any other an aporter operate the gewhere to thanic's 1. and of rep	hicle or al of parts of l horeby of vehicle h or the purps ten in herob airs there	ticles loft cond your con grant you ar lercin descri bse of testif by acknowleds	Sorth to be do are not respo in vehicle ir urol or for a parts shipmor ad/or your emp lbad on street ig and/or ibug ged on the vol AGNOSFIC TIME	n cape of any delays nus by the oloyees ts, pection. hicle to	express. includin for a poneither it any This di affects	ng any impli articular pi segumes hoo lightlity in sclaimer by the terms (rts install(TERMG: STR)	ed warran irpose and r authoriz a connecti RAY MILLE of the man ed are new ICNUY CASH	ty of mer RAY MILL es any Ot on with (R PONTIAC ufacturer /Malvaged unless m	chantab FR PONT hor per Beyick BUICK '9 warr or rec rrangew	ond tioned parts ents made.	i E ; . "
Si	gnature							Thank yo	u for a	llowing	g ug t	to serve you	[]

FROM :RAY	MILLER E	3UI-PONT-G	ime i	FAX NO. :25	67661464	Ju	1. 27 2005 09:	28AM P3	
BUICK	PONT	DAC.	Buick Pom 246 Cox Cre Florence, Alat Phone: (256	ek Parkway bama 35630		Date	RO: 1027 shier: 0000 e Out: 04/2 tatus: REPR CLOS	16 09:09 9/2005 INT) – l
Customer:		Sto ON TN	ock #:5P40	68		Miles-I	ZH528254 5 PONT G6 n: 1871 Out Delivered: In Service:	03/05/2	2005
Home:				Work:		ō			
Cellular: Advisor:		6-WARRE	n Hoffman		Ηa	at:	Date In:		
OP Acct	Tech	Hours	Complaint/	Cause/Corre	ection	- AN	Per Unit	Extended	Price
A SWPC CUSTOM TEST S REPLAC PO: Parts:	HOW BACK F BOTH F	Ο ΥΤΆΡΔΤ΄	4 3M	PH AND HIG OUND C2255017	HER 5.880		Admin H Operation T		0.00
with the held for loss or (fire, theft, caused by un- nupplier or (permission to highways or (An express m secure the at	Analy match drange to v drany oth vallabilit ronsporter boperale t lewhanic's l abunt of re AUBJECT TO	chicle or ar er cause boy y of parts o , I hereby he vehicle h or the purpo ien is hereb pairs theret	herein set fort ee that you are ticles left in ond your contro r delays in par grant you and/o erein described erein described at of tending a y acknowledged o. 5 HOUR DIAGNO	vehicle in cas l or for any d ts shipments b r your employe on streets, md/or inspection on the vehicle	le [the	manufacturer's. H record disclatime a luding any implied a particular purp ther assumes nor a any liability in c b disclatimer by RA sets the torms of 1 parts installed TERMS: STRICT	IES: All warrant. AY MILLER PONTIAC 1 11 warrantion eith warranty of merch ose and RAY MILLER uthorized any othe Y MILLER PONTIAC B the manufacturer's are new/salvaged o LY CASH unless arr for allowing	r express of antablity of pomrac Durk r person to a sale of the u(CR GMC in warranty, r recondition angements man	implied, r filness ux dMC product. no way nod parts.' dc.

FROM :RAY	MILLER BUI-PONT-GMC FAX NO. :2567661464	Jul. 27 2005 09:28AM P4
	PONTIAC. 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9661	RO: 103206 Cashier: 000028 09:09-1 Date Out: 05/06/2005 Status: MODIFIED REPRINT CLOSED
Customer:	CLIFTON IN	VIN: 1G2ZH528254 2005 PONT G6 Miles-In: 3755 Out: 3755 Delivered: 03/05/2005 In Service: 03/05/2005
Home: Cellular: Advisor:	Work: 000028-RUSSELL CASTILE Hat	
OP Acct	Tech Hours Complaint/Cause/Correction	
A SCPC	000099	Labor Total: 0.00
CUSTOME PARTS C	COCCOSS R STATES RIGHT FRT DOOR MOLDING LOOSE RDERED	Operation Total: 0.00
		Labor Total: 0.00
B SCPC CUSTOME PARTS C	000099 ER STATES RIGHT REAR DOOR MOLDING LOOSE RDERED	Operation Total: 0.00
C SPA CUSTOMI NEEDED COMPLE Parts:	000040 R STATES CHANGE OIL,OIL FILTER,LUBE CHASSIS AN OP OFF ALL FLUID LEVELS,ADJUST TIRE PRESSURE TED 1 25010792 OIL FLTR 1.636 5 1.2345616 OIL10W300 8.800	S Operation Total: 0.00
with the node tor loss or d fire, theft, d supplier or t permission to highways or o An express me secure the am	Spire the repair work defend you are not responsible the means makerial and agree that you are not responsible the means of expression of the second your control or for any delays incluse any other cause beyond your control or for any delays incluse any other cause beyond your control or for any delays incluse the your control or the your con	AIMER OF WARRANTIES: All warraphies on this product are soufacturer's. MAY MILLER FONTIAC SUICK GMC hereby saly disclaims all warrantics either express or implied, ding any implied warranty of merchantability or filness particular purpose and RAY MULLER FONTIAC BUCK GMC er assumes nor suthorizes any other person to assume for y liability in connection with the sole of the product. disclaimer by RAY MILLER PONTIAC BUCK GMC in no way the terms of the manufacturor's warranty. parts installed are new/salvaged or reconditioned parts. "TERMS: STRICTLY CASH unless arrangements made.
Signature	¢	Thank you for allowing us to serve you

FRO	M :RAY M	1ILLER BUI-	PONT-GMC	FAX NO.	:256766140	54	Jul. 27 2005 09:	28AM P5	
EN D		PONTIAC.	246 Flore	Pontiac: GMC Cox Creek Parkway nce, Alabama 3563 ne: (256) 764-9667	у. 30		RO: 1033 Cashier: 0000 Date Out: 05/1 Status: REPR CLOS	16 09:09 6/2005 INT	-1
		13982 CLIFTON	stock ‡ TN	4:5P468 Work:			1G2ZH528254 2005 PONT G6 es-In: 4136 Out Delivered: In Service:	03/05/2	005
Ce]l	Home: ular:	000008-5	USSELL C	ASTILE		Hat:	Date In:	05/13/2	005
	Acct			laint/Cause/Co	orrection		Per Unit	Extended	Price
	SWPC	000096W R STATES R MING LOOSE TRIM	IGHT FRONT	DOOR MOLDING 3 ON 2P MOLDIN 0: 1173			Admin H Operation 1		0.00
	SWPC CUSTOME TRIM CC REPLACE PO: Parts: SUBLET	MING LOOSI TRIM HI	s 85 0.5 B796 9024128	DOOR MOLDING 3 ON 2P MOLDIN PO: 1173			Admin 1 Operation		0.00
with for firo caus supp perm high An c secu	Los neces loss or da of theft, o d by unav lier or tr dission to ways or e spress men ure the am	mage to vehic or any other G valability of coperate the V sowhere for t hanic's lien bunt of repair	le or articles ause heyond you parts or delay thereby grant chicle horein the purpose of is hereby ackness thoreto.	set forth to be do you are not respond left in vehicle in you and/or your em described on stread testing and/or ina powledged on the vehicle UR DIAGNOSTIC TIME	ngible A case of any dolays hts by the ployees ts, pection. hicle to	the manufactury expression of the second for a partituding any for a partituding for a partituding for a sound it any liabili fhis disclaime offects the to	WARRANTIES: All Warrant er's. RAY MILLER PONTIAC laims all warrantics eith implied warranty of merci ar purpose and RAY MILL and RAY MILLER FONTIAC to y RAY MILLER FONTIAC rus of the manufacturor talled are new/salvagod STRICTLY CASH unless ar	ner express or lantablilty or 2 PONTAC BUIC or person to a a sale of the BUICK GMC in a warranty. av recondition	implied, fitness w GMC usnume for product, no way wed parts.
Sig	ynature				_	Thank	: you for allowing	us to ser	ve you!

FR	OM :RAY N	MILLER BUI-PONT-	GMC	FAX NO. :250	57661464	Jul. 27 2005 09:29AM F	P6
(8	CSN	PONTIAC.	246 Cox Cre Florence, Ala	Hac Gild Hac Gild barna 35630 6) 764-9661		RO: 104236 Cashier: 000028 09: Date Out: 06/29/2005 Status: REPRINT CLOSED	09-1.
	Home:	13982 St CLIFTON TN	ock #:5P4	68 Work:		IN: 1G2ZH528254 2005 PONT G6 Miles-In: 8296 Out: 8296 Delivered: 03/05 In Service: 03/05	5/2005
	lular: visor:	000028-RUSSE	LL CASTII	E	Hat:	Date 1n: 06/29	9/2005
		Tech Hours		Cause/Corre	stion	Per Unit Extend	ed Price
0P 	Acct SCPC CUSTOMEI	000082Q STATES CHANGE		UTER LUBE C	HASSIS AS	Labor Total:	0.75
	COMPLETI Parts:	5 1234561	2	OIL FLTR OIL10W30Q	1.836 8.800	6.70 1.47 Total Parts: Operation Total:	6.70 7.35 14.05 22.80
 B	SCPC	000082R	ŔŢŢ			Labor Total:	14.25
Ľ	CUSTOME: COMPLET	R STATES ROTATE	TIRES			Operation Total:	14.25
C	SWPC CUSTOME TEST SH REPLACE PO: Parts:	000082 R STATES CIG. I OW BAD FUSE FUSE HRS 0.2 1. 8890975	1.720 OJ		8.965	Admin Hours: Operation Total:	0.00
				ទា	JPPLIES AND	Customer Pay Labor: Customer Pay Parts: OR HAZARDOUS WASTE REMOVAL:	23.00 14.05 1.15
						Customer Pay Subtotal: Customer Pay Sales Tax:	38.20
Chł	c: 39.32					Customer Total Due:	39,32
with for fire auu pern hig An sec	n the necess ioss or dan o, theft, ou sed by unava plier or tra- mission to o hways or cl: express med uro the amou	ize the repair work ary material and agr any other cause bey ilability of parts of memorier. I hereby perate the vohicle i ewhere for the purp anic's lien is herei ant of repairs therei define a MiNIMUM O	ticles left in ond your contro m delays in pay grant you and/o ercin described ose of testing o y acknowledged to.	vehicle in case of or for any deal or your employed: 1 on streets, and/or imspection on the vehicle t		R OF WARRANTTES: All warranties on this acturer'S. RAY MILLER PONTIAC BUICK CMC disclaims all warranties other express any implied warranty of merchantability tionlar purpose and KAY MILLER FONTIAC I soumes nor authorizes any other person t ability in connection with the sale of t laimor by RAY MILLER PONTIAC BUICK GMC the terms of the manufacturer's warranty. s installed are new/salvaged or recondit RMS: STRICTLY CASH unless arrangements	ioned parts."
Si	gnature:				Т	hank you for allowing us to a	erve you!

FROM :RAY	MILLER BU	JI-PONT-G	MC	FAX NO. :	25676614	54	Jul. 27 2005 (39:29AM	P7
BUICK	ниая МС	AG.	246 Cox Florence,	Rontiac GMC Creek Parkway Alabama 3563 (256) 764-9661	0		RO: 10 Cashier: 00 Date Out: 07 Status: RE CL	0016 0 /14/20	
Customer:	13982	St	ock #:5	P468		VIN:	1G2ZH528254		I
Home :	CENTER N/A	VILLE		Work:		Mile	2005 PONT G6 s-In: 8631 C Delivere In Servic	ut: 86 d: 03/	05/2005
Cellular: Advisor:	000028	-RUSSE	LL CAST	TLE		Hat:	Date J	n: 07/	05/2005
OP Acct	Tech	Hours	Complain	nt/Cause/Co:	rrection	.s n/	Per Uni	t Exte	nded Price
TEST SH CORRECT FOR COO	OW CODE CALLED D CONNEC G CONTRO	S VEHICLI U2109.TI TAC CASI TION.CK DL MODULI	IST SYSTE E #830882 FOR FOOF E FOR LOC	POWER STEE M POWER ST 3. TAC ADV GROUND AT SE CONNECT 0 N6629 OJ 1224	EERING W ISED US TRANS.C ION (CON	TO CK BCM K POWER	H Admir Operatior	Hours:	
*B SWPC CUSTOMI 6 DAYS PO: SUBLET	000099 R STATES RENTAL	S NEEDS 1 Z7906 M		1233		2002) 97	Admir Operation	n Hours: n Total:	
FOUND WAS FUI REROUTI	LED TIGH	NECTION f'l' AND P NECTOR	C2 TO PO UTTING S1 RETURN 7	OWER STEERI FRAIN ON CO FO NORMAL O FED FINDING	NNECTOR. PERATION		Labor	Total: n Total:	
I hereby sutho with the neces for loss or da fire, theft, o caused by unav suppler or tr permission to highways or cl An express mec secure the amo ALL, REPAIRS SU Signature:	Mary materia mage to vehi any other anaporter, operate the contors lier unt of repai TJECT TO A M	al and agre- icle or art cause beyo of parts or I horeby g vehicle ho the purpos h is hereby ira thereto	e Lhar you e icles left i delays in p rant you and roin descrit acknowledge .5 NOUR DIAG	orth to be done are not reapona in vehicle in ci- rol or for any arts shipmenta lor your emplo- bed on streets, g and/or inspec- sd on the vehic SNOSTIC TIME,		All parts instal TERMS: SU	RANTIES: All warran N. RAY MILLER PONTIA ms all warranty of mer purpose and RAY MILL lor authorizes any of in connection with t y RAY MILLER PONTIAC of the manufacturer led are new/salvaged RECTLY CASH unless a YOU for allowing	l or recond rrangement	itioned parts." s made.







Ray Miller Buick-Pontiac-GMC, Inc.

246 Cox Creek Parkway Florence, Alabama 35630 (256) 764-9661

SEND TO: CARONY

FROM: Edna Beaven

ATTENTION:

DATE:

FAX NUMBER: 25% 166 1464

PHONE NUMBER:

OFFICE LOCATION

DEALER CODES

🗆 BUICK 38-435 🖉 🏭 🖬 PONTIAC/18-327

□ GMC 50-111

TOTAL PAGES, INCLUDING COVER

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

ROOK DATE MAKE	DEAL NUMBR	SHORT VIN	CUST NUMBER	SELAING PRICE	ACTUAL C.O.S	COMM C.O.S	TRADE	COMM PROFIT	NON-COMM PROFIT	BACKEND PROFIT	GROSS PROFIT	
03/05/05 PONT 03/05/05 PONT	2152	54 54	13982 13985	23463.48 24484.60	22919.63	23663.48 25458.00	0.00	-200.00 -1003.40	543.85 -1003.40	750.00	1293.85 -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

BUICK



DATE 03/05/2005

VIC RAGSDALE

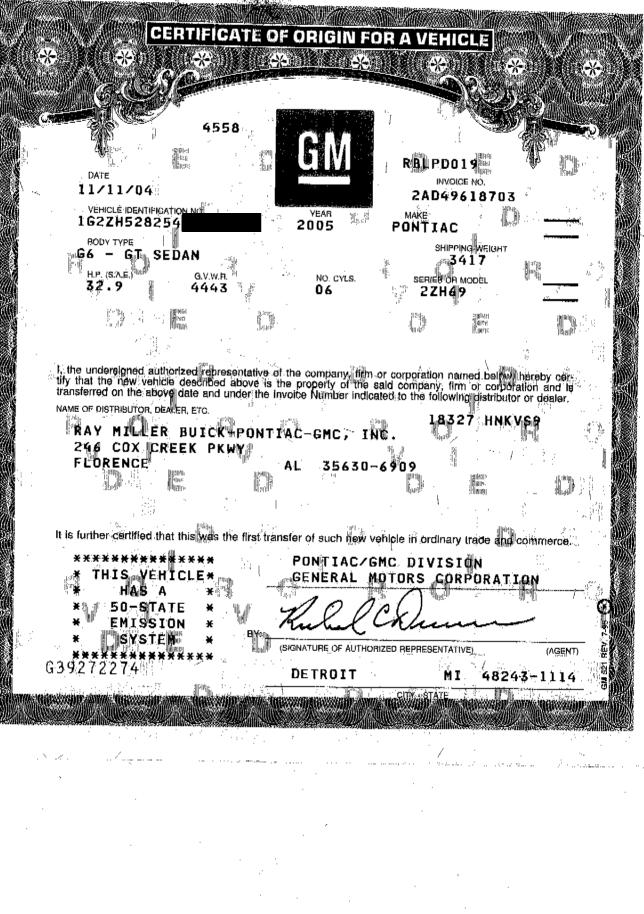
36894

SALESMAN

PENALTY OF TEN DOLLARS (\$10) DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 10 CALENDAR DAYS.

cus	TOMER												IONE	HONE 256
BILL	ING RESS											ZIF		COUNTY WAYNE
ADD	RESS											ZH)	
	/)(C)(USE				YEAR		MA	KE		ODEL		BODY	COLO	
NEW				20	05	F	PONT		66		4-D		GRY	6
	STOCK NI	IMBER			<i></i> γ		SERIAL		ER					tipped with a General Molors a General Motors plant oper-
	59468		<u> 1 </u> G		<u>z H_</u>	5 6	2 8	25	4				ated by the Division	· · ·
	OPTIC	NS	ÓF	STOCK	CARS CARS	LIST S - LIS		OPTIO	R ADDE NS ON		TIONS ER COPY		SELLING PRICE (INC. FRT.)	\$ 23,463.48
	ADDITI	ONS Y	YES NO		MT.	6		DITIONS		NO	AMT.		(INC. FRT.) ADM FEE	
$\frac{1}{2}$		1 auri 1 ann				7							&	N/A
3						8							AL. TITLE FEE	
1				.,		-	Some	e dealer Gene	added o eral Mote	ptions ors Pa	may not be ris.	»		
							IRAD	E-IN		in o E Sir		19.20	TOTAL ADDITIONS	N/A
YE.	AR	MAKE		EL/SEBI	ES	E	<u>NUQ</u>		COLOF	4	ENĢI		SALES TAX	N/A
	SERIAL N	JMBER	- <u>+</u>	- <u> - </u>		·····			ГТ			·····		
1	TRADE IN	ALLOW		UPON V BUYER AG	FRIFICATIO					Р	AYOFF		TOTAL CASH	
		11/0		ANY AMOU THIS	NT EXCEP FIGURE	ការស្រ	T F4	ON IADE-IN			N76		DEL. PRICE	23, 463. 48
<u>L</u>		N/A						>	analana na sa m	n	17M	н		N/A
PAY						СНЕСК		 DA1				750.00		
****											·····	CASH ON DEL.	N/A	
PAY	RESS							GOOD				PAYMENT	750.00	
	TED BY			.								SUBTOTAL	22,713,48	
BAL/	ANCE TO F	E PAID IN	ONE PAY	MENT O	F \$		NZA	UPC		/ERY			(Cbb	<u>1,605.00</u>
	NCING HOLDER	GME	<u>ас</u>										UNPAID	
<u> </u>	HOLDER		UTH G	A 300	96					2	²⁰⁹ 300	96	BALANCE	24,318.48
		TERI	WS AND	CONDI	TIONS	· · · · ·		A	1D		DI	SCLAIN	IER OF WARR	ANTY
ai Ui Oi ai Oi dd to to to V V V V V V V	TERMS AND CONDITIONS AND DISCLAIMER OF WARRANTY Purchaser agrees that this Order includes all of the terms and conditions on the face heroof, 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 rolaling 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 Buyor 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, will 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 valide be ingoed 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 axio. Payment for such repairs on representations, warranties or conditions with respect to the said vehicle, expressed, implied, or statutory, or othorwlso, 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.													
NOTA			Y A MANAGE	RE YOU	OMPANY R SALE	SMAN	i dives	YOU A	SIGNED	COM	BIGNATURI P any rec e	SIPT FO	R ANY CASH TE	
													Hoyr	notria ⊕ Reynoldia – OK-072359 – (K71211)

FAX NO. :2567661464



\

	на X мас () чето селора с ос и категи и наматичност Африкански техн	We description of management of the second second second second second	i fini in te se de concerne a distingui angelaing commensione de la grande de la	. The second	<u>a ta sa manana na kanana ka</u> na kana kana kana kan
	Ferifi undersigned soll- in this of this subtant	hir certifies by the best of the time of the best of	Litté detre parlée féries à leitesceré estices, cuiset	President for a star in a second start of starts and the	at the vehicle is now protises not been registered : • deploted howin and wairset the to the volible :
		កាម សត្វធម៌គឺមកតំណើរបាន កាមការសត់សេចិតីបានសំរំដែរបាន	 PEAMORERS THE VID BOUL IN 	we where on a mer that the	rus centricatur and warsur the a the volucia rus centricatur to
[NAME:OF PURCHASE			- Mukuivanivani	a and a star instance of a star star of the star star and a star star and a star star and a star star and a sta
ACCICAMENT NUMBER 1	ADDRESS				<u> series de la company de la</u>
3	I certify to the heat of	www.inumiechiechiechiechiechiechiechiechiechiech	otlometar randing to	· · · · · · · · · · · · · · · · · · ·	<u>ى ئۆلۈر مەرىپى بىرىمىيە بىرىكى بېرىكى بېرىكى بېرىكى بىرىكى مەرىپىيە بىرىكى بىرىكى بىرىكى بىرىكى بىرىكى بىرىكى</u>
Ž	DEALER	Au Miller Build	14 MALINC 6MC 831	82 5 1	No fantie
	<u>л</u> , , ^N	AME OF DEALERSHIPS	WALCH'S LICENSE NUMBER	Duiner duthi owner and the	ays that the stationents and
3	State of A 14.64	4m4,		forth are tear and correct. Su	biscribbd and sworn to me
8	County of LAUL	SEADALE	······································		
×			1 B3F7 AIRS LAULERS THRÂGE CAME AS 107	DEARING IN HILLING ADDROGT	CON
۲Į.	PURCHAREA(S)	States in the second	· · · · · · · · · · · · · · · · · · ·	LIESKAM MARTIN LIEUNA AUTOMA	
	ADDEESS	しんしょう 行き たい)	
5	Leading to the beat of a	my knowledge fint the c	Nouveter roading is		No Tenilir
	idisaleh _{au}	AME OF TREALEFIERIP	· · · · · · · · · · · · · · · · · · ·		NO 12Milis
SIGNOV INTERIOR				define outy sweets among many	anver thad this block with a week
į				forth are brie out correct. Su	oscribed and sworn to me.
	County of	<u></u>		before thisday of:	
	WWF OF	- an		REALING IN THING , AND SOCT	Construction of the second
	PURCHAWARD			laisesunge of the biser during free	<u> 2017년 - 19</u> 18년 2월 17월 1919년 월월 1
	AUUSE88	States and States in			
	. DEALUR	WE OF DEALEDBON			
				eventhen in Assword infibition of the	AVS UNOT THE STRICTION SOL
N.				forth are true and control. Sut botors this	
	County of	en en la singerska <u>fan her her en en e</u> n en		neoucoriteux de cuerce cuerce com	
	NAME OF		**************************************	RECTION BURNELLER BURNEL	QM
. 1			Charles and Charles	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
l II	PORCHWHHR(8)				
	ADDRESS	an a		··· • ·····	
	ADDRPSS	ດ ນ ໄດ້ດັ່ ນໄດ້ດີຫຼືດີ ໃກ້ຄົນ ໄກ່ອະນາ	deehatar rasaling	······································	
	ADDRPSS	ດ ນ ໄດ້ດັ່ ນໄດ້ດີຫຼືດີ ໃກ້ຄົນ ໄກ່ອະນາ		БY>	
	ADDRESS	លា សាច់ឃាត់វិញភ្នំ ម៉ែតិដី អ៊ែម ល ME OF DEALERSH	demetor randing (a	BY: Mainy duly swuir uigit antri a buth air swuir uigit sath a	
	ADDRESS I contrify to the beet of m DEALER MAI State of	ny knowladgia ihal (he or Merce destantik)	Llenctor renting (s	EY Maing duly swoin uppi sam a torth aite frue suid conde s before file. 2016 of	
	ADDRPSS I contry to the beel of re DEALER State of Opunity of	ny knowladga inal the or NE OF DEALENN in		BY: Maingi daly swoirr upóli oath a turn nie frue sjút córden. Súb ketore filiau (2007) deb of state state state state state ketore filiau (2007)	No. Tonne byr that the tautemontriaet, soffner and silvon to too 20 20
	ADDRPSS I contry to the beel of re DEALER State of Opunity of	ny knowladga inal the or NE OF DEALENN in		BY: Maingi daly swoirr upóli oath a turn nie frue sjút córden. Súb ketore filiau (2007) deb of state state state state state ketore filiau (2007)	by that the Bullemontriaet, wither and signing ind bullence and signing ind bullence for the bullence of the b
	ADDRPSS I contry to the beel of re DEALER State of Opunity of	ny knowladga inal the or NE OF DEALENN in		BY: Maingi daly swoirr upóli oath a turn nie frue sjút córden. Súb ketore filiau (2007) deb of state state state state state ketore filiau (2007)	by that the Bullemontriaet, wither and signing ind bullence and signing ind bullence for the bullence of the b
	ADDRPSS I contry to the beel of re DEALER State of Opunity of	ny knowladga inal the or NE OF DEALENN in		BY: Maingi daly swoirr upóli oath a turn nie frue sjút córden. Súb ketore filiau (2007) deb of state state state state state ketore filiau (2007)	by that the Bullemontriaet, wither and signing ind bullence and signing ind bullence for the bullence of the b
- Autor	ADDRPSS I contry to the beel of re DEALER State of Opunity of	ny knowladga inal the or NE OF DEALENN in		BY: Maingi daly swoirr upóli oath a turn nie frue sjút córden. Súb ketore filiau (2007) deb of state state state state state ketore filiau (2007)	by that the Bullemontriaet, wither and signing ind bullence and signing ind bullence for the bullence of the b
	ADDRESS I contry to the best of m DEALFR MAI State of Opunity of Federal law inquires yo result in lines and / of it contry to the best of m Resulting Si(mature(s) of Selit Printed Name(s) of Selit	IN INDWRIGIN INFL (IN OR MEOR DEALENNIN II to state the docimeter myneomneut IV for state the docimeter myneomneut IV Indwright (the or IV Indwright (the or) IV Indwright	demotor resting is DEALERS LICENSE (UNRER / 	BY: Maingi daly sweirr upóli oath a turn nie frue sjút córden. Súb ketore filiau (2000) stojo of securiser 18 100 Mar universit	by that the Bullemontriaet, wither and signing ind bullence and signing ind bullence for the bullence of the b
	ADDRPSS I contry to the best of m DEALPH MAI State of. Countly of Federal law requires to result in fince and / of I contry to the best of m Reading Signature(s) of Selle Signature(s) of Sell Signature of Phroheser(ny knownorgin inel (ne or ME OF DEALENRIN III o state the docimeter III o state the docimeter IV knownord, the or IV knownord, Ten IV Commence IV Comm	deuncian reening (e	EY: Maing duly, swoin ugoi ann a torth air frie aid concers lath air frie aid concers good scoupact is annot the scoupact the vehicle unique in ander of two statement to the science in the path of Stitement Date of Stitement Being duly swohr hop acth a being duly swohr hop acth a	Sic Tentre S
	ADDRPSS I contry to the best of m DEALFH MAI State of. Countly of Federal law inquires yo result in lines and / of Federal haw inquires, yo result in lines and / of Federal haw inquires, yo result in lines and / of Federal haw inquires, yo result in lines and / of federal have of Selfs Cagneture (c) of Selfs Cagneture of Perchase of Printed Manne of Perchase of	ny knownorga inel (ne or ME OF DEALENS in 11 to state the dopmeter minischick) ny knownorga (nei the or state ine or state in or state ine or state	deuncian reening (e	BY: Maingi daly sweirr upóli oath a turn nie frue sjút córden. Súb ketore filiau (2000) stojo of securiser 18 100 Mar universit	Sic Tentres Sic Tentres Sic Tentres scined and signing to inc Sic
	ADDRPSS I confy to the best of m DEALFH MAI State of Countly of Federal law induities yo result in fince and / of if I confly to the best of m Resulting Signature(c) of Sellects) Frinted Name(s) of Sell Signature of Purchaser (Printed Manre of Purchaser Company Name (f App)	ny knownéroja inat, the or Mieroie peal anna in Ni to strates the docimentar Inprasennéro (s) knownároja (thei the or Nichardina (the or Nichard	deuncian reening (e	BY: Maing duty, swoin upper an	Sic Tentris Sic Tentr
	ADDRPSS I contry to the best of m DEALFH MAI State of. Countly of Federal law inquires yo result in lines and / of Federal haw inquires, yo result in lines and / of Federal haw inquires, yo result in lines and / of Federal haw inquires, yo result in lines and / of federal have of Selfs Cagneture (c) of Selfs Cagneture of Perchase of Printed Manne of Perchase of	ny knownéroja inat, the or Mieroie peal anna in Ni to strates the docimentar Inprasennéro (s) knownároja (thei the or Nichardina (the or Nichard	demotor resting is	BY: Maing duty, swoin upper an	Sic Tentris Sic Tentr
	ADDRESS I contry to the best of m DEALFR Mail State of Dounly of Federal law inquires yo result in lines and / of it contry to the best of m Resulting Signature(s) of Selit Cignature(s) of Selit Cignature of Purchaser(s) Printed Manue of Purchaser(s) Company Name (it App) Address of Purchaser(s)	IN INDWRIGIN INFL (IN OR ME OF DEALENNIN II to state the dominator mynashinast, pisrowiange that the or and the state of the state interval er(s) isp(s)	demotor rending (e	BY: Maing duty, swutr ugar, antre a torth are true and corect. Sub before this: 	Sic Tentris Sic Tentr
	ADDRESS I contry to the best of m DEALFR TAN State of County of Federal law inquires yo result in lines and / of it contry to the best of m Reading Signature(s) of Sellecte) Frinted Name(s) of Sell Capanture of Purchase/(Printed Marrie of Purchase/(Purch	IN INOWING IN ALLING ON ME OF DEALENSING U. to state the doometer inviteomined. I. the state the the ne or I. the state of the the or I. the state of the state of the or I. the state of the state of the state of the state I. the state of the state of the state of the state I. the state of the stat	demotor rending (e	BY: Maing duty, swutr ugar, antre a torth are true and corect. Sub before this: 	Sic Tentris Sic Tentr
	ADDRESS I contry to the best of m DEALPR TAN State of County of Pederal law inquires yo result in lines and / of it contry to the best of m Reading Signature(s) of Sellecte) Printed Name(s) of Sell Capanture of Purchase/d Printed Mame of Purchase/d Printed Mame of Purchase/d Interface of Purchase/d Address of Purchase/d Lat filen Im favor of: Whoey adurties in	IN INOWING IN THE UNIT OF DEALEMENTS	demotor resting is	BY: Maing duty, swutr ugar, antre a torth are true and corect. Sub before this: 	Sic Tentris Sic Tentr
	ADDRESS I contry to the best of m DEALPR TAN State of County of Pederal law inquires yo result in lines and / of it contry to the best of m Reading Signature(s) of Sellecte) Printed Name(s) of Sell Capanture of Purchase/d Printed Mame of Purchase/d Printed Mame of Purchase/d Interface of Purchase/d Address of Purchase/d Lat filen Im favor of: Whoey adurties in	IN INOWING IN THE UNIT OF DEALEMENTS	demotor rending (e	BY: Maing duty, swutr ugar, antre a torth are true and corect. Sub before this: 	
	ADDRESS I contry to the best of m DEALFR TAN State of County of Federal law inquires yo result in lines and / of it contry to the best of m Reading Signature(s) of Sellecte) Frinted Name(s) of Sell Capanture of Purchase/(Printed Marrie of Purchase/(Purch	IN INOWING IN THE UNIT OF DEALEMENTS	demotor rending (e	BY: Maing duty, swutr ugar, antre a torth are true and corect. Sub before this: 	

FAX NO. :2567661464

			RET	AIL INSTALMEN	IT SALE CONTR	RACT	· · · · · ·
- n,			an C	GMAC FLEXIBLI	E FINANCE PLAI	N	
an teachte an teachtean an Chairtean ann an teachtean an t	e 1 de Geografie	an Bartu a go Miri S ana na she a aftari a	P∎	aler Number	Contract Num	ga , jug , juga anna ingeler (una - tra - anatari) esta eri A RE (una de la de la c entra de la composition (una esta esta esta esta esta esta esta est	1996年初期整个天中出现的1996年前,1997年19月1日(1997年19月1日) 1997年1月1日(1997年)(1997年1月)(1997年1月)(1997年)(1997年)(1997年)(1997年)(1997年)(1997年)(1997年)(1997年)(1997年)(1997年)(1997年)
∋∛Buyer"(ànd C						ame and address)	
						R BUICK FONTING BMC	
		:	- 1992 - English State An Anna an Anna Anna Anna Anna Anna	an an ann an Arailte. An an Arailte an Arailte	ZAS COX CR STREAMSON	REK PKHY Rest ional o n the state of the st	Parton November 1975 (Martine Control of State
	الي معادم الملا	SVIRE THE		and the second strategies of the first of the	and the water of the second state of the secon	CONTRACT CONTRACTOR OF AN ADDRESS OF ADDRESS AND ADDRESS ADDRESS ADDRESS ADDRESS ADDRESS ADDRESS ADDRESS ADDRES	出版語の単語 しんぶっしゃがた ひっしょう
under the agree payment schedu	nents e show	on the front an n below. We w	id back of this contra Ill figure the Finance (nescribed, below for (ict. You agree to pa Charge on a daily bas		signing this contract, you choose to b he Amount Financed and Finance C	uy the vehicle on credit. harge according to the
New or Used	Year		e and Model	Vehiclo	Identification No.	Primary Use for Which	and the second se
DIEN	e02:	PONTIA 5 06	1944 - L. 1945 (1947) 1947 - L. 1947 (1947)	1 (39) 23-(5)	Sina (Stitle &	⊡ personal, family, or househ	old (1) agricultural
Your trade-in is a		rear	Make				
		FEDERAL TI			and an and start water and the start of the	Contraction of the second s	สมใหล่ที่ที่สาราชสาวของระบาทการสุดเขา ชื่าที่มี12 มีชื่องในสินส์ มีสีสีสาวเหตุ ชื่อสินใ
Charge of 5% of charge of \$100 Prepayment. I Security Intere Additional In nonpayment, de	If a pay Scheck Scheck S f a pay f the p you pa st. You ormati fault, a	mount ayments whent is, not re and of the paym ay off all your d u are giving a s ion: See this any required reg	eetved in full within 1 ceetved in full within 1	24,24,44,400 0 days after if is du a minimum charge of have to pay a ponalt vehicle being purcha information includir the schedulad date, i	\$10 and a maximum y. sod.	Initial contract requires (see back) if who is acceptable to us. You minsurance through an existing politic insurance through an existing politic insurance to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to obta to buy or not buy other insurance to other the insurance to other th	oth anyone you choose by provide the required y, You may also buy it is, You are not required in ordit. Your decision yill not be a factor in the polloles or certificates arlies will describe the t and sign below: urance. Co-Buyer. Both
2 Total dewnp Gross trade = net trade + other (d 3 Unpaid balar 4 Other chargo keep part of A Cost of o	aymen in \$ in \$ scribe ce of c s inclu hese a stional	t = (If negative N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	SED ries services, and tax renter 0, 0,0,0 see in rayoff by sellor \$ 4 cash \$ x cash \$ nus 2) aid to others on your j ce paid to the insur	es) e 4H below) H/ ∩ 7 ∺th. Off behalf (Soller may rance	\$ <u>7 = 7 = 1 = 7 (2)</u> \$ <u>7 = 7 = 1 = 7 (2)</u>	階級「BE」が第次してMALINEでは地球地球「という」のかったが、からのもうから	dress), idisability insurance dit. Your decision to suranco and credit a factor in the credit t be provided unless ixtra cost. Credit life t you would owe if ime. Credit disability y increase in your abitient. Coverage

					-
المراجع المراجع المراجع المراجع	e e e e e e e	I insurance ends on the original due date for the last			
Disability \$ State		payment unless a different term for the insurance is			
B Other insurance paid to the insurance company \$	9. 1	shown below.		-	ļ
C Official fees paid to government agencies	9 1 - 1 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -	Other Insurance.		X Dr	ļ
(describe) and the second s	2				ţ
D Government taxes not included in cash price	E.	in the second			
(describe) \$	<u>14</u> 6	Premium S And			
E Government license and/or registration fees		n na han an the state of the st	··		<u> </u>
	<u>18</u> अर्थन स्टब्स् ज्ञा	en e			-
F Government certificate of title fees	n R				2
Conter charges (Sener must lotation) who is particular		(Home Office Address)		-	
describe purpose.)	e da ser e e				
	19 No. 10 No.	I want the insurance checked above.			
	<u></u>				
	n .,	Buyer Signature. Date			-
La contra de la co	<u></u>				
		Co-Buyer Signature Date			-
to set	4 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	ANY INSURANCE REFERRED TO IN THIS			ć
H Net trade-in pavoif to \$	e (4)	CONTRACT DOES NOT INCLUDE COVERAGE			
Total other charges and amounts paid to others on your behalf		FOR PERSONAL LIABILITY AND PROPERTY			ŗ
5 Amount financed (3+4)	<u></u>	DAMAGE CAUSED TO OTHERS.			ί
IOW THIS CONTRACT CAN BE CHANGED. This contract contains the ele- ontract must be in writing and we must sign it. No oral changes are binding, suyer Signs X any part of this contract is not valid, all other parts stay valid. We may delay or example, we may extend the time for making some payments without exten	Co-Buyer Signs X	PRIME DUTING IS LEADED THIS CLAIMERCOM DOUG ACCING HORM		·	
See back for other important agreements. If we assign this contract to Get Agreement you sign with this contract will apply to claims related to this c	neral Motors Acceptanc	الاستان المراجع الرواية الأسلام المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع			
The Annual Percentage Bate may be negotiable with the so receive a part of the finance charge.	Seller. The Seller 1	nay assign this contract and retain its right			
ou agree to the terms of this contract and the GMAC Dispute Resolu GMAC Dispute Resolution Agreement, we gave them to you, and you completely filled in copy of these documents when you signed them.	were free to take them	confirm that before you signed this contract and the and review them. You confirm that you received a		· · · ·	
CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONF	RACT BEFORE YOU SK				-
Date	Co-Buyer Signs X	Date			
Co-Buyers and Outprovincial of the debt. The other owner agrees to the set	or paying the entire debt	An other owner is a person whose name is on the title to the given to us in this contract.			
Parte Date	Address				
kreatiko risko parte hande en	By X 5.1.1	Title			<u>c</u>
Seller assigns its interest in this contract to: General Motors Acceptance (under the terms of Seller's agreement(s) with assignee.		GMAC Automotive Bank 🔲 Nuvell Credit Corporation,			-
Assigned with recourse	Assio	ned without recourse or with limited recourse			-
· · · · · · · · · · · · · · · · · · ·	. j		:		
	· · · · ·	(1) A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A 1 A			
Selier By Title	Seller	By Title			



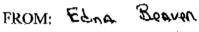




Ray Miller Buick-Pontiac-GMC, Inc.

246 Cox Creek Parkway Florence, Alabama 35630 (256) 764-9661

SEND TO: CAROLAN,



ATTENTION:

DATE:

FAX NUMBER: 256 166 1464

PHONE NUMBER:

OFFICE LOCATION:

DEALER CODES

BUICK 38-435 PONTIAC 18-327

□ GMC 50-111

TOTAL PAGES, INCLUDING COVER_

COMMENTS:

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

cust Vin:](SMER NAME: 222/1528254 (or see attached list*)
GUST	MER INCENTIVE(S)
1	Customer Incentive 1 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) 1 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 Incentive Program Reference \$ 500 Incentive Amount Received \$ 500
	Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example Division supported financing/leasing, etc.) I elect to receive
Lam the sold/lea and not describe unit.	I elect to receive
taken de has bee / [ersigned person, as Dealer representative, certifies that the information on this application is true and ind the incentive(s) described in item # have been provided to the said purchaser/leasee who has livery of referenced unit through this dealership and that properly completed accurate delivery dat: n forwarded to General Motore
	Ist include VIN, Delivery Date and Program Reference This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File ealer Copy Copy #2 - Customer 996MACK2/QM-3786 (9/99)

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.

* <u>PLEASE NOTE</u>: 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) Note: If GMS price, use in place of MSRP price	\$25,420.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP .	\$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	\$0
(If dealer added negative equity into contract, do not subtract)	
Actual Cash Value Statement	\$0
Difference (if positive, this is the negative equity)	\$0

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with						
Team Manager before submitting information to BBB						
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$23,463.48					
Incentives not included in Purchase Price (from BARS) minus	\$750.00					
(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)						

Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$22,713.48



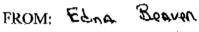




Ray Miller Buick-Pontiac-GMC, Inc.

246 Cox Creek Parkway Florence, Alabama 35630 (256) 764-9661

SEND TO: CAROLAN,



ATTENTION:

DATE:

FAX NUMBER: 256 166 1464

PHONE NUMBER:

OFFICE LOCATION:

DEALER CODES

BUICK 38-435 PONTIAC 18-327

□ GMC 50-111

TOTAL PAGES, INCLUDING COVER_

COMMENTS:

General Motors Car and Truck Divisions CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

cust Vin:](OMER NAME: 5221/528254 (or see attached list
custo	MER INCENTIVE(S)
	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) <u>(a)</u> 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) <u>a check be issued in my name by Dealer</u> hamed below:
	Incentive Program Reference Amount GM Incentive Code Bowus Gost-1 \$ 500 GP0 TUS Curpon \$ 250 I.P.T. \$ \$ \$ \$
	Total Incentive Amount Received
	Other Program Selection (Which may or may not be in lieu of customer incentive programs, for example Division supported financing/leasing, etc.) I elect to receive
	or . I elect to receive
nd not escribe nit.	CUSTOMER AND DEALER ACKNOWLEDGMENT ultimate retail purchaser or lesses of the vehicle bearing this vehicle identification number which we sed to me by the Dealer named below. This vehicle was purchased/leased for personal/business us resale and I took delivery of this vehicle on 3/05/05 I acknowledge receipt of incentive(s) as d in Item # and release the GM Division from any future claim or obligation for incentive(s) on this purchaser/Lessee Signature
ne unc mect : ken de is bee	ersigned person, as Dealer representative, certifies that the information on this application is true ar and the incentive(s) described in item # have been provided to the said purchaser/lessee who has livery of referenced unit through this dealership and that properly completed accurate delivery data n forwarded to General Motore
6	uthorized Dealer Signature: Date: 3 05/05 38435 lealership Name: BAY MITLER BUICK PONITAC GMC Date: 3 05/05 38435 st include VIN, Delivery Date and Program Reference 50111
	Le comme a contra la contra

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 F	PRIMARY SYMPT	OM/CONCERN: S	TEERING STOPES WORKING					
Date: <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 connecter.					
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 Dave Ou	t of Sorvico.	14 (oveluding	days for customer pay reasons such as; Maintenance and					
Total Days Ou	it of Service	Collision Re						
		CONSIGNINE	pails)					
		ION LEMON LA	W? YES: X NO:					
What is cust	omer eligible f	or (based upo	on the BBB Program Eligibility Guidelines and the					
			ing presumption)? ALL REMEDIES					
States lettor	naw requirem							
AVM and/or D		MENDATION(s)						
NO RESPONS								
NO RESPONS								
CRM RECOM	MENDATION &	RATIONALE (E)	(PLAIN):					
			RING. IF CUST DOES NOT ACCEPT, CRM WILL OFFER A					
	GUARD FOR 5		······································					
Decision re	eached by CR	M: Arbitra	te case: Settle case: x					

FROM :RAY	MILLER BUI-PONT-GMC FAX NO. :2567661464	4 Jul. 27 2005 09:27AM P1
BIHCK'	PONTIAE Buick - Fontiac - GMC 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9661	RO: 102136 Cashier: 000016 09:08-1 Date Out: 03/15/2005 Status: REPRINT CLOSED
Justomer:	CLIFTON TN Work:	VIN: 1G2ZH528254 2005 PONT G6 Miles-In: 262 Out: 262 Delivered: 03/05/2005 In Service: 03/05/2005
Home: Cellular:	0000028-RUSSELL CASTILE H	at: Date In: 03/08/2005
Advisor:	Correction	Per Unit Extended Price
OP Acct	Tech Hours Complaint/ Callo,	
A SWPC	000008W STATES HORN BLOW WHEN TURNING WORNE CAUSING HORN TO GROUND OUT	
ATR BAG	\$ #01237103	Admin Hours: 0.00
RBPLACI PO: Parts:	MODULE HRS 0.9 C8835 OF 6G 1 15219396 NODULE AB 14.865	\mathbf{O}
SUBLET	po: 1114	Operation Total: 0.00
5 DAY	000099 ER STATES NEEDS RENTAL CAR RENTAL 27905 MJ 98	Admin Hours: 0.00
PO: SUBLET	DO = 1117	Operation Total: 0.00
, y,, T,		
NICK the back for loss of C fire, theft, caused by une supplier or i permission by highways or o An express m	drize the repair work herein set lott in remonsible the ghary material and agree that, you are not remoonsible the ghary material and agree that, you are not remoonsible the ghary material and agree that in which in case of on any other cause beyond your control or for any delays for any other cause beyond your control or for any delays of any other cause beyond your control or for any delays of any other cause beyond your control or for any delays in any other cause beyond your control of the set of the set of the set of the set of the set of the set of the set of the set of the set of the poperate the vehicle herein described on streets, of the set of the set of the set of the of the set of the of the set of the set of the set of the se	SCLAIMER OF WARRANTIES: All worranties on this product are e manufacturer's. RAY MILLER PONTIAC SHICK GMC hereby pressly dioclaims all warranties either express or implied, cluding any implied worranty of merchantability or filmens cluding any implied worranty of merchantability or filmens cluding any implied worranty of merchantability or filmens ither aparticular purpose and KAY MILLER PONTIAC BUICK GMC apy liability in connection with the sale of the product. is disclaimer by RAY MILLER PONTIAC BUICK GMC in no way feets the terms of the manufacturer's warranty. If parts installed are new/salvaged or reconditioned parts." TERMS: STRICTLY CASH unless arrangements made.
NICK the back for loss of C fire, theft, caused by une supplier or i permission by highways or o An express m	drize the repair work herein set lote not remonsthle the ghary material and agree that, you are not remonsthle the ghary material and agree that. You are not remonsthle the ghary material and agree that. You are not remonsthle of any other cause beyond your control or for any delays for any other cause beyond your control or for any delays for any other cause beyond your control or for any delays for any other cause beyond your control or for any delays for any other cause beyond your control or for any delays for any other cause beyond your control or many delays for any other cause beyond your control of for any delays in the set of the party of the strength of the set of the set of the purpose of the strength of the set when of repairs thereby acknowledged on the vehicle to when of repairs thereby. "A	e manufacturer is, and warrantles either express or implied, pressly diaclaim all warrantles either express or implied, cluding any implied worranty of merchanusbility or lithers cluding any implied worranty of merchanusbility or the source ither ansumes nor authorizes any other person to assume for ither ansumes nor authorizes any other person to assume for any liability in connection with the sale of the product. any liability in connection with the sale of the product. is disclaimer by RAY MILLER PONTIAC BUICK GMC in ho way fects the terms of the manufacturer's warranty.

Signature

FROM	1 :RAY 1	1ILLER BUI− ⊾	PONT-GMC	FAX NO.	:2567661	464	Jul	. 27 2005 09	:27AM	P2
BU) ICR GN	PONTAC.	246 Cox Florence.	Pontiac - GMC Creek Parkway Alabama 35830 (256) 764-9661			Date	RO: 1024 nier: 0000 Out: 04/0 atus: REPR CLOS	16 09: 8/2005 INT	08-1 5
		13982 CLIFTON '	Stock #:5	Work:		Z	Miles-In	H528254 PONT G6 : 865 Out: Delivered: n Service:	: 03/0	5/2005 5/2005
Cell	ular:	000028-R	USSELL CAST	- PILE	-	Hat:		Date In	: 03/2	5/2005
				nt/Cause/Co:	rrection	L		Per Unit	Extend	ed Price
0P	Acct	Tech Ho	ours Complai				, <u>, , , , , , , , , , , , , , , , , , </u>	Labor I	otal:	0.00
0	CPC USTOME O PROB	000099 STATES CI EM FOUND	K SWIRLS IN F	AINT		_		Operation 7	[otal :	0.00
C H H J	מדיי היסיי	ES OUT OF BOTH FRT. E0	432 04 3M 052136	2225501 1134		80	,	Admin S Operation		0.00
with for 1 fire, cause suppl permi highy An co secu	the neco; Loss or da of hoft, of the or the lission to ways or e ways or e ways or e waress med	mage to vehicl mage to vehicl r any other co aneporter. I operate the ve mewhere for the honic's lien i unt of repairs	r work herein aet and agree that yo e or articles lef nase beyond your c parts or delays i hereby grant you hick hereby acknowle s thereto. NIMUM OF .5 HOUR I	t in vehicle in control or for ar n parts phipmon and/or your empl ribed on streets ing and/or ipeps idged on the vok	by delays by the loyees	express includin for a pa neither it any l This dis affects	y discussion of any implied inticular purpo assumes nor au inhility in oc claimer by RAN the terms of t	ES: All warrant Y MILLER PONTIAC Warranties et Warranty of mord se and RAY MILLF thorizes any oth nnection with the nnection with the manufacturer' ore new/Malvaged A CASH unless an	hantabilit R PONUTAC or person e sale of BUICK GMC s warraut; or recond	y or fitness BUJCK GMC to ansume for the product, in ho way y. tioned parts."
a	actura				_		Thank you	for allowing	rus to	serve you!

Signature

FROM :RAY	MILLER B	UI-PONT-G	MC	FAX NO. :256	7661464	Jul.	. 27 2005 09 :	28AM P3	
BUICK		JAC	246 Cox Cre Florence, Ala	Hac GMC back Parkway bama 35630 6) 764-9661		Date	RO: 1027 nier: 0000 Out: 04/2 atus: REPR CLOS	16 09:09 9/2005 INT	9-1
Customer:		Sto ON TN	ock #:5P4			Miles-In	H528254 PONT G6 : 1871 Out Delivered: n Service:	03/05/	2005
Home: Cellular:				Work:	-		Date In:		
Advisor:		6-WARREI	N HOFFMAN		Hat	::		Extended	
OP Acct	Tech	Hours	Complaint/	Cause/Corre		<u> </u>	Per Unit		
TRAT S	HOW BACK F BOTH R	C VINDAT	35 001 0# 1 5 4 3M	APH AND HIGH ROUND C2255017	ER 5.880		Admin H Operation T		0.00
with the held for loss or (fire, theft, caused by uni- nupplier or 1 permission to highways or (An express m secure the at	Address of the second s	chicle or avi- er cause boya of parts of l hereby ne vehicle ho or the purpo ien is hereb pairs theret	Licles left in and your contr of delays in pa grant you and/ erein describe are of teoling y acknowledged o. .5 HOUR DIAGN	th to be done al. e not responsibl. vehicle in case ol or for any de tris phipments by ar your employed d on streets, and/or inspectio on the vehicle osflic TIME.	e 📜 🗆 the ma		warrantice eith arranty of merch le and RAY MILLER Incrises any othe mection with the MILLER WONTIAC B de manufacturer's	er express of antability o pomriAC BUI r person to sale of the u(CR GMC in warranty, r reconditio angements ma	r finplied, r filness cw CMC assume for product. ho way ned parts.' de.

FROM :	RAY N	1ILLER BL 	JI-PONT-	GMC	FAX NO. :25	67661464		Jul. 27	2005 09	:28AM P4	
HUICK	CIN	PONTA 1C	а с.	246 Cox Cr Florence, Ale	Nac - GMC eek Parkway ibama 35630 i6) 764-9661			Cashier Date Out	: 05/0	28 09:0 6/2005 FIED RE	
Custome		13982 CLIFTO		ock #:5P4	.68 Work:			1G2ZH528 2005 PON es-In: 37 Deli In Se	IT G6 '55 Out vered	: 3755 03/05/ : 03/05/	2005 2005
Cellul			DIICOD	LL CASTI		Hat	:	Da	ate In	: 05/06/	2005
Advis		000028 Tech	Hours		/Cause/Corre	ction		Pe	er Unit	Extended	Price
	. <u>,</u>				* <u></u>				Labor 7	Cotal:	0.00
A SCP CUS PAR	TOMEI	000099 R STATES RDERED	RIGHT	FRT DOOR MO	DLDING LOOSE	5		Opex	cation 7	fotal:	0.00
B SCP		000099				4 -		.10	Labor :	fotal:	0.00
CUS	TOME	r states rdered	S RIGHT	REAR DOOR 1	MOLDING LOOS	5 FS		Oper	ration 5	Total:	0.00
NEE COM		PP OFF 4	5 CHANGH ALL FLUJ 1234563)))) 2	ILTER,LUBE (DJUST TIRE I OIL FLTR OIL10W30Q	1.836	j 	Ope	ration	Total:	0.00
	IRS SU	нлест то А		F .5 HOUR DIAGN	th to be done al c not responsibl of or for any de rts shipments by or your employee d on streets, and/or inspectio i on the vehicle NOSTIC TIME.	e f the ma of expres lays includ the for a se neithe it any on. This of to affect	nufactur saly disc particul ar assume y liabili disclaime ts the le parts inp "PERMS:	WARRANTIES: Al ar's, KAY MILLE Jaime all warra implied warrant ar purpose and to in connectic ty in connectic	A FORTAGE (Y Of metc) RAY MILLE Sa any oth on with th 1 ponriad (aslvaged unless ar	nor express (nantability (R PONTAC BU or person to a sole of the BUICK GMC li a warranty. per recondition rangements m	of Implied, or fitness assume for e product. n ho way oned parts.' ade.

FRO	M :RAY M	1ILLER BUI-	-PONT-GMC	FAX NO.	:256766146	54	Jul. 27 2005 09	:28AM P5	
B			2 Ek	ABC AND AND AND AND AND AND AND AND AND AND	0	De De	RO: 1033 Cashier: 0000 ate Out: 05/1 Status: REPP CLOS)16 09:09 16/2005 RINT)-1
Cust	omer: Home:	13982 CLIFTON		: #: <u>5₽468</u> Work:		2	G2ZH528254 005 PONT G6 -In: 4136 Ou Delivered In Service	: 03/05/2	2005 2005
	lular:	000008-1	PUSSELL	CASTILE		Hat:	Date In	: 05/13/3	2005
	visor:			mplaint/Cause/Co	rrection	,	Per Unit	Extended	Price
OP 	Acet		- <u>//</u>						
	SWPC 000096W CUSTOMER STATES RIGHT FRONT DOOR MOLDING I TRIM COMING LOOSE REPLACE TRIM PO: HRS 0.5 B7863 ON 2P PO: HRS 0.5 B7863 ON 2P MOLDING				Admin	Hours:	0.00		
	Parts: SUBLET	1. 8:	9024126	PO: 1173			Operation	Total:	0.00
B	SWPC CUSTOME TRIM CC REPLACE PO: PARTS: SUBLET	MING LOOS TRÍM H	E	NR DOOR MOLDING 7963 ON 2P MOLDIN PO: 1173			Admin Operation		0.00
sup per hig An (and by upar plier or to mission to mways or e express me upe the am	Allability of unegoties. I operate the y sowhere for t thanic's lien bunt of repair HOHCT TO A M	r parts or de 1 hereby gran vohicle hore: the purpose of is hereby ac rs thoreto INIMUM OF .5	tin set forth to be do that you are not response les left in vehicle in your control or for a lays in parts shipmen it you and/or your emp in described on street of torting and/or insp knowledged on the your HOUR DIAGNOSTIC TIME.	hsible t case of e ny delays i to by the f loyees to s, i ection. 9 icle to c	he manufactufer kpressly disulat ncluding any imp or a particular either assumes n t any liabilily his disclaimer b ffects the torms All parts instal TEMMS: ST	RANTIRS: All warrant s. RAY MILLER PONTIAG ms all warrantics elf purpose and RAY MILL or authorizes any of in connection with th y RAY MILLAR PONTIAC of the manufacturor led are new/salvaged RICTLY CASH unless a rou for allowing	her express of chartablity of R PONTAC BUT ar person to be sale of the Burck GMC in 's warranty. or recondition rrangements ma	or implied, or fitness CK GMC assume for product. no way med parts.' ade.
Si	gnature				_	Thank y	ou for allowing	,	

F۳	ROM :RAY N	MILLER BUI-PON	IT-GMC	FAX NO. :25	67661464	Jul. 27 2005 09:29AM	P6
(19	Duick GN	PONTIAE.	246 Cox Cr Florence, Al	Maria Hac GMC reek Parkway abama 35630 36) 764-9661		RO: 104236 Cashier: 000028 09 Date Out: 06/29/200 Status: REPRINT CLOSED	:09-1. 5
Cus	tomer: Home:	13982 S CLIFTON TN	Stock #:5P4	468 Work:		N: 1G2ZH528254 2005 PONT G6 iles-In: 8296 Out: 829 Delivered: 03/0 In Service: 03/0	5/2005
	lular:	000028-RUSS	SELL CASTI	LE	Hat:	Date In: 06/2	9/2005
	Acct	Tech Hours		/Cause/Corre	ction	Per Unit Exten	ded Price
OP — A	SCPC	000082Q STATES CHANG P OFF ALL FLU		TLTER LUBE C	HASSIS AS	Labor Total:	8.75
	COMPLETI Parts:	1 25010 5 12345	792	OIL FLTR OIL10W30Q	1.836 8.800	6.70 1.47 Total Parts: Operation Total:	6.70 7.35 14.05 22.80
в	SCPC	000082R				Labor Total:	14.25
	CUSTOME: COMPLET	R STATES ROTA	TE TIRES			Operation Total:	14.25
С	SWPC CUSTOME TEST SH REPLACE PO: Parts:	HRS 0	.2 N1.720 OJ		8.965	Admin Hours: Operation Total:	0.00
				S	UPPLIES AND (0)	Customer Pay Labor: Customer Pay Parts: R HAZARDOUS WASTE REMOVAL:	23.00 14.05 1.15
						Customer Pay Subtotal: Customer Pay Sales Tax:	38.20 1.12
Chł	c: 39.32					Customer Total Due:	39,32
I ho with for fir cau sup por hig An sec	preby author h the necess ioss or dan c, theft, or sed by unave plier or tra- mission to (hways or cli express mecl urc the amol	ize the repair wor arry material and a age to vehicle or any other cause to ilability of parts apporter. I herel perate the vohicle where for the put antic's lien is her out of repairs the succt to a MiNIMUM				OF WARRANTIES: All warranties on the turer'S. RAY MILLER PONTIAC BUICK GM isolaims all warranties oither expro- ny implied warranty of merobantabilit sular purpose and RAY MILLER PONTIAC umes nor authorizes any other porson ility in connection with the sale of imor by RAY MILLER PONTIAC BUICK GMC terms of the manufacturer's warrant installed are new/salvaged or recond 8: STRICTLY CASH unless arrangement	itioned parts."
Si	gnature:				Tha	nk you for allowing us to	serve you!

FRO	OM :RAY	MILLER B 	UI-PONT-(GMC	FAX NO. :25	67661464	Jul	. 27 2005	09:2	29AM P7	
.E	Suick Gi		nac.	246 Cox Florence,	ontiac + GMC Creek Parkway Alabama 35630 (256) 764-9661		Date	RO: 1 shier: 0 o Out: 0 tatus: R C	000: 7/14	L6 09:10 4/2005 ENT)-1
Cus	tomer:	13982	St	ock #:51	P468	V		ZH528254 5 PONT G			
Cel	Home: lular:	N/A	RVILLE		Work:	Hat:		n: 8631 Deliver In Servi Date	red: .ce:	03/05/:	2005
				LL CAST						Extended	
QP	Acct.	Tech	Hours	Complain	t/Cause/Corr	ection					
A	TEST SH CORRECT	OW CODE	S VEHICL U2109.T TAC CAS CTION.CK	EST SYSTE E #830882 FOR FOOR E FOR LOO	3, TAC ADVIS GROUND AT T SE CONNECTIO 0 N6628 OJ 7	RING WORKING ED US TO CK B RANS.CK POWER N (CONT.LINE		Admi Operatic			0.00
*B	SWPC CUSTOMI 6 DAYS PO: SUBLET	000099 R STATE RENTAL	S NEEDS Z7906 M		233	(M0117				ours: otal:	0.00
*C	FOUND WAS PUI REROUTI	THAT CO LED TIC D C2 CC	S LINE A NNECTION H'1 AND E NNECTOR	IC2 TO PC UTTING ST .RETURN T	WER STEERING RAIN ON CONN O NORMAL OPE ED FINDINGS	CONTROL MODU ECTOR. RATION.TEST	ILE	Labo Operatio		otal:	0.00
with for fire supp perm high An e secu	the neces loss of da , theft, o ed by unav listion to ways or cl xpress meo re the amo	Hary Mater: mage to vel any other angorter, sperale the sowhere for bonic's lis unt of repu TJECT TO A	lai and agre hicle or art r cause beyo of parts of I horeby g e vehicle he r the purpos an is hereb hira thereto	se inal you a icles left i ond your cont r delays in p grant you and broin describ se of testing y acknowledge .5 NOUR DIAG	rth to be done al re not responsibl n vehicle in case rol or for any de arts shipments by dor your employee ed on streets, and/or inspectic d on the vehicle NOSTIC TIME.	"All parts TERM	dostalled az 15: STRLCD,Y	S: All warra MILLER PONT warranty of me arranty of me horizes any of mection with MILLER PONTI. MILLER PONTI. MILLER PONTI. A manufactur e new/salvag CASH unless or allowi:	ed or <i>ar</i> ran	reconditiond yements made	od parto." "







Ray Miller Buick-Pontiac-GMC, Inc.

246 Cox Creek Parkway Florence, Alabama 35630 (256) 764-9661

SEND TO: CARONY

FROM: Edna Beaven

ATTENTION:

DATE:

FAX NUMBER: 25% 166 1464

PHONE NUMBER:

OFFICE LOCATION

DEALER CODES

🗆 BUICK 38-435 🖉 🏭 🖬 PONTIAC/18-327

□ GMC 50-111

TOTAL PAGES, INCLUDING COVER

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

ROOK DATE MAKE	DEAL NUMBR	SHORT VIN	CUST NUMBER	SELLING PRICE	ACTUAL C.O.S	COMM C.O.S	TRADE	COMM PROFIT	NON-COMM PROFIT	BACKEND PROFIT	CROSS PROFIT	
03/05/05 PONT 03/05/05 PONT		54	13982 13985	23463.48 24484.60	22919.63	23663.48 25458.00	0.00	-200.00 -1003.40	543.85 -1003.40	750.00	1293.85 -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





DATE 03/05/2005

VIC RAGSDALE

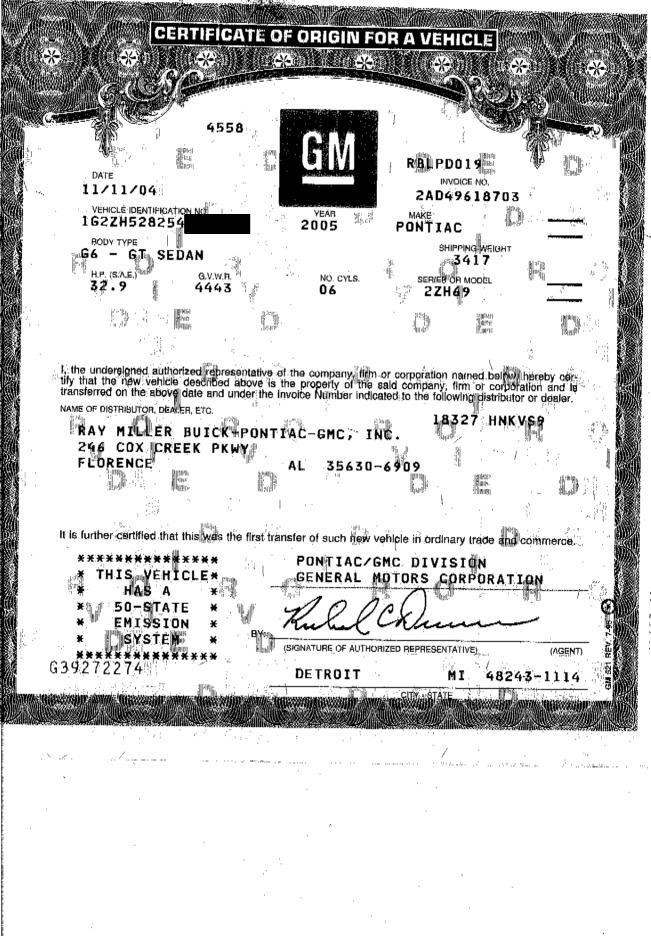
36894

SALESMAN

PENALTY OF TEN DOLLARS (\$10) DUE IF VEHICLE IS NOT REGISTERED IN THE NAME OF THE NEW OWNER WITHIN 10 CALENDAR DAYS.

CUSTOMER										HOME PHONI	E) H	FICE One 256
BILLING										ZIP		cou	NTY WAYNE
ADDRESS										ZIP			
		<u>`</u>	YEAR		MAKE		MOI	DEL	ВО	DY	COLO	R	ENGINE
NEW (A) USE		ло 🗆	2005	P	ONT		36		4-D	·····	GRY		6
STOCK N	IMBER				SERIAL N	UMBER							th a General Motors
5P468		<u>1</u> G	гл	5 2	<u> a </u> 2	5	4.				t by the Division		al Motors plant oper-
OPTIC	NS	S	TOCK CAR	LIST				OPTI			SELLING	\$	23, 463. 48
ADDITI	DNS 1	ES NO	AMT.		ADDITI		YES		AMT.		PRICE INC. FRT.)		
2				6			++				ADM FEE &		N/0
3				8						AL	. TITLE FEE		N/A
1					Some de	Some dealer added options may not be General Motors Parts.							
5			DESCRIPTI	ON OF	TRADE-I		and and a sub-				TOTAL DITIONS		N/A
YEAR	MAKE	MODE	L/SEBIES	BC	YUÇ	C C	OLOR		ENGINE		SALES		N/A
SERIAL N		<u>∔</u>	T-T-1			l	- 11				1AX		
	ALLOW.		UPON VERIFICAT		BALAN			PAY	OFF	T.	DTAL CASH		and a second
	[BUYER AGREEG TO NY AMOUNT EXOF	FDUMG	OWE						EL. PRICE		23,463.48
	NZA				T HAD		NALIZZA NA ALIZZA NA MANAGAMINI PAR		N/A		EQUITY OR		N/A
				PAYOFF							E1 ALLOW		
LIENHOLDER						CHECK DATE				EABNEST EBBUYE		<u>750.00</u>	
ADDRESS					ZIP				TOTAL DOWN PAYMENT		<u> </u>		
PAYOFF QUOTED BY									SUBTOTAL	1 MILLION & 1871 1974	22.713.48		
BALANCE TO I					N/A UPON DELIVERY				CPP		1,605.00		
FINANCING										—			·
LIENHOLDER	GMP							ZII?		}	UNPAID BALANCE		24,318.48
ADDRESS		UTH GA	30096	4		··· ANID		2-11	30096	[ANTY	
Purchaser a	prees that t	his Order in	CONDITION: cludes all of the	ie terms a	and conditio	AND	e face h	ercof, ti	hat this Orde	r cancels	OF WARR	es any p	prior agreement covered hereby.
I warrant the	truth and a	accuracy of	the foregoing	informatic	on and I he	roby cerl	lfy that i	l am ove	er 19 years o	fage. It	nereby acknow	vledge h	aving read and
ordered by I	Buyer is a u	sed vehicle.	, and if this or	der is acc	epted by R	AY MILL	ER BUI	CK GMC), Inc. (hereir	n "Seller")	the purchase	r hereby	vehicle hereby v acknowledges
place of bus	iness of Se	ller within t	hirty (30) days	s from the	e date of th	is order,	Seller	vili, with	rcasonable	promptne	ess, make neo	cessary	urchaser to the repairs of such
defective co to place the	nditions in t said vehic	he said vehi de in good	cle, or replace operating cor	defective dition, at	e parts, which La cost to	ch defect buver of	ive cond f 50% c	itions or of the n	parts existed ormal charge	d at the da a that Se	ate of this orde lier would me	er, as ma ike for s	ay be necessary such repairs or
replacements. Repairs shall be limited to internal lubricated parts of engine, transmission and drive axic. 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							icements by the						
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 valve, alter, or modify this limitation in any way whatsoever.													
	1	-	OWLEDGES		•					IE FORE	EGOING LIM	итатю	DNS.
ACCEPTED	7/U	/			anna - Eathanna a' a S			BUY		a ana ang taong ang talapa			
NOT VALID LINE			OF THE COMPANY		awee vo	11 A ĈIŻ	NÉN A	SIG	NATURE	E COR W	NV CASH TE	NDERE	n. en di Nadi - Alui
, ing Profiles and an all			LE INCIDINGIAL									· · · · · · · · · · · · · · · · · · ·	olda: OK-072359 (K71211)

FAX NO. :2567661464



1 1 10 1 1	. · 2	200100.	1404

	NAMEOF		aning under perany or too law that the vehicle is (tow plot has not been registering security internate other than those disclored hardin and watsai the a two vehicle IL FAGE OF THERE CERTIFICANTS TO:
ΞÎ	PURCHASER		
Ϋ́,	ADDRESS.		996 - Constantino Martino I. Secondo da Constantino da Constantino da Constantino da Constantino da Constantino 41 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 - 110 -
21	Control of the Next of my knowledge that the out DEALER CALLER CALLER THE BUILT.	Meter rending to <u>444</u>	No tenth
놂.	NAME OF DEALERCHINS	PRALEINS LICENSE NUMISTIC	6. BY - BY
VESICHMENT NUMER	State of HIABAMA		Boing duty aworn upon with mays that the stationents and forth and tone on each subscribed and sworn to me before this
485 748	County of LAUDERCHALE	······································	
~	NAME OF	WHE NOTAPHYVIKAM ONEX IL	REQUINED IN TITLING INTERNETION
ELENAN MINABEL	PUHCHA8FN(6)	a and the second se	un sen negerine de service de serv
	ALT 11:35.		
	in centay to the heat of by Knewledgel-thint the odd	unter roading la.	No Touli
20	DEALEH NAME OF DESCERATOR	O TO PRO LIDENSE MUNITRIT	3Y1
CISTRIBLITO ASSICIAMENT	Stoto of	· · · · ·	Deling duty aware upen own says that tha steaments set. forth are true and correct. Subscribed and swart to me.
is.	County of		before thisday of a part of the goal of the second
-		USE NOTAFIZATION ONLY HE	REPAILING THIS IN THIS IN A MARKING FIGH
20 11	PLENCHAVAGEZEN		
ASBIGAVENT NUMBER	ADDBE88		
	county to the peer of my managedie that are don	weren reachig is	No TANDA
2	DEALCH MAME OF DEALEMENTE		
2	A REAL WEIGHT AND A REAL AND A	Fig. 191	Henry duly swort unois with same that the statements and
510	State of		forth are true and contrict. Subernbad and sworp (r me bofore this day of
n L	County of		RECUMPTION POLICE PUBLIC
. .	NAME OF TUHCHASEB(S)	ene ne verse in die roeken in die ster die 1975 in 1975	and a second second to be the second seco
Ş			
	ADDRPSS	destant permitteren (*	
	DEALER GUIZER SUS	120 State 1	BY
	i i kan bida internationale	DE ALERES LICHNER KURREF	Maine duly swour upon onto says that the Butemannaet.
	State of.		both are frue and concert Subpanished and swom to foe
<u>a</u>	Opunty of		Netore file
	Federal law natures with to state the determinant	NE NOTARIZATION MULLINE	secQUIRED (A. 1)(1), MIT JULIFIED CHON Jameter of twendrattility. Fellure to biompitel or, provide at talao, biotechicy, relay.
1	Reading	Clithe mileson stored is the	onge of the vehicle, unique one of the following stationants is pheored; Ocombies: excess of the mechanical finite: 11 the adameter reaction for the the excession structure
	Signature(s) of Sellet(s)	an a statistica sur	heidmebb , bestoeld ei einernung witwellet en to eine raskin sistiev ein ein eine eine eine eine eine ein
	Printed Name(a) of Satisfal Association	mediate Al NE -	General Control Index and Annual State State State State State
	Gipmiture of Phroheider(s)		where are much and contract, consecution and would follow
	Priminal Manue of Puroficiaser(s)		hatore this day of 20
1	Company Name (it Applicable)		Notejý Public Stali uľ
	Addmss of Purchaear(a)	an a	
-f	tet fien in favor of C.	SI. NOTOFIZATEN ONLY IL U	County of
	whose address is PIN BOY 104050	Descuth 6	A 3094
ŀ	WHORE SIGNATE AND A COMPANY AN	- HCAULTA G	SA 30990
	2nd lien in lavorot		
	WHORE EXCENDED AND AND AND AND AND AND AND AND AND AN	۱۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰	an a

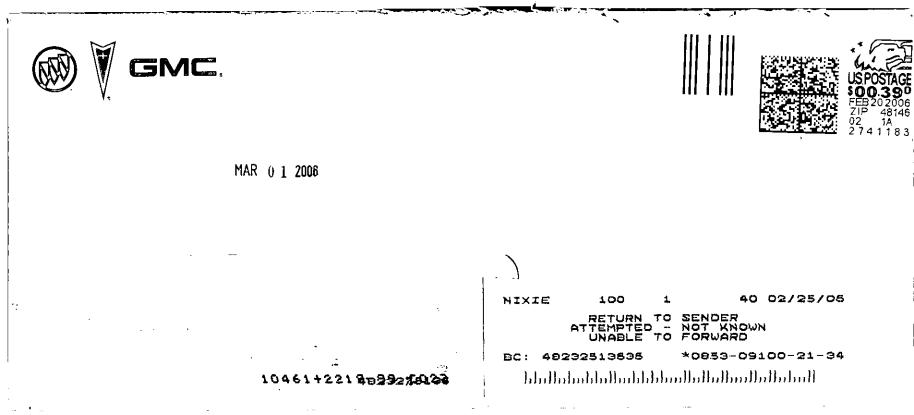
/

			AETA		IT SALE CONTRA	CT.	
			G G	MAC FLEXIBL			
en de la composition de la composition Composition de la composition de la comp		en sins privation				, ny zapada inalahozin na zitu zahatan k ¹ nana terizi dalam zitu. Ny za ka kalan i karangen karangen karangin zahatan kara.	ana di Stantania. Secondo anas an
			laress (include county		Oreditor (Seller nam	e and address)	The second
						BUTCK PONTING GMC	
<u></u>		. :	(443)1447;爨鹅长数	a se special at	246 COX CNE		
	The sta	es vinko Tekk	Addin Broker a trace to	การของสุดที่สุดที่สุด และได้สุดที่สาวที่สุด	ala di savan di kwala da Watarini	et (396,89 , etc., etc.), and an anti- transferration of the constraint of the second s	しんぶがた たかしきまき
You, the Buyer	(and Ci	b-Buyer, If any), n	nev buy thervehicle de	escribed below for a	ash or on credit. By sid	ning this contract, you choose to buy the veh Amount Financed and Finance Charge acco	icle on credit
payment sched	lue sho	vn below. We will	figure the Finance Ct	harge on a daily bas			praing to the
New or Used	Year	Make	and Model	Vehiclo	Identification No.	Primary Use for Which Purchase	
hie w	202	PONTIAC 5 66	1、12様1年(1) 11月1日	a din al binard. Simo a	in a state of the	personal, family, or household [] agr Dusiness	louitural
Your trade-in is			Make	1 (3/-71-152 Model			
		the second s	JTH-IN-DENDING DI	the second second second	A CONTRACTOR OF A CARD AND AND AND AND AND AND AND AND AND AN	<u>าสาราช หลุด เป็นการที่สุด เหตุลาย และ (การการการการการการการการการการการการการก</u>	
ANNUAL		FINANCE	and the second		2 - 2 - 2 - 24 (2017), 2 - 24 (2017) 	Insurance: You may buy the physical damage the back of the physical damage the back of	je insurance Voli choose
PERCENTAC		CHARGE	- Financed	otal of Payments The amount you	Total Sale Price The total cost of	whomis/acceptable/to/us/ You/ may provide/	the required
RATE The cost of y	ouri	The dollar amount the		vill have paid after ou have made all	your purchase on " credit, including	Insurance through an existing policy. You may through someone independent of us, You are	not required.
credit as a ye		predit will cost	you or on your	payments ai 🗥	your downpayment	 to buy any other insurance to obtain oredit. Y to buy or not buy other insurance will not be a 	our decision
rate.		уоц.	Bertan	sgµegnieg.	of \$5#618 1\$5	Credit approval process.	An of a Maria of
	- 176 (8)	<u> </u>	<u> 74 718 6</u> 8.	<u> </u>	186	If any insurance is checked below, polloles or from the named insurance compariles will a	r certificates
Your Paymer			All Sector (Sector) Sector (Sector)			terms and conditions.	Jescrine IIIe
Number of Payment		ayments	When Pay Are Du	ments Ie	Or as Follows	Check the insurance you want and sign	below:
in the second	\$	Mont	La reaction of the second second second	4 . 12.4		Optional Credit Insurance.	3 - E
Late Charge			และเหตุการ์เหตุการ์ เหตุการ	and a start side in a side	ə, you will pây a lata	💭 Credit Life: 🗋 Вцуег, 🗇 Со-Вууег	🗆 🗖 Both .
l charge of 5%	o of the r	part of the payme	nvea maran within 10 ht that is late, with a	n days atter it is due minimum charge of	s, you will pay a late \$10 and a maximum	🔄 🖾 Gredit Dlaability (Buyer Only)	
charge of \$10 Prepayment.	l∦ you p	ay off all your det	at early, you will not h	leve to pay a ponall	n andre finderen. Vi	Premium: Credit Life \$	
Security Inte	reist. Yo	ou are giving a sec	curity interest in the v	ohicle being ourcha	sod.	Credit Disability \$	
Additional [nonpayment	nforma default.	tion: See this c any required repa	ontract for more in yment in full before th	nformation includin	g information about a	ten and a second and a second seco	and a second
	<u> </u>	i i i i i i i i i i i i i i i i i i i	A MARKAN MARKANA AND AND A		and security interest.	(Insurance Oompany)	
		MOUNT FINANCE			an a	19 19 an ann an Anna a Tha an Anna an A	<u></u>
2 Total dowr	nciuu	nt = (If negative e	95, Selvices, and taxe mittin 0\and see line	S} ∰≨∰∰∰∰ AH DelowV®ss®	S	(Home Office Address)	
Gross trac			nayoff by sellor s	- 108 合约和前一	an a	are not required to obtain credit. Your d	lécieica to
<u>= net trad</u>			+ cash \$	—————————————————————————————————————	ľ	buy or not buy credit life insurance a disability insurance will not be a factor in	sthe credit-
+ other (3. Llansid bel		cash price (1 min	· •		\$(<u>2)</u>	 approval process. They will not be provid 	lèd:unless 👘 👘
					\$(<u>3)</u>	you sign and agree to pay the extra cost insurance pays only the amount you way	uld owe if
keep part o	f these .	amounts.): 👘 👘	d to others on your be			you paid all your payments on time. Great	t disability 1
A Cost of	optiona	Crodit insurance	a bald to the insura	Ince	a dina ang ito. Ang ito ang ito	Insurance doas not cover any increase payment of in the number of payments	Goverage
i company	C Pricout	iosi nganang wasang	ution and the second	TELES MELLING AREA.		r louxoredit.eller ineurances and and a	adise bility and income

	· ·			•		
	· · ·					
	· · ·		-			•
	1	-				
	الراجين برايا المتواري ما رايي	in e gan barda	I insurance ends on the original due date for the l	ast	-	
	242.95		payment unless a different term for the insurance			
Disability	\$ <u>1125</u> \$ 3750	and a start of	shown below.			
B Other insurance paid to the inst	urance company \$	- 1. MACAN 教護	Other Insurance.			
C Official fees paid to governmen	t agencies	이 이 아이지 않는 것 같아.				
(describe)		2. 计编辑分词			-	
D Government taxes not included	lin cash price	ા પ્રદર્ભ કેને હ	Type of insurance		-	
(describe)	Ser <u>a</u> rea \$	a sa tanga sa ta	Premium S			
E Government license and/or reg	istration fees					
	n en de la definie de la construcción de la construcción de la construcción de la construcción de la construcción La construcción de la construcción d	1 (191) A 1944 A				
F Government certificate of title fu		27 C - 1 C - 1	this increase (Insurance Company)			
G. Other charges (Seller must idea	iouy mino is peru-airo		(Home Office Address)			
describe purpose.)			and the second secon			
b berthe		144 A 18 A			•	
lo lor			I want the insurance checked above.			
to hor	1/A N/A N/A		X			
	. H/A	المراجع المحا	Buyer Signature Date		-	
198 CT			X			
147.53	- <u>- − − − −</u> − − − − − − − − − − − − − − −		Co-Buyer Signature Date			
to for	\$ <u></u> \$	1 - 1 - 1 - 4 - 4 - 2 - 4 - 2 - 4 - 2 - 4 - 2 - 4 - 2 - 4 - 2 - 4 - 2 - 4 - 2 - 4 - 2 - 4 - 4		_		
H Net trade-in payoff to	\$\$\$		ANY INSURANCE REFERRED TO IN TH			
Total other charges and amount	s paid to others on your behalf	5 <u>(4)</u>	CONTRACT DOES NOT INCLUDE COVERA			
5 Amount financed (3 + 4)		5	FOR PERSONAL LIABILITY AND PROPER	TY		
		C.15 05 06 30	DAMAGE CAUSED TO OTHERS.			
and the second	the Second second second		·····································			
		agreement between	you and us relating to this contract. Any change t	OTIR		
	stision it. No omi channes are binding.	De Dester Plane W				
Buyer Signs X		Co-Buyer Signs X				
f any part of this contract is not valid	, all other parts stay value. we may delay or	refrain from enforcing	HIN OF DURING THE HIS COMPACE WORDER CSING	hem:		
For example, we may extend the time.	for making some payments without extending	g the time for making e	hers			
See back for other important survey	ments. If we assign this contract to Genera	Motors Acceptance	Corporation (GMAC), the GMAC Dispute Resolut	lion		
Agreement you sign with this contr	act will apply to claims related to this cont	ract	and can have been been a second second second	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
			f 10			
The Annual Percentage Rat	e may be negotiable with the Sel		ay assign this contract and retain its	right		
to receive a part of the finan	ce charge	e a la companya de l La companya de la comp	이 같은 것 같은 것이라. 가슴에 가슴에 가슴을 가지며 가지 않는다. 같은 것은 것은 것은 것이라는 것이 가지 않는다. 것이 같은 것이라. 것이 같은 것 같은 것이 같은 것			······································
You agree to the terms of this co	intract and the GMAC Dispute Resolution	Agreement. You c	online that before you signed this contract an	d the		· · · · · · · · ·
		e free to take them.	and review them. You confirm that you receiv	ved a		
completely filled in copy of these d	ocuments when you signed them.					
CALITION - IT IS IMPORTANT THAT	YOU THOROUGHLY READ THE CONTRAC	T REFORE YOU SKI	N T		-	
Buyer Signs X	X 9/0000 00/0000	Co-Buyer Signs X	the second s	<u></u>		
Co-Buyers and Other Owners - A c	xy-buyer is a person who is responsible for p	aying the entire debt.	An other owner is a person whose name is on the	tteles		
The vehicle but mores not have to pay to	he debt. The other owner agrees to the secur	ity interest in the vehic	le given 10 us in this contract.	-		
Other owner signs here x	Date	Address		·		
Creditor Signs	Date and the part of the part	Ву Х 🦳 📜	Tite			
Seller assigns its interest in this con	tract to: 📋 General Motors Acceptance Cor	poration (GMAC) 👘 🗋 🤅	GMAC Automotive Bank 🛛 📋 Nuvell Credit Corporati	ion,		
under the terms of Seller's agreeme	ent(s) with assignee.					
Assigner	d with recourse	Assign	ed without recourse or with limited recourse	:		
		n An Anna		· .		
Callar	Da. 10					
Selier	By Title	Seller	By Inte	<u> </u>		
Z109 FR AL 7/2004 (For use in the St	,	Aner Side	TRIPLICATE ORIGINAL - DEALER'S COPY	•		
. Januarat 2000 (TARAKAL MOMANS AADAT	ntance Cornoration All Rights Reserved.			• ·	-	

1

Jul. 27 2005 09:40AM P7





General Motors Corporation Customer Assistance Center P.O. Box 33136 Detroit, Michigan 48232-5136

February 15, 2006

1-380133020

CUSTOMER DID NOT RECEIVE THIS FROM GMC

Service Request: 1-380133020 Customer Relationship Manager: Jason Jackson

Dear

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.

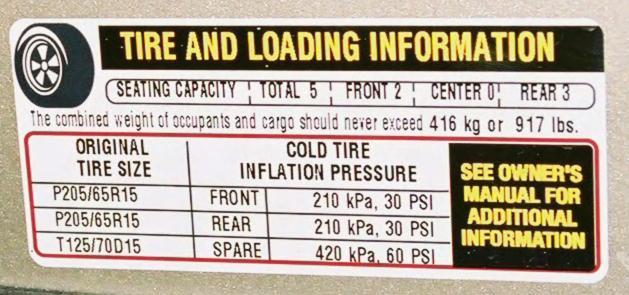
To help us review your request in a timely manner, please contact me at 1-866-942-4368 ext. 45522 on Monday through Friday during the hours of 8:00 a.m. and 3:45 p.m., Central Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, 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













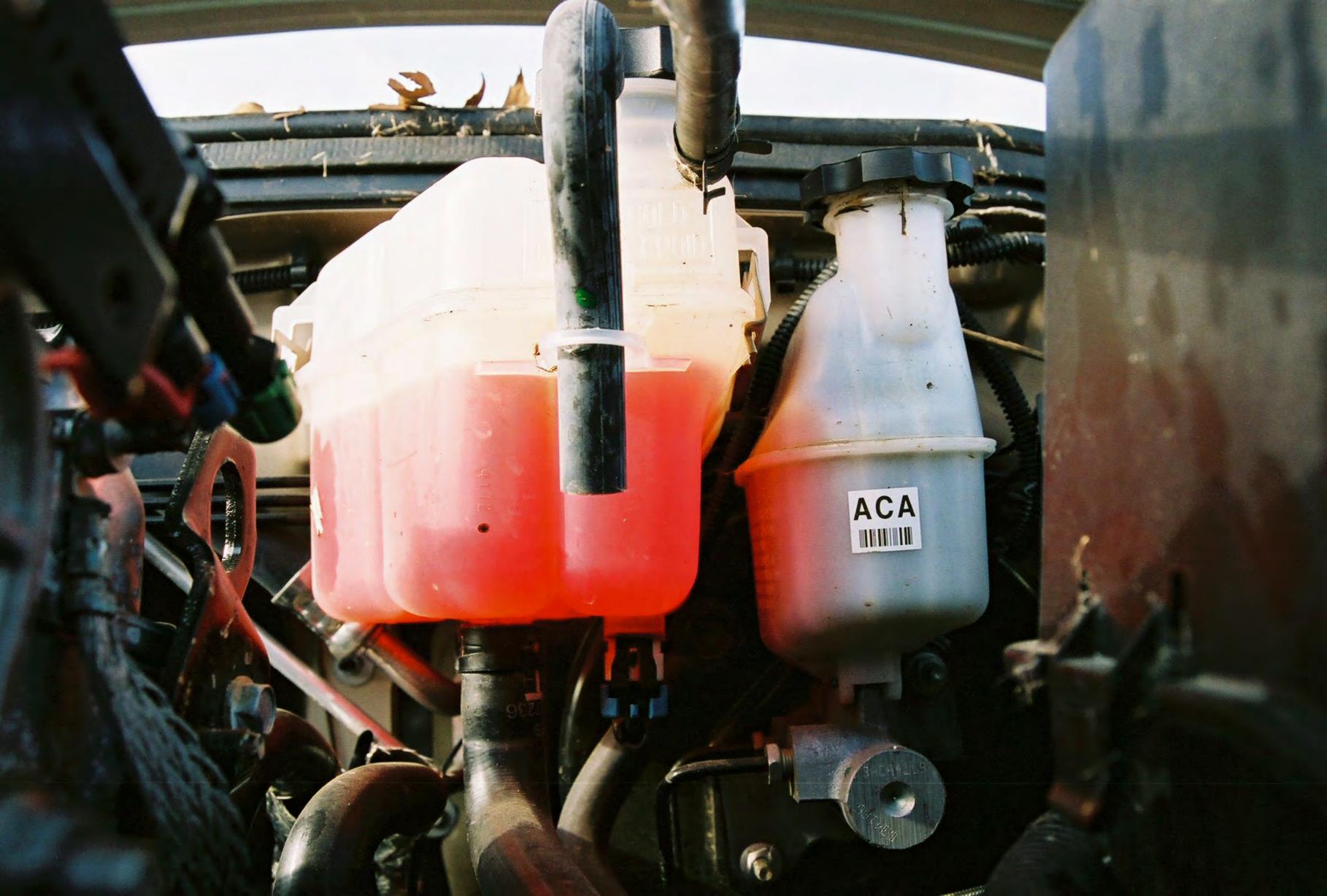






















State of the second states







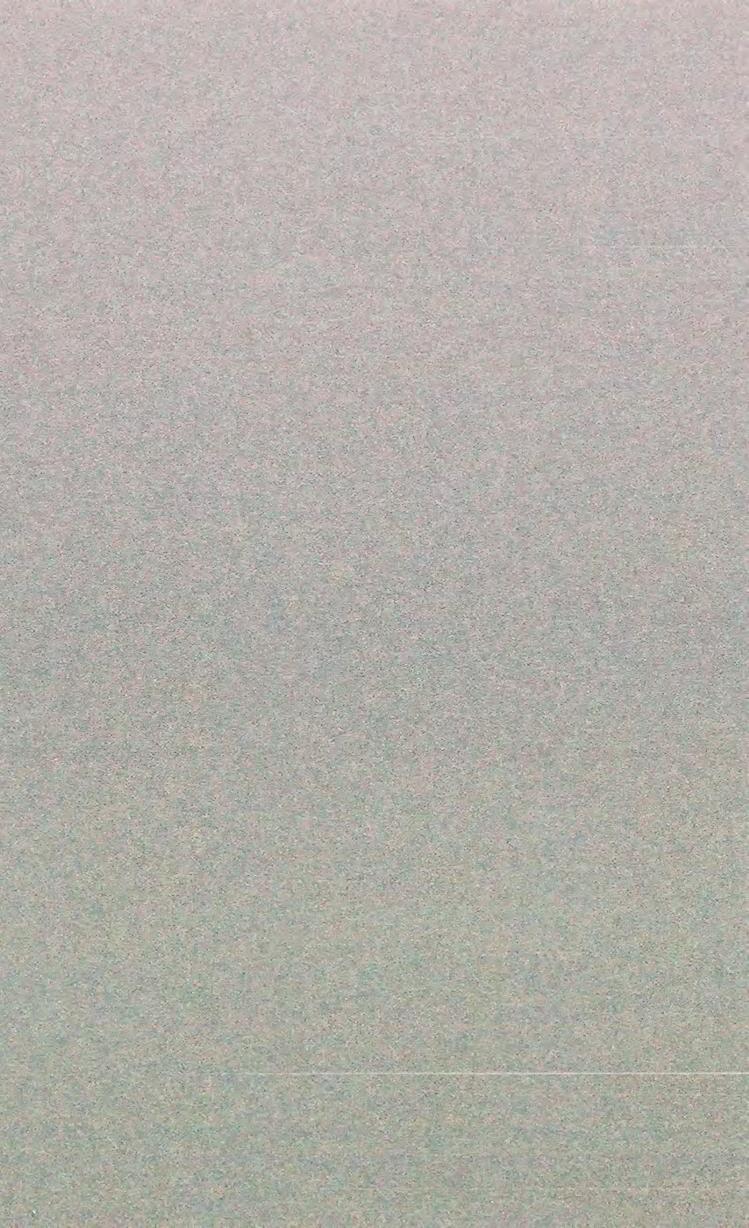




the second of the second second second























GAWR RR

892 KG 1966 LB



킒

DATE 06/04

MFD BY GENERAL	MOTORS CORP
GVWR	GAWR FRT
1839 KG	947 KG
4055 LB	2089 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.

1G1Z\$52F85F

TYPE: PASS CAR

