Page 1 of 1

FACSIMILE TRANSMISSION



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

fumber: (703) 247-9700
	TOLINE NEW CASE 14892926
	: AU

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,

	Custom	ner Claim Form
Contact Date: 07/25/05	Start Date:	Case Number : SAT0582361
	aim on this vehicle with	I YES □ NO the BBB or another dispute resolution provider? □ YES INO Date:Case Number:
Titled Owner(s) Name&	Address	
MS ELIZABETH FERRY 214 South Irwin Ave GREEN BAY, WI 54301 Day Phone: (920) 217-4141 Fax Number: Customer Contact Info:		vening Phone: Cell Phone: -mail Address:
Vehicle Information		
Name(s) of individual(s) or b		vehicle title: Elizabeth Ferry
Vehicle Use: ⊠Personal □Bu	isiness⊟Both Pe	ercentage of time vehicle used for business purposes:
	asiness⊟Both Pe natic Number	ercentage of time vehicle used for business purposes: of vehicles owned or leased by the business: 0
Name(s) of individual(s) or b Vehicle Use: ⊠Personal □Bu Transmission Type: Autom Make: Saturn	asiness⊡Both Pe natic Number Model: Ion3	ercentage of time vehicle used for business purposes: of vehicles owned or leased by the business: 0 Model Year: 2005 Current Mileage: 8000
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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

Customer Name: Ms Elizabeth Ferry

Case Number: SAT0582361

Vehicle Concerns

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

	and the second
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n a standard	
NA STATUTE AND	Motor Vehicle Lemon Law Notice SATURN CUSTOMER
 Bak Parameter Strategy Bak Parameter Str	
and the second sec	Print & complete, or click on first line. Tab to next field. Enter only as much text as will fit on a line.
Set and the set of	Print & complete, er click on met ane. I ab to helt held. Enter out a the and the
	Pursuant to the Wisconsin Lemon Law, I am notifying <u>SATURN</u> of the following: (aback and)
	(check one) manufacturer
an a	(check one) My vehicle has been made available for repair at least 4 times for the same defect during its first year of
	warranty. My vehicle has been out of service at least 30 days because of one or more defects during its first year of
	Warranty.
n di serie d In di serie d	Vehicle make SHTURAL Model 10N 3 Year 2005VIN (17 digits) 913/05
Salah Sala	Vehicle make SHI CLICIA WOOD
	Name and city/state of selling or leasing dealer or leasing company SATURN OF GREEN BAY
	Date of vehicle delivery FEB. 28,2005 Today's date 168AL52 F75Z135385
	Date of venicle delivery
n a dharanna a sharanna a sharanna Taranna a sharanna a sha Taranna a sharanna a sh	Name of financial institution that financed/leased vehicle <u>C7 MAC</u> Loan account # By providing this information, I authorize the manufacturer to contact this financial institution for financing
T Ver I	By providing this information, I authorize the manufacturer to contact this financial the form, information needed to calculate a refund. Authorization expires 35 days after the date of this form,
	information needed to culculate a replanation to the state of angle information
	-> See back for vehicle defect and repair information -
Dimarke w	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:
2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -	A CALLER AND A CONTRACT OF
a all and a second s	A comparable new vehicle in accordance with the Lemon Law, plus collateral costs A refund calculated in accordance with the Lemon Law, plus collateral costs
n an	
en al anti- la de la companya esta de la comp	Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative
TO A CANANA STATE OF THE STATE	radiatorhose, oil change, ty-roderds \$400-\$500
	Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle
S PARTA ANALYSIN S NE CHANGE AN	Description of non-removable options that have been alloce to my "thing, etc.)
n - Carlos Carlos - C	Dareanan Annan (mumuli an an an an an
A PARAMANAN ANA ANA ANA ANA ANA ANA ANA ANA A	
	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.)
1 M.S.	I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.
	Owner name ELIZABETH FERRY Co-owner (If any)
And Andrews	[2, 1] = [2, 2]
	Address 214 SO. IR WIIN AVE. GREEN BAY, WII 54301 Home phone (optional) (920) 437-3623 Work phone (optional) (920) 217-4141 Fax (optional) (120) 437-9453 Owner signature Elevent 0 (920) 233-3108 0 0 0 0 0 ATTN: R. Hensen Report 0 0 0 0
	Home whome (ontional) (920) 437-3623 Work phone (optional) (920) 217-4141
	TANKA MANANA (MANANA CHEZ
and an and a second sec	Fax (optional) $\frac{(20)}{232} + \frac{37}{2108}$ Owner signature $\frac{1}{1000}$
	(ADD) DIG
8 ¹	ATTN: K. HENSON
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La diamagna and a	BUCC-IL-DURAN AND ISIT CONZ-IL-DUR

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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

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, and	, 180		
			Allignment is still of O.
			pulle our
	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.

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annifitense: ena Blance avage

SERVIC

SATURN OF	^	2800 Ramada Way			
EMAIL : saturpareapher ()	GREEN BAY G	ireen Bay, WI 54304-5730			SERVI
WEB ADDRESS: www.bergstromauto.com		(920) 497-6900			INVOI
	Service Order Num	her e-		33 D30000000000000000000000000000000000	Co.#
	170186			1	'IN
214 SOUTH IRWIN AVE		ROBERT C	HARLES	1G8AL52F	75Z135385
GREEN BAY WI 54301		Make/Model	License	Engine	Stk.#
Business Phono: (000) 410 and	SILVER NICKEL 2005	SATURN ION 3 SDN	184HUH	L61 2.2LL4	25092
Business Phone: (920) 448-2226 Home Phone: (920) 437-3623	Mileage In/Out Ta	g Delivery Date	Rate	Doc. Count	Plan
	9177/	2/28/2005		1	T tell
	Tax Exempt	Date/Tin	ie In		
				Date/Ti	ne Out
LINE 1 CUSTOMER STATES					
CAUSE: BROKEN	DRIVERS SIDE C	AMPARTMENT IS	3		
BROKEN/FRACTIDED					
	VERS SIDE STOR	AGE TRAY AND	FOIMID		
		CD STORAGE T	νΔq		
OPCODE: C2327	C PANEL TRIM -	R&R OR DEDT A			
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PRIMARY TECH: 018 WARR PARTS: 1 AMT. 18					\$23.22
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		17.220 WAR	RANTY MA	INT.	\$17.22
	LIN	e total			\$40.44
OUR #1 COAL C					
OUR #1 GOALS "COMI	PLETELY SATISF:	LED" & "DEFIN	ITELY R	ECOMMENT	
CUSTOMER SIGNATURE	and the second sec			CONTREMD.	
		CUSTOMER T	OTAL	90 - ¹	
	6 N.S. R. A.Y.				\$.00
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) was in me	d D ,				
Motor vehicle repair					
the Bureau of Consumer Protection Wis	e Seller, hereby express	Disclaimer of Warra	nties	······································	
	e Seller, hereby expressl uding any implied warran I neither assumes nor au	y discialms all warran ty of merchantability	ties, either e	xpressed or im	plied,
Madison, Wisconsin 53708-8911	a menuner assumes nor au	thorizes any other new	01 1111035 101	a particular pu	rpose,
「「Andreas Andreas Andre ■ 新聞新聞新聞 新聞		tion with the sale of	said products	F F	winty

Page 1

PRINT DATE:	7/18/05 11:43:44 7/18/05		ENTIRE SERVICE HISTORY DETAIL	
	C Make:	SATURN	Owner: FERRY, ELIZABETH L Model: ION 3 SDN VIN: 1G8ALS2F75Z135385	Unit Number: 75Z135385 Stock Number: 25092
SO#: 167238 D	Date:07/08/05	SA#:	10 Miles: 7025 FAC#:10399 SO Tot: 360.76 Lbr: 1	185.76 Pts: .00 Net Itm: 175.00
Туре	Amount	ST	cription	Technician
		rech	Comp: CUSTOMER STATES THE STEERING FREEZES AND WONT TURN Caus: NO TROUBLE FOUND Comm: CUSTOMER STATES THE STEERING BINDS OR FREEZES AT COMM: CUSTOMER STATES THE STEERING BINDS OR FREEZES AT CLUSTORY IN HISTORY. NONE FAILING AT THIS TIME. CHECKED CONNECTIONS AN 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 DAVS. ALL OX. CALLED TECH AGAIN PER CASE #2593718 AND THEY SAID TO WAIT TILL CONFIRM. CALLED SATURN ASSISTANCE CENTER AND SPOKE WITH EACHELLE. SHE OPENED CASE AND DOCUMENTED. SAID TO GIVE CAR BACK TO GUEST TILL PROBLEM OCCURS AGAIN. CASE #1-16859298.	
LABOR Labor Op: E9995	185.76	WM	Corr: Wheels and Tire, steering, front and rear suspensi	009 KEVIN SMITH
туре	Amount	ST	Description	Technician
6 1 1 1 1 1 1 1		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 DRIVING. TECH TEST DROVE SEVERAL TIMES. UNABLE TO CONFIRM PROBLEM AT THIS TIME.	
LABOR Labor Op: J9995	95 .00	WM	COTT: ENGINE/MOTOR - SYMPTOM DIAGNOSIS	009 KEVIN SMITH
L# Туре	Amount	ST		Technician
ω		Tech	COMP: CUSTOMER STATES THE RADIO WENT BLANK AND CD WAS STUCK. Caus: NO TROUBLE FOUND COMM: CUSTOMER STATES THE CD GOT STUCK AND WOULD NOT WORK. GUEST REMOVED FUSE AND REINSTALLED AND NOW WORKS FINE. TECH ADVISED THAT REMOVING FUSE RESET RADIO. ALL WORKS FINE NOW.	
LABOR Labor Op: J9995	.00	WM	COIT: ENGINE/MOTOR - SYMPTOM DIAGNOSIS	009 KEVIN SMITH
⊾ # Туре	Amount	ST	Description	Technician

н *		SO#: 162	*******	PARTS	LAI Labor O <u>r</u>	1		SO#: 163	******	LAI Labor Oj	NET	5 *	- II - II	LAI Labor Oj	NE	4	i T	Vehicle Type: Year: 2005	PRINT DATE: REPORT DATE:
	Туре	162276 Da		SLIS	LABOR Op: L1200		Туре	163083 Da		LABOR Op: M5300	T ITEM		Туре	LABOR Op: E9995	NET ITEM		Туре	1	
	Amount	Date:04/08/05	******	79.52	92.88 0		Amount	Date:04/22/05	*****	0.00	70.00	ł	Amount	5.00	105.00		Amount	C Make	7/18/05 11 7/18/05
		05 SA#:	*******	WM	WM	Tech	ST	05 SA#:	******	TA	IA	Tech	ST	WG	WG	Tech	ST 1	Make: SATURN	11:45:22
Сотр:		26 Mi	****	Part/Desc:	Corr:	Comp: Caus: Comm:	1 [[[5 M:	* * *	Corr:		Comp:	1	Corr:		Comp: Caus: Comm:	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
3000 MILE SERVICE	Descr	Miles: 30	*******)esc:	SENDER ASSEMBLY,	CUSTOMER STATES GAS GAUGE IS INOP AGAIN DEFECTIVE PART CUSTOMER STATES GAS GAUGE IS INOP AGAIN. CHECKED AND CONFIRMED. TECH FOUND FUEL SI UNIT NEEDED. TECH INSTALLED NEW FUEL SEN ASSEMBLY AND FILLED UP GAS TANK. TECH FO GAUGE NOW WORKING PER DESIGN.	Desci	Miles: 35	*****	INFORMATION LINE	CAR RENTAL/CUSTOMER PAY	ADDITIONAL CAR RENTAL	Desc	WHEELS AND TIRE,	CAR RENTAL/WARRANTY	GOODWILL CAR RENTAL. HOLIDAY WEEKEND. NO TROUBLE FOUND 3 DAYS GOODWILL RENTAL APPROVED BY SATU SATURN ASSISTANCE. CLAIM # 1-16659298 OTHER DAYS PAYED BY SATURN OF GREENBAY.	Desc	1 1 1 1 1 1	
SERVI	Description	3024 FA			SEMBLY	STATES SPART STATES AND CONI DED. TEO AND FIJ AND FIJ	Description	3578 FA		EON LIN	AL/CUST		Description	ND TIRE	AL/WARR	CAR RE LE FOUN DODWILL SSISTAN IS PAYE	Description	30	ENTIR
H		FAC#:10399	********	22	FUEL	YES GAS GAUGE IS INOP AGAIN YET YES GAS GAUGE IS INOP AGAIN. TECH CONFIRMED. TECH FOUND FUEL SENDING TECH INSTALLED NEW FUEL SENDING UNIT FILLED UP GAS TANK. TECH FOUND GAS KING PER DESIGN.	5 5 7 1 1 1	FAC#:10399	******	R	OMER PAY	RENTAL NOT COVERED BY SATURN.	1 1 1 1 1 1	, STEERING,	ANTY	LL CAR RENTAL. HOLIDAY WEI JBLE FOUND GOODWILL RENTAL APPROVED ASSISTANCE. CLAIM # 1-16 DAYS PAYED BY SATURN OF GI		Owner: FH Model: IC	SATURN OF GREEN BAY ENTIRE SERVICE HISTORY DETAIL
		SO To	****	22718238 SENSOR KIT-FUEL LV	(TANK UNIT)	AUGE IS I AUGE IS I TECH FO CALLED NE GAS TAN DESIGN.	 	so			.,	OVERED	1 1 1 1 1 1 1 1 1			HOLIDAY WEEKEND. AL APPROVED BY S7 LAIM # 1-16859296 SATURN OF GREENB?	1 7 7 1 1 1	FERRY, EL ION 3 SDN)F GREEN BAY YE HISTORY D
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	Te	87.02	******		VE DAVISTER	,	Te	79.52	****	KEVIN SMITH			Te	VIN SMITH				Unit Stoc)	M: SV1610RG
	Technician	Net Itm:			TER		Technician	Net		H			Technician	Ϋ́Η			Technician	Unit Number: Stock Number:	
			*******				7	Itm:	****				цр Г				Þ	: 25092	PAGE: 2 USER: JKOREN11
		175.00	*					175.00	*								 	92	2 OREN11

SO#: 160451	********	PARTS	LABOR Labor Op: N0681	ц	ц# Туре	SO#: 160244	****	LABOR Labor Op: J6354	Ч	YT	SO#: 161927	****	LABOR Labor Op: M5200	LABOR Labor Op: M5010	PARTS	1 LABOR Labor Op: M0011	L# Туре	Vehicle Type: Year: 2005	FRINT DATE: REPORT DATE:
L Date:03/07/05 SA#:	*********	3.31 WM	15.48 WM 10681	Tech	Amount ST	1 Date:03/09/05 SA#:	*******	23.22 WM 16354	Тесћ	Amount ST	Date:04/01/05 SA#:	*******	.00 CLT	.00 CLT	1.50 CLT 6.00 CLT	. 11.	Amount ST	e: C Make: SATURN	7/18/05 11:45:22 : 7/18/05
: 17 Miles: 105 FAC#:10399 SO Tot: 264.29 Lbr:	圣女子女子女子女子子 大大子子子子子子子 大学学学大大女子子 法法法法法法法法 法法法法法法法法	Part/Desc: 15233607 BULB-FRT T/SIG	COIT: BULBS, LAMP - REPLACE PARK AND TURN SIGNAL, I	Comp: CUSTOMER STATES DRIVERS BLINKER IS OUT. Caus: DEFECTIVE PART ID Comm: TECH CHECKED BLINKER AND CONFIRMED BLINKER IS TECH REPLACED DRIVERS BLINKER BULB.	Description	26 Miles: 104 FAC#:10399 SO Tot: 13.27	计子子子子子子子子子 法法法法法法法法 法法法法法法法 法法法法法法法法 法法法法法法	Corr: EE PROM - REPROGRAMMING (INSTALL NEW	Comp: CUSTOMER STATES THAT THE GAS GAUGE DOES NOT Caus: ALIGNMENT/ADJUSTMENT Comm: CUSTOMER STATES GAS GAUGE DOES NOT WORK PROPERLY. TECH CHECKED AND FOUND UPDATE NEE TECH COMPLETED UPDATE.	Description	17 Miles: 506 FAC#:10399 SO Tot: 23.22	计子子子子子子子子子 法法法法法法法法 法法法法法法法法 法法法法法法法法 法法法法法法	COTT: SAFETY INSPECTION	COTT: CHANGE ENGINE OIL AND FILTER	Part/Desc: 5W30 UP TO 5 QTS OIL Part/Desc: 12579143 FILTER-OIL	Continued Corr: 3,000 MILE SERVICE	Description	Owner: FERRY, ELIZABETH L Model: ION 3 SDN VIN:	SATURN OF GREEN BAY ENTIRE SERVICE HISTORY DETAIL
br: 448.79 Pts: 226.18 Net Itm: 175.00	法法法法 法法法法法法法法法 法法法法法法法法 法并法法法法法法法	LP 011	LEFT 020 LUBE TECH	OUT.	Technician	Lbr: 328.79 Pts: 90.33 Net Itm: 175.00	计子子 法法书法法法书法 法法法书法法法法法 计法法法法法法法法	019 ROBERT EUCLIDE	X	Technician	Lbr: 313.31 Pts: 87.02 Net Itm: 175.00	********	019 ROBERT EUCLIDE	019 ROBERT EUCLIDE	002	019 ROBERT EUCLIDE	Technician	Unit Number: 1G8AL52F75Z135385 Stock Number: 25092	PROGRAM: SV1610RG PAGE: 3 USER: JKOREN11
									No.		* / / #	A Los	1.ANA					·	

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SO#: 155167	* * * * * * * * *	LA) Labor Oj	ч	[#	SO#: 15	******	LA abor O	NE	ч		SO#: 16	*******	LA Labor O	РА	LA O. Joqfe	Ч		Vehicle Ty Year: 2005	
		LABOR Op: M5300		Туре	158989		LABOR Labor Op: X5044	NET ITEM		Туре	160176	* *	LABOR Op: M5185	PARTS	LABOR Labor Op: M5180		Туре	Vehicle Type: Year: 2005	
Date:12/10/04	*****	.00		Amount	Date:02/10/05	*****	. 00	375.00		Amount	Date:03/01/05	****	96.00	10.21 26.33 39.95 6.37 17.74 21.23 14.02	80 24.00		Amount	C Make:	•
04 SA#:	******	IA		- ST	05 SA#:	******	WLR	WLR	Tech	ST	05 SA#:	******	IA	11A 11A 11A 11A 11A 11A	IA		ST	: SATURN	
თ		Corr:	Comp:		17		Corr:		Comp: Caus: Comm:	1 1 1 1 1	10	***	Corr:	Part/Desc: Part/Desc: Part/Desc: Part/Desc: Part/Desc: Part/Desc: Part/Desc: Part/Desc:	Corr:	Comp:	1 1 1 1 1		
Miles:	****	INFORMATION LINE	SUBLET TO	Desc	Miles:	******	RETAILER		RETAILER ; RETAILER ; ELIZABETH 2/28/05	Desc	Miles:	*****	Corr: PAINT SEALER/RENEWAL	/Desc: /Desc: /Desc: /Desc: /Desc:	FABRIC S	PKGE A N	Deso		
ט אז	* *	ION LI	O CALICO	Description	ъ Ч		ALLOW		H FERRY	Description	12 F		ALER/R		SEALER	NEW PA	Description	 	
FAC#:10399	*****	NE	00		FAC#:10399	*****	RETATLER ALLOWANCE PROGRAM		IANCE PROGRAM LLED ACCSRY LY	Ĕ	FAC#:10399	****	ENEWAL			PAINT & INTE		Owner: FERRY Model: ION 3	
SO Tot:	******			1 1 1 1 1 1 1	SO Tot:	*****	UAM		lam La		SO Tot:	******		481960 PA 481360 EN GWE GW 515460 LE 536470 FA 517160 IN IP LP		INTERIOR P	; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;	6	
	****			t t t	••	* * *		*		t ` 		* * *		PAINT PRO SEA ENVIRONMENT K GWE#035004 LEATHER/VINAL FABRIC PROTEC INTERIOR PRO. IP#9892226	;			ELIZABETH DN	
122.28 Lbr:	******				84.50 Lbr:	*******					375.00 Lbr:	******		PAINT PRO SEALANT ENVIRONMENT KIT GME#035004 LEATHER/VINAL SEAL FABRIC PROTECTION INTERIOR PRO. KIT IP#999226				L VIN: 1G8AL52F75Z135385	
539.(****				448.79	*****					448.79	****		011 011 011 011 011			 	L52F75Z	
539.03 Pts:	*****	020 LI			79 Pts:	** * * *	020 L			1 1 1 1 3	79 Pts:	*****	020 L		020 LUBE		1 1 1 2 5	135385	
226.18	******	LUBE TECH		Ťe	226.18	*****	LUBE TECH				226.18	*****	LUBE TECH		UBE TECH		, , , , , , , , , , , , , , , , , , ,	Unit Stock	
Net Itm:				Technician	26.18 Net Itm:					Technician	3 Net Itm:						Technician	Unit Number: Stock Number:	
Itm:	* * * * * * * * *			lan	Itm:	*****				ian 	Itm:	*****					lan	 	
666.54	* *				634,50	* * *				1 1 1 1 1 1 1 1 1 1 1	550.00	* * *					 	25092	

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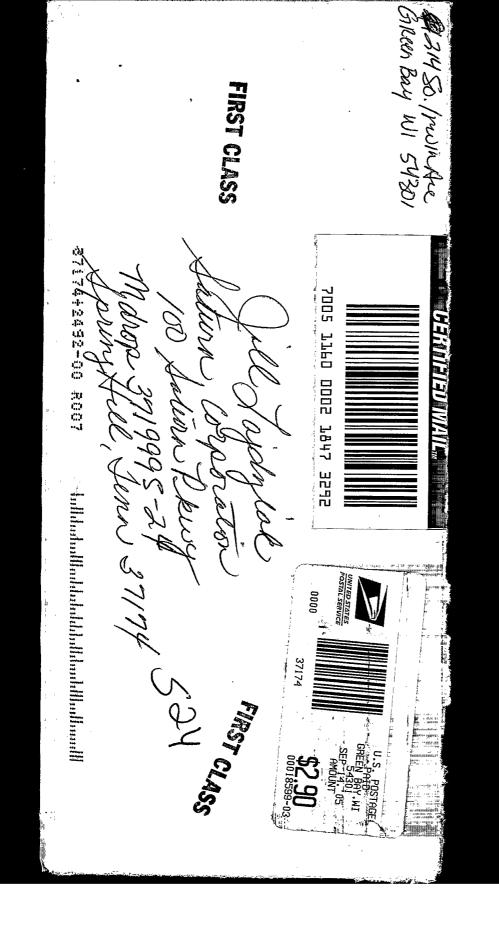
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Date: 11/11/2004 04:27 PM Estimate ID: 4110219-0B Estimate Version: 0 Committed Profile ID: CUSTOMIZED

Property Damage Appraisers

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

Damage Assessed By: Bruce Crowel

owel

Appraised For: ENTERPRISE

Type of Loss: Collision

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:	1G1ZS52F85F109948	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	Labor			
Item	Number	Туре	Operation	Description	Part Type	Amount	Units			
1	001543	BDY	REMOVE/INSTALL	FRT BUMPER ASSY			1.4 #			
2	001546	BDY	CHECK/ADJUST	HEADLAMPS						
3	001547	BDY	REMOVE/INSTALL	R FRT COMBINATION LAMP	R FRT COMBINATION LAMP					
4	001548	BDY	REMOVE/INSTALL	L FRT COMBINATION LAMP		INC				
5	000028	BDY	REMOVE/REPLACE	R FRONT COMBINATION LAMP ASSEMBLY	New	210.00	INC			
6	000029	BDY	REMOVE/REPLACE	L FRONT COMBINATION LAMP ASSEMBLY	210.00	INC				
7	000042	BDY	REMOVE/REPLACE	HOOD PANEL	New	369.20	0.8			
8	AUTO	REF	REFINISH	HOOD OUTSIDE		C	2.6			
9	AUTO	REF	REFINISH	HOOD UNDERSIDE		C	: 1.3			
10	000145	BDY	REMOVE/REPLACE	R FENDER PANEL	New	187.53	1.5 #			
11	AUTO	REF	REFINISH	R FENDER OUTSIDE		C	1.4			
12	AUTO	REF	REFINISH	R FENDER EDGE		C	0.5			
13	000146	BDY	REMOVE/REPLACE	L FENDER PANEL	New	186.27	1.5 #			
14	AUTO	REF	REFINISH	L FENDER OUTSIDE		C	1.4			
15	AUTO	REF	REFINISH	L FENDER EDGE		C	0.5			
16	001505	MCH	REMOVE/REPLACE	DISABLE & ENABLE AIR BAG SYSTEM -M			0.5			
17	001506	MCH	REMOVE/REPLACE	AIR BAG SYSTEM DIAGNOSIS -M			0.5 #			
18	000251	BDY	REPAIR	WHEEL	Existing		0.5*			
19	000251	BDY	REPAIR	WHEEL	Existing		0.5*			
20	000337	MCH	REMOVE/REPLACE	STEERING WHEEL -M	New	126.84	0.5			
21	000525	GLS	REMOVE/REPLACE	W/SHIELD GLASS	New	600.00 *	INC #			
22				SUBJECT TO -25.00% GLASS ADJUSTMENT						
23	000528	BDY	REMOVE/REPLACE	W/SHIELD REVEAL MOULDING	New	56.55	INC #			
24	000548	BDY	REMOVE/REPLACE	L W/SHIELD SUN VISOR	New	35.00	INC			
25	000600	MCH	REMOVE/REPLACE	INST PANEL ASSY -M	New	209.18	6.5 #			
26	000713	BDY	REPAIR	R FRT DOOR SHELL	Existing		1.0*#			
27	AUTO	REF	REFINISH	R FRT DOOR OUTSIDE		C	1.6			
28	000714	BDY	REPAIR	L FRT DOOR SHELL	Existing		1.0*#			
29	AUTO	REF	REFINISH	L FRT DOOR OUTSIDE		C	1.6			
30	001581	REF	REFINISH	R FRT OTR HANDLE		C	0.2			
31	001583	REF	REFINISH	R FRT OTR HANDLE COVER		C	0.2			
ES	TIMATE RE	ECALL NU	JMBER: 11/11/2004 16:26	:57 4110219-0B UltraMate is a Trademark of Mitchell International						
	chell Data V aMate Vers		NOV_04_A 5.0.027	Copyright (C) 1994 - 2003 Mitchell International 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

	al Costs axable Costs otal Additional	Sales Tax 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 13 Rollover	<u> </u>								
I	Insurance Co:	ENTERPRISE						DYER AUTO AUCTION 11/10/2004	
11 CC LJ BY ++ ++ VE VE TH De Th th th th	I IS UND OMPLETE ISTED, U Y: ++++++++ EHICLE I REP ++++++++ eductibl ne repai nis loss elease o	ERSTOOD THAT AND GUARANTEE NLESS A DIFFE +++++++++++++++++++++++++++++++++++	THE AN ALL N RENT A ++++++ +ADDI E() VEHICI +++++ dresse colled toph	BOVE SHOP REPAIRS LI AMOUNT IS DATE ++++++++ FIONAL INI A BORDEN LE SHOULD +++++++++ ed or inclose if a ct it from icle.	, IF ONE ISTED ABO LISTED H :	IS L VE F ERE +++++ AL(ISTED, OR THE \$ +++++++) A YS TO ++++++ is app owned	E AMOUNT 	
TH SC AU PH ** PH RE MJ	HIS IS N DLE RESP UTHORIZE RIOR INS ******** ROPERTY EPLACEME ANUFACTU	************** OT AN AUTHORI ONSIBILITY OF ALL REPAIRS. PECTION BY PRO ************** DAMAGE APPRAI NTS LISTED HE RER'S SPECIFIC	ZATION THE NO SU OPERTY ***** SERS S REIN N CATION	N TO REPA VEHICLE ON UPPLEMENT: Y DAMAGE A ******** SPECIFIES BE MADE IN NS.	IR. ALL C WNER, WHO S WILL BE APPRAISER ******** THAT ALL N STRICT	OST ULT HON S. **** REP ACCO	OF REH IMATEI ORED V ****** AIRS H 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

			MENT DATE	
POLICY NUMBER CLAIM NUMBER			MENT DATE	
		11/	10/2004	
	DATE OF LOSS	PDA ASSIGNM	MENT NUMBER	
AQ4425 DX2038955	10/29/2004	4110219-	0 BC	
SERVICE FEE			50.00	
SERVICE FEE			50.00	
TOTAL LOSS EVALUATION			.00	
OFFICE CHARGE			.00	
DRIVING TIME			.00	
MILEAGE			.00	
РНОТОЯ			.00	
LONG DISTANCE			.00	
MISCELLANEOUS @.00 @.00			.00	
COMMENTS Thank you for the assignment.				
We appreciate your business.				
Terms: Professional Fees Due Upon Receipt	OTAL CHARGES		50.00	
		.00		
	APPLICABLE TAXES			
payment and put the involce number on your check.	NVOICE TOTAL	50.00		

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



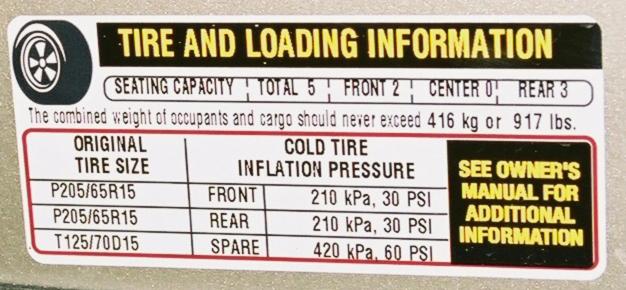




















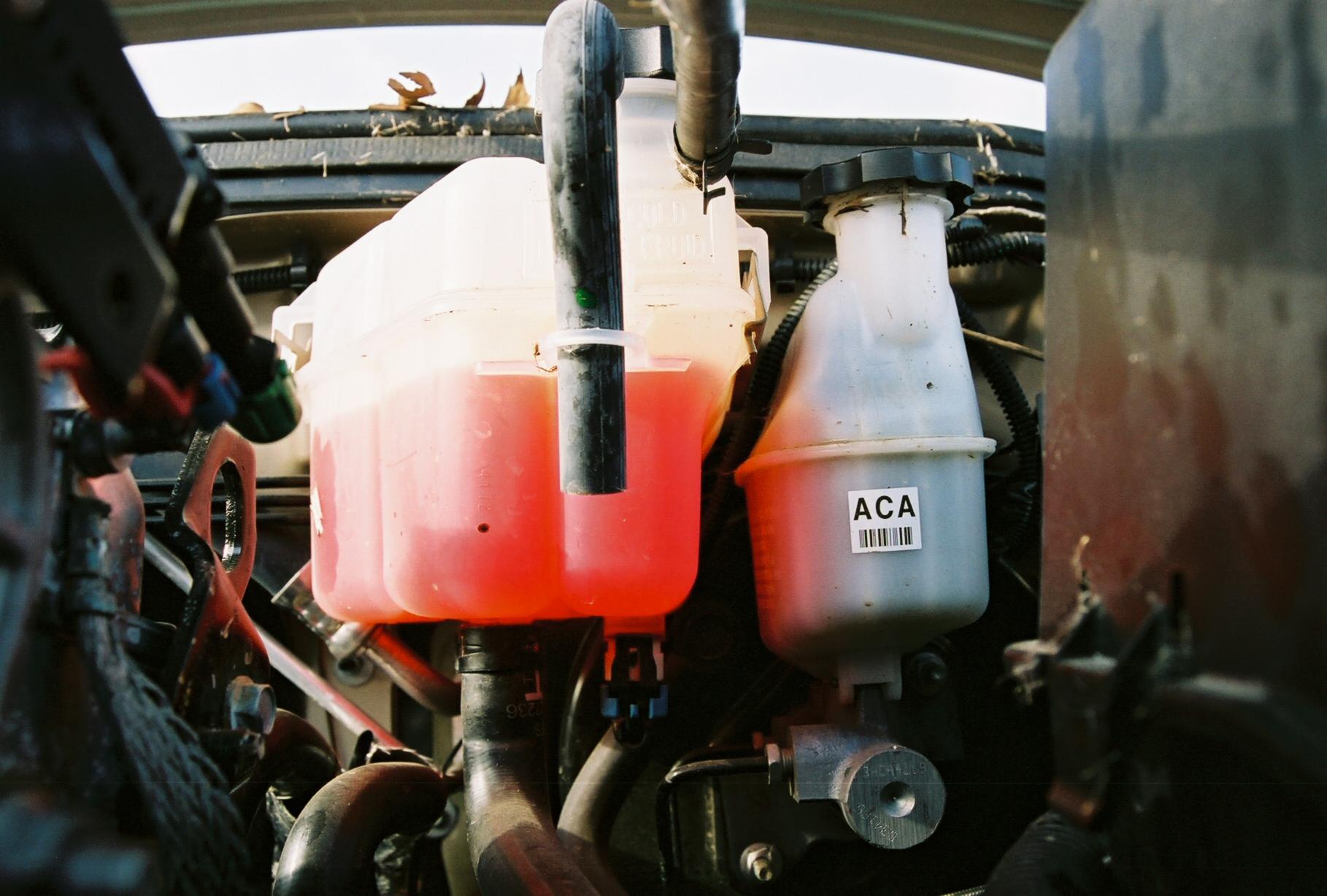














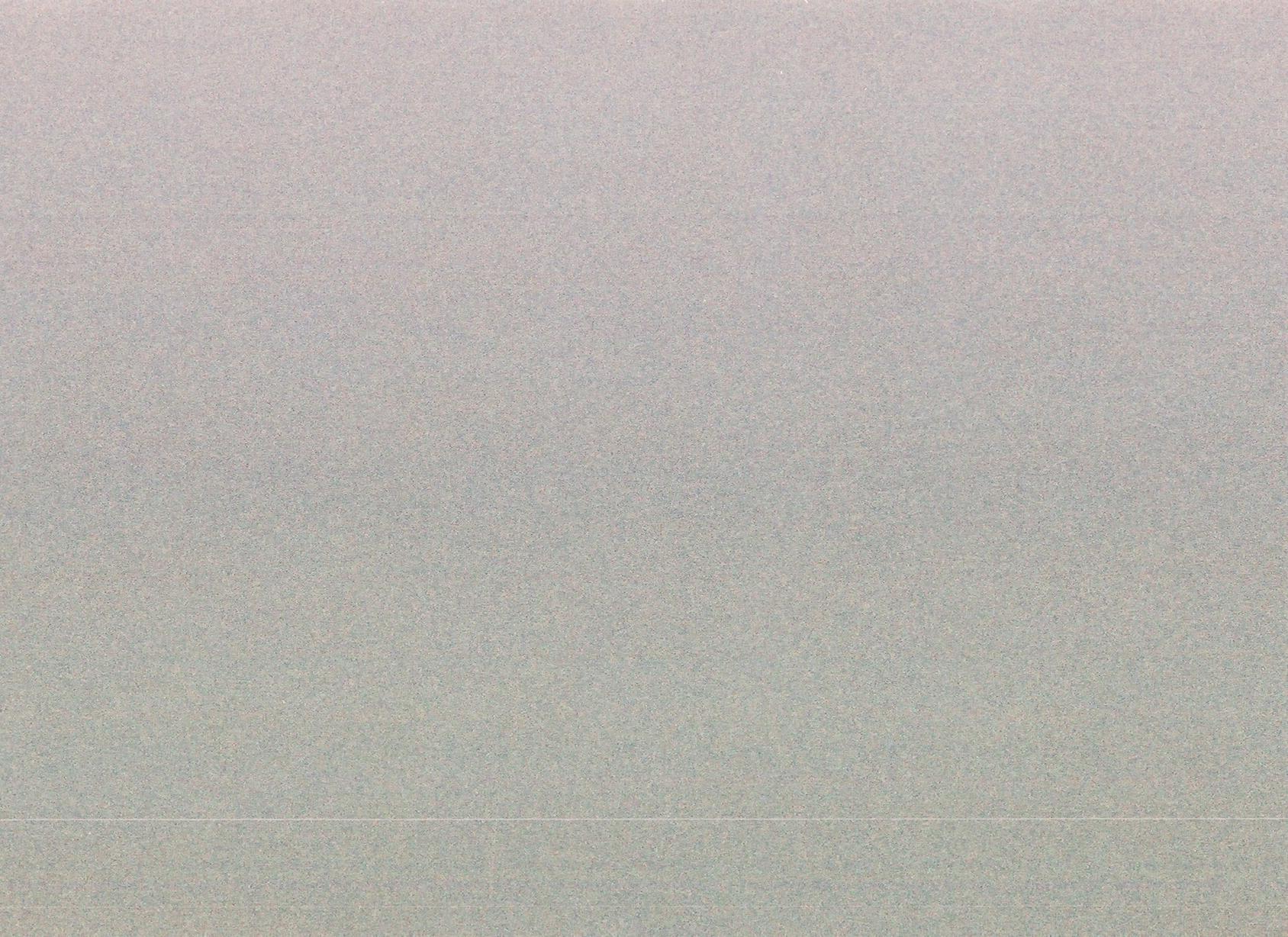








Contraction -



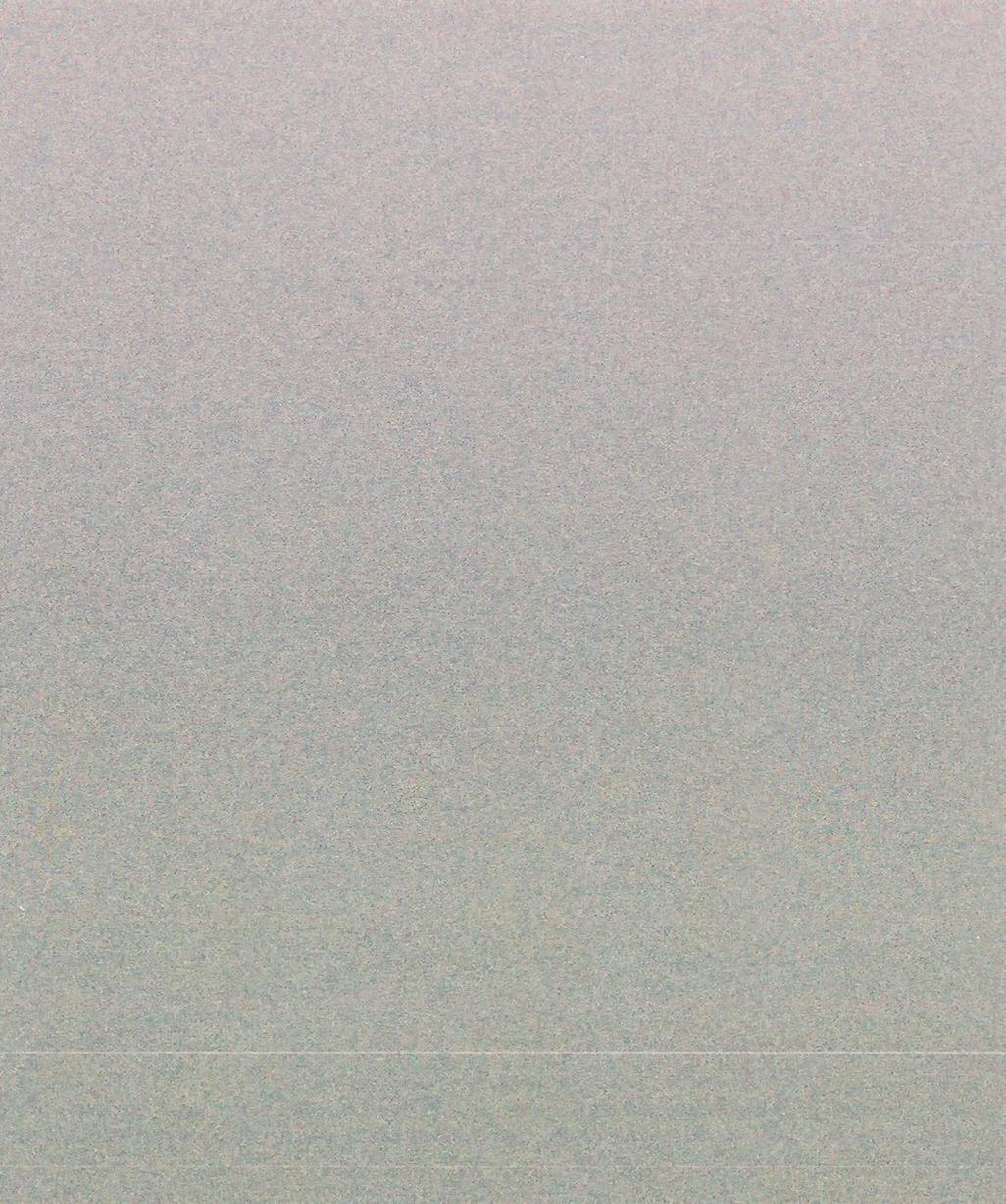






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DATE 06/04

MFD BY GENER	AL MOTORS CORP	
GVWR	GAWR FRT	GAWR RR
1839 KG	947 KG	892 KG
4055 LB	2089 LB	1966 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1ZS52F85F109948 TYP

TYPE: PASS CAR



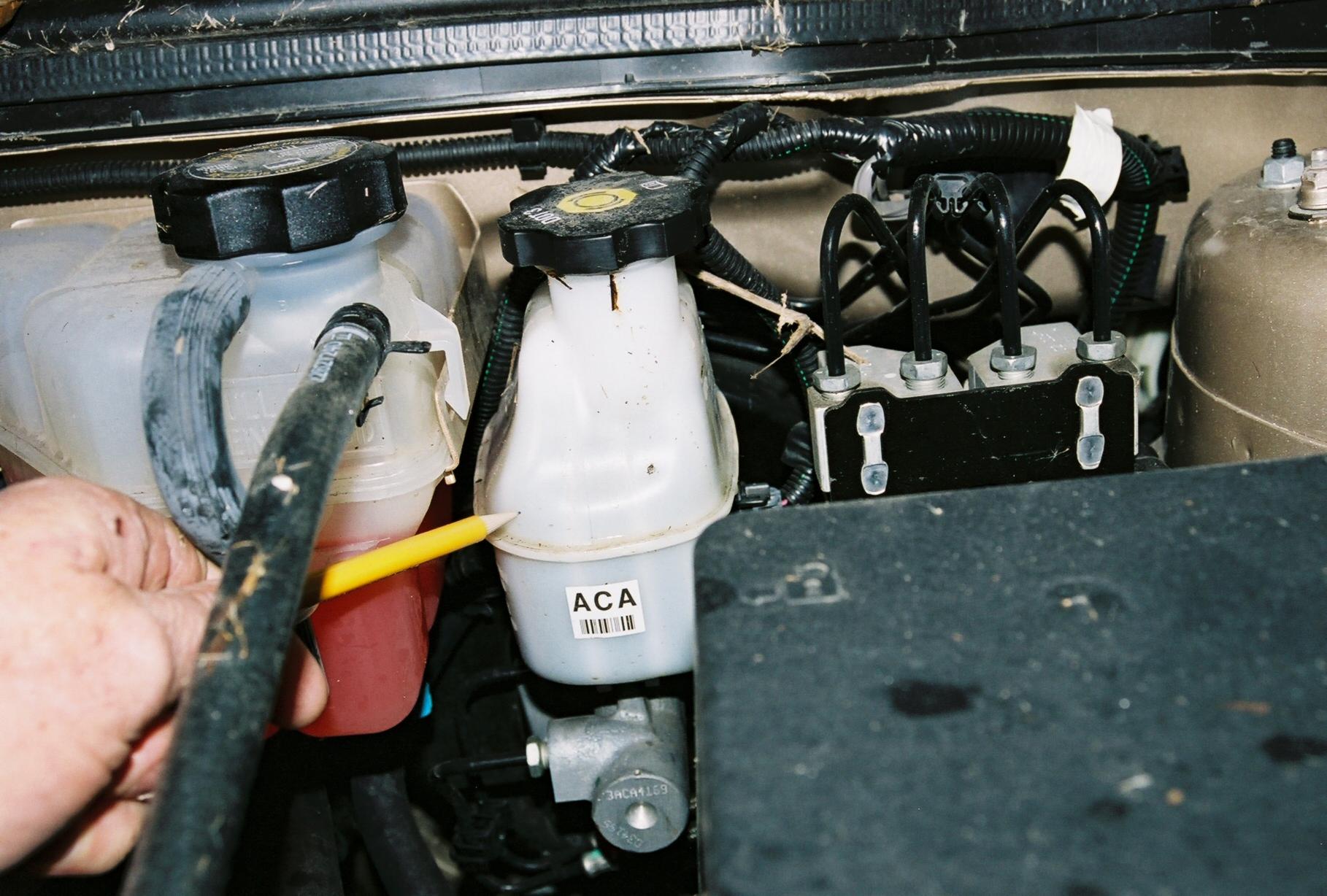






















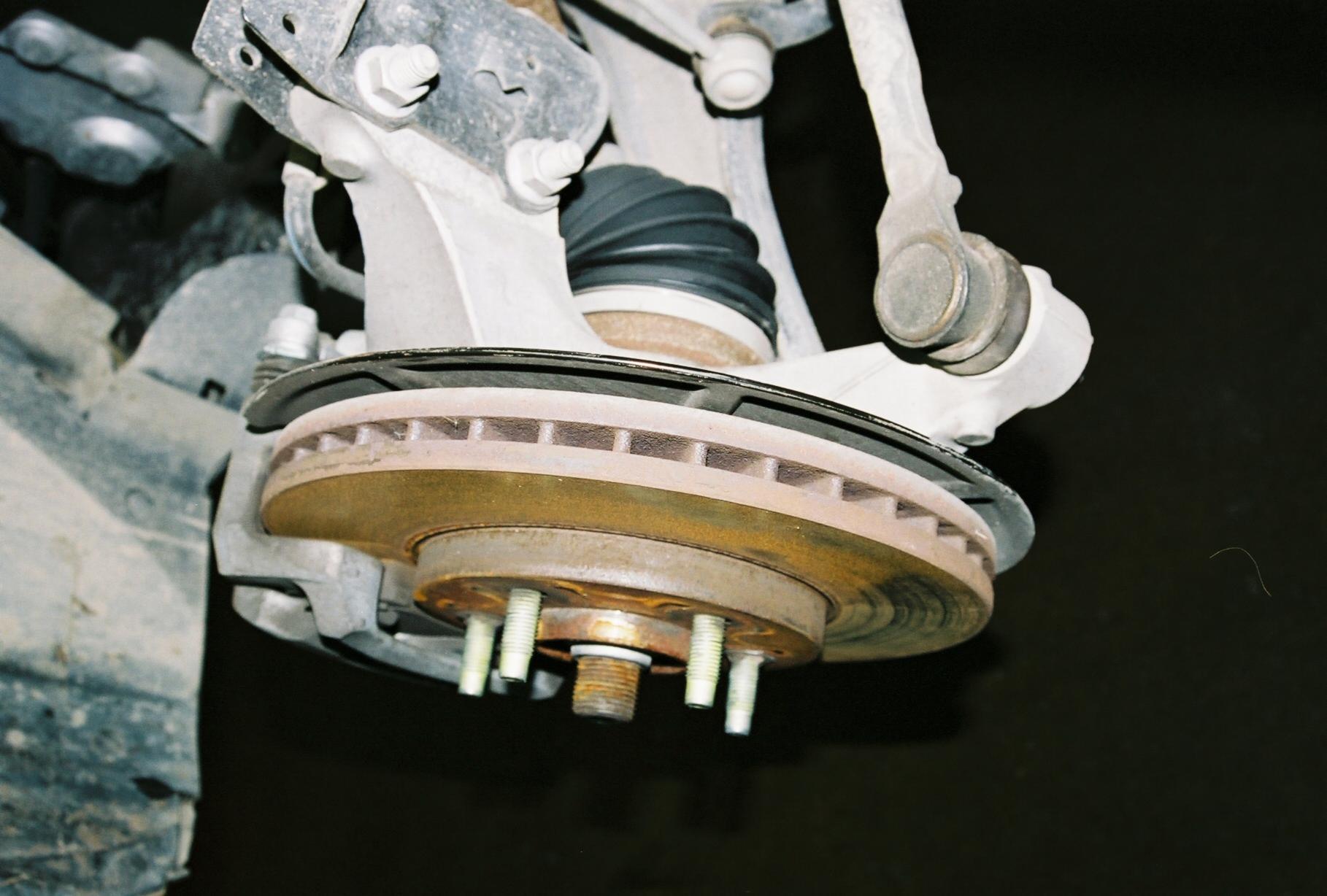






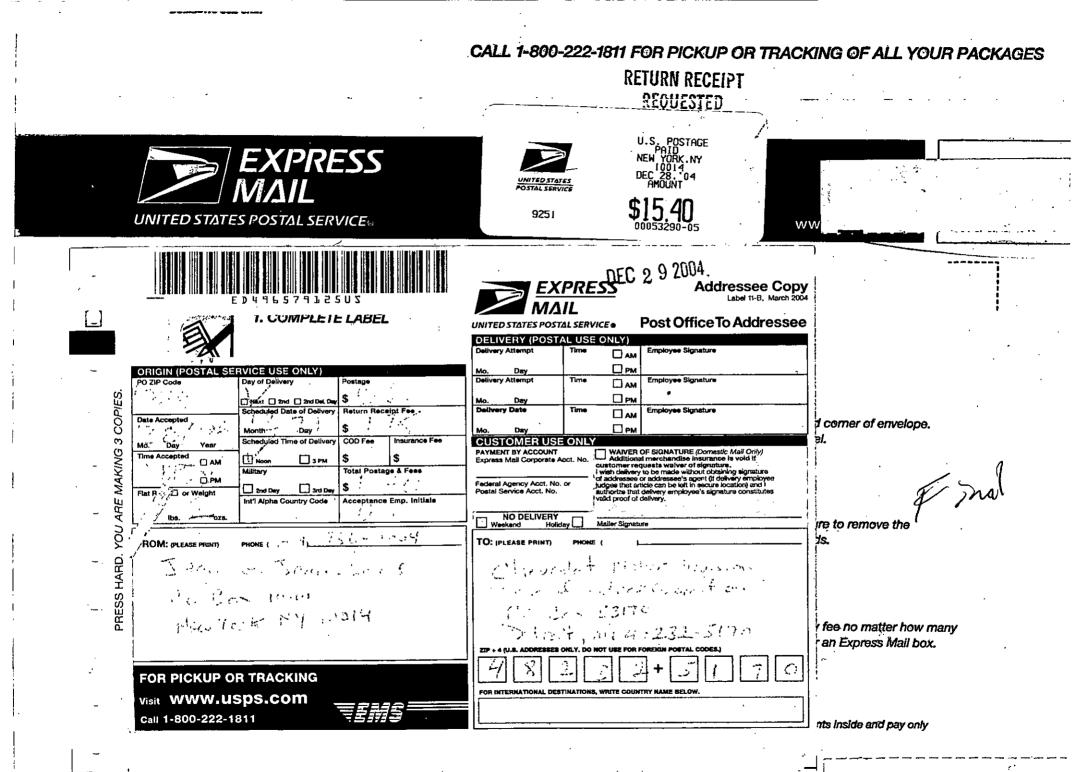












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December 28, 2004

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# 1G1ZT62865F157324) 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, Ein-

Jean Jean-Louis 1 Bayside Terrace, Apt. C, Jersey City, NJ 07305 Telephone: 201 936 7004

Direct all correspondence to: P.O. Box 1044, New York, NY 10014





CDR File Information

Vehicle Identification Number	1G2ZH548954110188
Investigator	jack rivard
Case Number	1-294946897
Investigation Date	Thursday, January 13 2005
Crash Date	Sunday, December 26 2004
Filename	1G2ZH548954110188A.CDR
Saved on	Thursday, January 13 2005 at 11:55:23 AM
Data check information	C09AFB80
Collected with CDR version	Crash Data Retrieval Tool 2.521
Collecting program verification number	C39E766F
Reported with CDR version	Crash Data Retrieval Tool 2.521
Reporting program verification number	C39E766F
Interface used to collected data	Block number: 00 Interface version: 41 Date: 11-04-04 Checksum: 9E00
Event(s) recovered	None

SDM Data Limitations

SDM Recorded Crash Events:

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

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

SDM Data Limitations:

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

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

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

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

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

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

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

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

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

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

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-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 162ZH548954110188 Page 1 of 6 Printed on: Wednesday, January 19 2005 at 02:12:06 PM





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.

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\$10 \$13	01 42	5A 52	39 FF	A4 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
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1G2ZH5	54895	4110	188									F	Page 8	5 of 6	

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Vehicle Identification Number	1G1ZT52865F166678
Investigator	Ernie Frazier
Case Number	1-322798567
Investigation Date	Tuesday, March 29 2005
Crash Date	Thursday, March 17 2005
Interface used to collected data	Block number: 00 Interface version: 41 Date: 11-04-04 Checksum: 9E00
Event(s) recovered	Deployment

CDR File Information

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.

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SDM Data Limitations:

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the deployment event occurred first. If the value is positive, then the non-deployment event occurred first.

SDM Data Source:

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





System Status At AE

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

System Status At 1 second

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

Pre-crash data

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

Pre-crash data

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

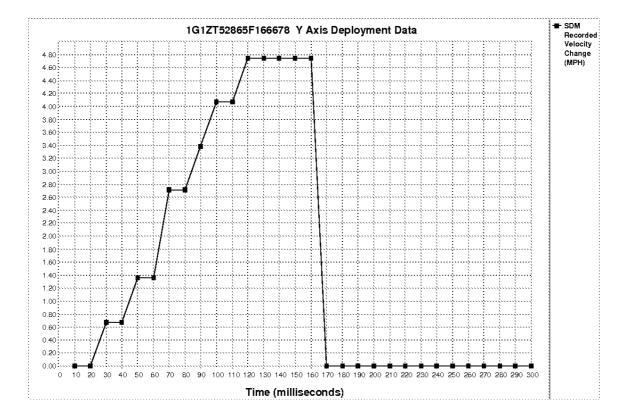




System Status At Deployment

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
	-00



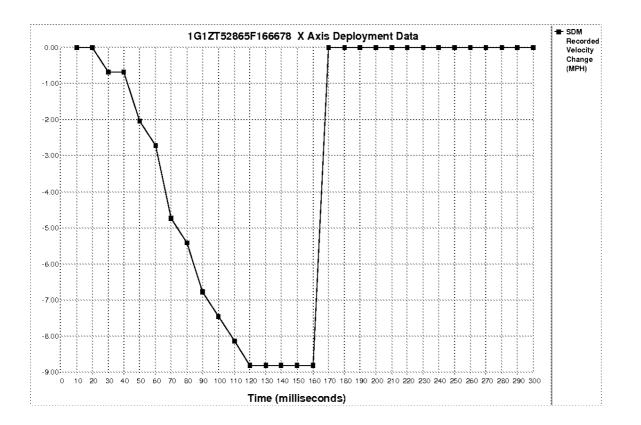


Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	0.68	1.36	1.36	2.71	2.71	3.39	4.07	4.07	4.74	4.74	4.74	4.74
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity Change (MPH)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

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Vehicle Identification Number	1G1ZT52865F166678
Investigator	Ernie Frazier
Case Number	1-322798567
Investigation Date	Tuesday, March 29 2005
Crash Date	Thursday, March 17 2005
Interface used to collected data	Block number: 00 Interface version: 41 Date: 11-04-04
	Checksum: 9E00
Event(s) recovered	Deployment

CDR File Information

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.

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-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.

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SDM Data Source:

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System Status At AE

Vehicle Identification Number	XX1ZT528X5X16
Venicie identification number	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

		1			1
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



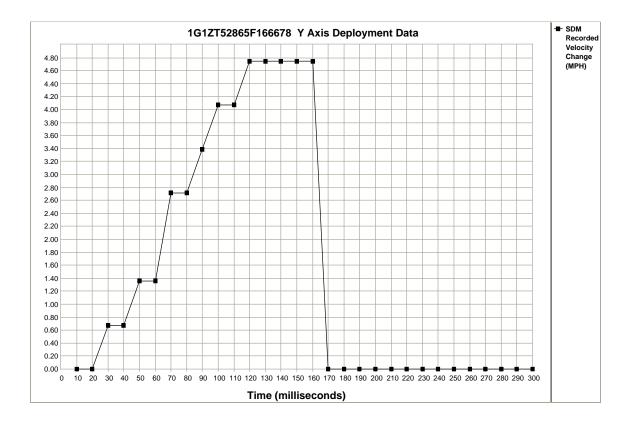


System Status At Deployment

System Status At Deployment	
SIR Warning Lamp Status	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 1	N/A
Diagnostic Trouble Codes at Event 3	N/A
Diagnostic Trouble Codes at Event 3	N/A
Diagnostic Trouble Codes at Event 5	N/A
Diagnostic Trouble Codes at Event 6	N/A
Multiple Event Counter	
An Event(s) Preceded the Recorded Event(s)	0_ No
An Event(s) was in Between the Recorded Event(s)	No
An Event(s) Followed the Recorded Event(s)	No
The Event(s) Not Recorded was a Deployment Event(s)	No
The Event(s) Not Recorded was a Non-Deployment Event(s)	No
Crash Record Locked	Yes
Pre-Crash event data locked for this event.	Yes
Event Recording Complete	Yes
Calculated Principle Direction of Force (PDOF) degrees	-30



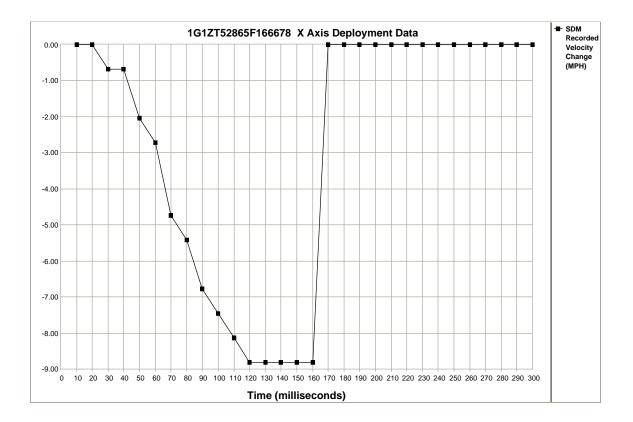




Time (milliseconds)	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150
Y Axis Recorded Velocity Change (MPH)	0.00	0.00	0.68	0.68	1.36	1.36	2.71	2.71	3.39	4.07	4.07	4.74	4.74	4.74	4.74
Time (milliseconds)	160	170	180	190	200	210	220	230	240	250	260	270	280	290	300
Y Axis Recorded Velocity Change (MPH)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







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





Hexadecimal Data

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

\$22 00 87 00 00 00 00 \$24 00 00 00 00 00 00 \$25 00 00 00 00 00 00 00 \$25 00 00 00 00 00 00 00 00 \$26 00 00 00 00 00 00 00 00 \$27 FF 00 FF 00 00 00 00 00 \$28 00 00 00 00 00 00 00 00 \$21 00 00 00 00 00 00 00 00 \$22 00 00 00 00 00 00 00 00 \$22 00 FE 03 B7 00 00 00 00 \$31 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00	\$023456789ABCDEF0123456789BCDEF0123456789ABCDEF0123456789ABCDEF0123456789BCDEF01	00 30 02 00 00 00 00 00 00 00 00 00 00 00 00	03 00 00 02 21 7B 00 00 00 00 00 00 00 00 00 00 00 00 00	$\begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 $	$\begin{array}{c} 0 \ 0 \\ 0 \ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\$	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		
	\$2A \$2B \$2D \$22F \$31 \$33 \$33 \$33 \$336 \$338 \$338 \$338 \$338 \$3	00 00 80 9D 00 00 00 00 2F 04 80 50 00	00 00 FE 00 00 00 00 13 4A FF 00 00 00 00	00 00 F7 03 00 00 00 00 14 4E FF 00 40 00	00 00 00 87 00 00 00 00 52 FF 00 00 00 00	00 00 08 00 00 00 00 17 55 FF 0B 03 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 20 00 00 0	





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\$02 \$03	01 41	02 54	03 01	04 02	03	04	52	53	41	32	03	09	01	AA	AA	01
\$04 \$05	01 42	02 55	03 FF	04 FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$06 \$07	FF 42		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	59 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		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		D0	2E	91	9A								
\$22 \$23	72 31		53		55	55	32									
\$24 \$25	31 31	5A	53	54 54	55	55 55	32 32									
\$26 \$40	31 00	5A 00				55	32									
\$41 \$42		00 C4		06	00	18										
\$43 1G1ZT5		00 F166		80								F	age 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 \$B7 50 AA 01 0F 01 \$B8 54 41 68 02 11 \$C1 30 46 30 31 \$CA 30 46 30 31 \$CB 01 5A CA 6E \$CC 01 5A CA 6E 00 00 \$D1 \$DB 00 00 \$DC 00 00













ECH 2







TECH 2



















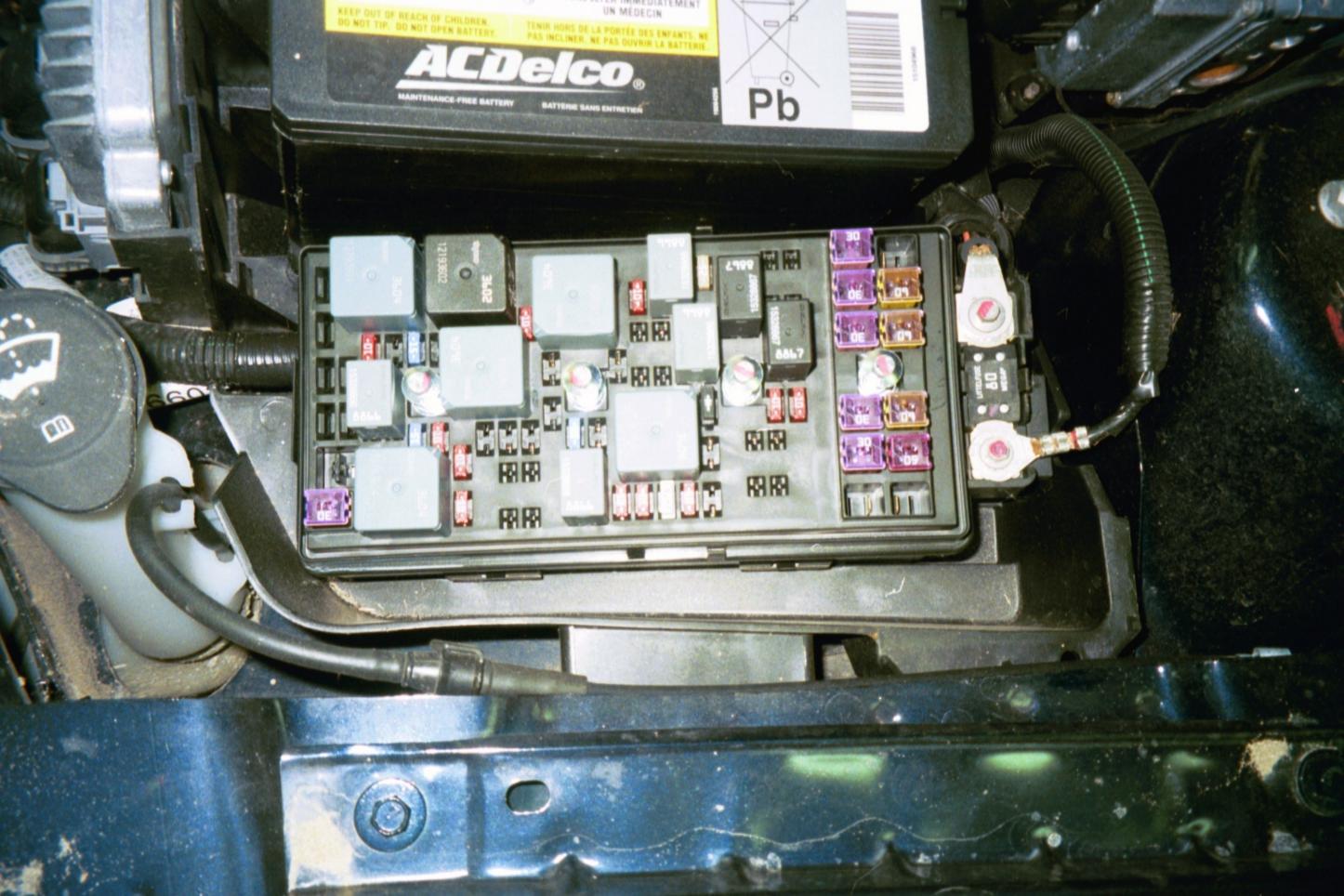






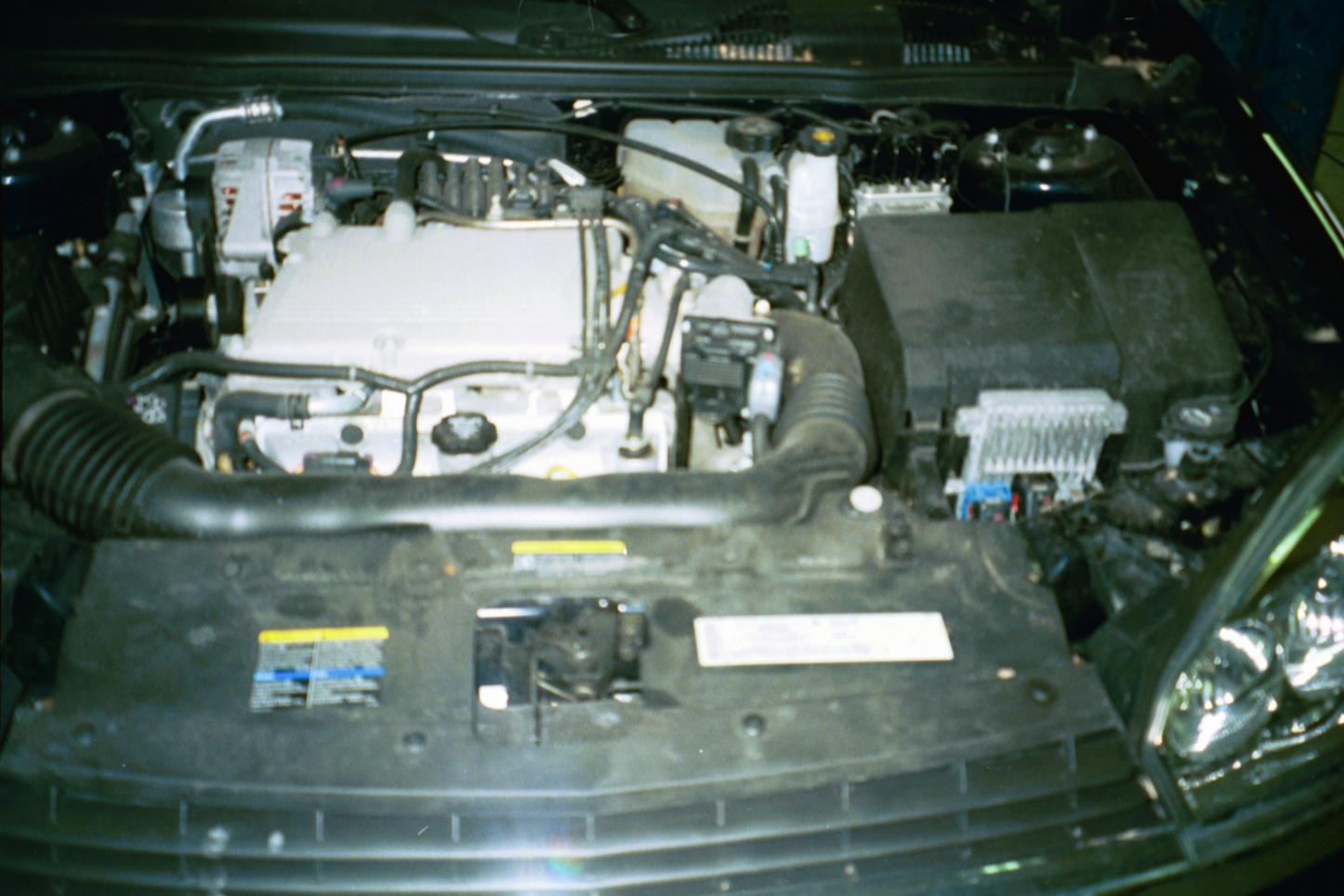




































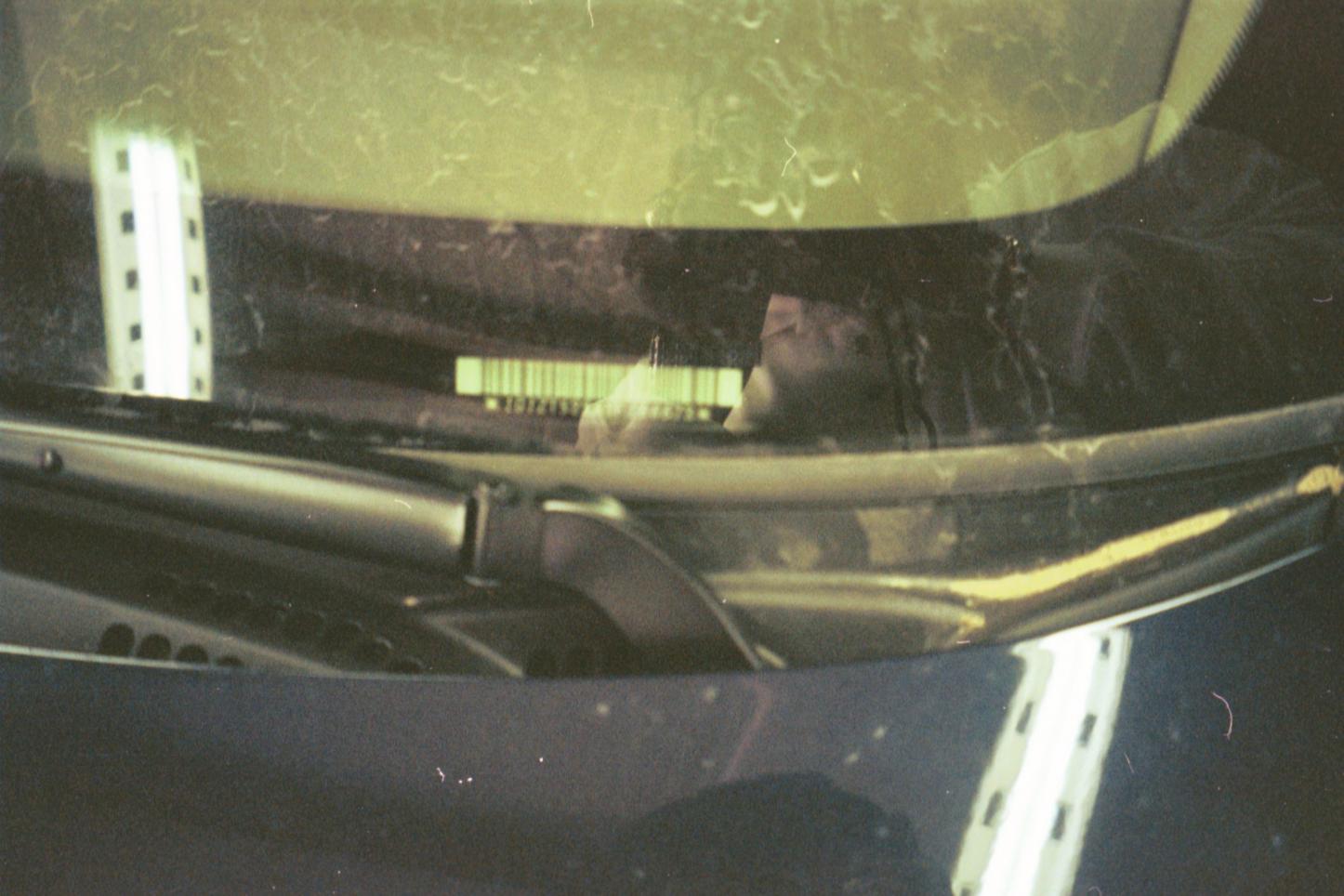














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GENERAL MOTORS BUSINESS RESOURCE CENTER <u>TRADE</u> REPURCHASE CHECKLIST

APP		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 <u>F071</u> 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	MELISSA SCHROYER
VIN#	1G2ZG528054165750
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

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> 1G2ZH528554154465

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: Melica Schroyer 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: 1G2Z.H528554154465 \$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, <u>the customer is obligated to make the financial arrangements for the replacement vehicle.</u> 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
Werk hard hard - Andread Antonia - I helden	10 C
Additional Tax	\$0.00
Reg./Lic./Title Fees (opt)	\$25.50
····B·································	
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
Trade-II Allowance	\$£0,010.70
Loan Payoff	\$0.00
Net Allowance	\$20,610.75
	<i>\$20,010.10</i>
Cash on Delivery (Paid by GM)	\$41.75
Total Palazza Dua	\$260.00
Total Balance Due	\$260.00
Amount to Dealer for additional Fees	\$0.00
	1

New Vehicle VIN: 1G1AP11P367696234

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 \$260.00.



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

Customer's Name:	Melissa Schroyer
Case Number:	or1-330523772

Thank you for assisting General Motors in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of \$20,652.50 made payable to Ganley Chevrolet after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G1AP11P367696234
New Vehicle Sales Price:	\$20,870.75
Used Vehicle Trade Value:	\$20,610.75
Trade Difference:	\$260.00
Taxes:	\$16.25
Rebates:	[Not Applicable]
Miscellaneous State Fees:	\$25.50
Document Fees:	[Not paid by either party]
Dealer Processing Fee:	[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the <u>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 customert



GENERAL MOTORS BUSINESS RESOURCE CENTER

November 22, 2005

Melissa Schroyer 568 Bayberry Dr Elyria OH 44035

TRADE SETTLEMENT OFFER

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

Dear Ms. Schroyer:

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** #1G2ZG528054165750 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

CASE ASSESSMENT BY: Laura Salter Siebel/CARS Request No: 1-333179647

Customer Name: Melissa McVicker

Year of Vehicle: 2005 Make: Chevrolet Model: Malibu Current Mileage: 26,041

Vehicle ID No.: 1G1ZS52F45F117383 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

		ONCERN: Vehicle Hesitates And Cuts Out When Going Around Curves
		cription of Repair:
06-30-05 23,7		Replaced fuel pump
07-25-05 24,		No problem found at this time
08-19-05 26,0	043 4	Replaced fan harness per bulletin 04-06-03-010A
CUSTOMER'S		ONCERN: SES Light Comes On
Dale: Milea	re Cays Dut : Des	cription of Repair .
07-21-05 24,5	57 2	Cleaned surfaces and reinstalled gas cap
08-11-05 25,3	81 2	Installed updated calibration to PCM and replaced gas cap
08-19-05 26,04	43 4	Replaced hose assembly
	TOM/CONCERN: Powe	
Date: Milea		cription of Repair:
04-04-05 20,04		Replaced steering column
04-08-05 20,24	46 10	Replaced steering gear
		ll an Malan I. Barat Bad
		ling Noise In Front End
	ige: Days Out: Des	
03-30-05 19,82		Could not duplicate
04-19-05 20,3	58 3	Replaced stabilizer bushings and links-Replaced R/F hub
Total Days Ou		_(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)
	ETS PRESUMPTION I	_EMON LAW? YES: NO: X
		ed upon the BBB Program Eligibility Guidelines and the States lemon sumption)? Repairs Only
Repair the ve	EALER RECOMMEN thicle under the terms MENDATION & RATIO thicle under the terms	s of the warranty ONALE (EXPLAIN):
Decision re	eached by CRM:	Arbitrate case: N Settle case: Y

Team Manager Approval:

States of the st

	CHEVROLET PONTIAC, LLC 905 Sheppard Rd. Burkburnett, Texas 76354 Phone: (940) 569-5271	.95	
	(800) 787-7337 Fax: 940 - 569 - 2582	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 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:		

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			905 Sheppard	Road • (940)	569-5271 •	Burkbur	nett, TX	76354		PONTI	<u>~</u>
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l I I I	CUSTOMER										
	<u>.</u> (3020		FREDDIE BA			AG No.		ICE DATE	INVOICE No.	
	SWYL A	SSA MCVI		- CON RATE	LICENSE No.	7687			/ <u>23/05</u>	CVW5917	98
	OLNEY	, TX 7637	4	VEAR / MAKE / MODEL 05/CHEVROL VEHICLE I.D. No.	ET/MALIBU/	4 DOOR	26,04 SEDAN		EEN/	DELIVERY MILES	
				<u>1 G 1 Z S</u> F. T. E. No.	52F45	<u>F11</u>	7 3 8	3	NG DEALER NO		
	940-S	HONE 4053	SINESS PHONE	COMMENTS		P.O. No.		R.O. D 08/	ATE 19/05	-=	
	ABOR MI 65CY	20001	ES LIGHT HOURS	0.00						MO: 260	43
		CHECK AND	PIATES THE SERVICE ENGINE	0.20 TECH(S) SOON LIGHT IS O		•	12,1			S ON THE PRODU	
		ENGINE CO	AUVISE. EVAP SMALL LEAK DETECTED NTROL CBM U2132 LOST COMMU UNICATION W/PCM SEALS POLLED	TPM U2105 EVAP : NICATION W/RADIO	SMALL W/ D BCM U210			CHEVE	OLET-PONTI	AC, LLC, NERE	iBY
		ASSY	HUSE TO F	ILLER NECK REPLA	ACE HOSE			ING A	NY IMPLIED	WARRANTY OF ME	/D- iR-
	AIM # 796	- WARRANTY OF J6980	CODESFLAT HRSOTHI	ER HRS FC A	WTH, CODECL	ATM TYDE		LET-DO	NTIAC U.S.	AND PRUIT CHEVE NEITHER ASSUME ANY OTHER PERSO	10-1
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	₩#····	WARRANTY OP	CODESFLAT HRSOTHE	' ΈRHRSFC Δι				×	CUSTOMER	8 SIGNATURE	_
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	1 OF 2		SERVICE FILE COPY-W	(CONT	INUED ON NEXT	PAGE) 01:4	7pm				
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	COLET		90	5 Sheppa	rd Road		CHEV PONTI					PONTIA
						· (240) 31	09-5271	 Burkburg 	mett, TX 🤉	76354		
CUSTOMER	No		<u> </u>									
MEL T	3020			<u> </u>	ADVISOF FRED	DIE BAI	5DEN	7687	2685			INVOICE No.
H.S#V4 3	5 SA MCV AVE. B TX 7637		ER		YEAD 7 M	AVE (America	LICENSE No.	MiL	26.04	13 GR	EEN/	STOCK No.
		т			US/C	HEVROLE	T/MALIBU	/4_DOOR	SEDAN		ERY DATE	DELIVERY MILES
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SEP-15-05 09:26	AM LANDRUM.CHEVROLET	9405692582	P.01
	Fruit CHEVRO	<u>OLET</u>	
	CHEVROLE PONTIAC, LLC 905 Sheppard Rd. Burkburnett, Texas 763 Phone: (940) 569-527 (800) 787-7337 Fax: Q40- 569 -	354 1	
Date:	9-15-05		
Fax # _	of Pgs:		
Attn :	1 gurg hts: Here Are A	U Service	
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	905 Sheppard I		CHEVR PONTIAC 569-5271 • 1			54	PONTIAC	
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		LABOR RATE	LICENSE NO.	MILEA	GE		DELIVERY MILES	
02 S.	A MCVICKER		EL DLET/MALIBU/	4 DOOR	SEDAN	DELIVERY DATE	PRODUCTION DATE	
LNEY,	тх 76374	VEHICLE I.D. NO.	<u>s 5 Z F 4 5</u>			SELLING DEALER NO.		
		F. T. E. NO.	<u> </u>	P. O. NO.		A. 0. DATE 06/30/05		
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HEVROLE	905 Sheppard	Road • (940) 5	PONTIAC 69-5271 • 1	C, LLC Burkburne	tt, TX 7639	54	PONTIAC
						· · ·	
ESTOMEN NO.	30205		ISDEN	7687	8261	INVOICE DATE 05/18/05	CVC587389
	A MCVICKER	LABOR RATE	LICENSE NO.	MILEAG	20,358		DELIVERY MILES
902 S.	A MCVICKER NVE, B FX 76374	YEAR / MAKE / MODEL				BELLING DEALER NO.	
OLNEY,	IA /02/4	VEHICLE 1.0. NO. 1 G 1 Z 5 F. T. E. NO.	<u>52F4S</u>	F 1 1	7383	H. O. DATE	
		COMMENTS		_ <u></u>		04/19/05	MO: 20358
940-564	-4053				}	ANY WARRANTIES	ON THE MORE
	UST STATES ROAR AND MOAN NOISE TEST ALL FRONT END PARTS WITH CH MERE NOISE COMING FROM REMOVED REMOVED STABILIZER BUSHINGS AND	RS: 0.50 TECH(S COMING FROM FRT (ASSIS EARS COULD STABLIZ BAR FROM LINKS AND REPLAC	5):401 DF VEHICLE. NOT DETERMI CAR NOI GON ED	· .	WARRANTY	RANTIER, STRER I	CLAIMS DIS SWAL
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	2 22570300 LINK 2 10361396 INSU SPACE 01369339	LATOR 7.243			WARRANTY 0.00	ASSUMES NOR	
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	SEP-1	5-05 09	:29 AM LANDRU	M.CHEVRO	_ET 940	569258	2	P.04	ių.
	EvroLf				CHEVROLET PONTIAC, LLC 59-5271 • Burkburnett,	TX 7635	4	PONTIAC	
	NO.				SDEN 7687 8	261	NVOICE DATE 05/18/05	INVOICE NO. CVC587389	
		<u>30205</u>	: 	FREDDIE BAJ	LUCENING NO MILEAGE	20.358	GREEN/	STOCK ND.	
199 199	ELISS	AMCVIC	(ER	YEAR / MAKE / MODEL				DELIVERY MILLES	м.,
	O2 S. NEY,	AVE. B TX 76374			T/MALIBU/4 DOOR SED		SELLING DEALER NO.	PRODUCTION DATE	
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Į.	PHONE PHONE	-4053	BUSINESS PHONE	COMMENTS				MO: 20358	
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			CUSTOMER COP	~	[END OF INVOICE]	09:16am			
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]	905 Sheppard F		CHEVROL PONTIAC, LI 59-5271 • Burk		x 763		
NO.	30205	· · · · · · · · · · · · · · · · · · ·		SDEN 76	87 797 Mileage	<u>'9</u>	04/18/05	CVCS87108
			LABOR PATE	LICENSE NO.		, 246		DELIVERY MILES
992 S. A	MCVICK	.EK	VEAR / MAKE / MODEL	ET/MALIBU/4 D			SELLING CEALER NO.	
OLNEY, T	X 76374		VEHICLE I.D. NO. 1 G 1 Z S F. T. E. NO.	52F45F	<u>1173</u>	83	A. O. DATE	
		BUSINESS PHONE	COMMENTS				04/08/05	MO: 20313
540-564	4053							ON THE DOLL
		ER	3 COLUMN PASSED A RIPTION 6.508 RETURN D 8.800 JOB # 1 RS: 202,70 TECH(S ULLING. ND PINION REPLACE RIPTION JOB # 2 MESS, AND TELL PONTIAC IS ION. MARK ALEXANDER STAFF	T TEST JOB # 1 TOTAL PA TOTAL LABOR & PA TOTAL LABOR & PA DOB # 2 TOTAL PA TOTAL LABOR & PA TOTAL SUBLE TOTAL MISC TOTAL TAX	RICE - WA WA WA WA WA WA WA WA WA RICE - ARTS ARTS 	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	Notice (70,001, Text I em the person who the work of the m the work of the m the work of the m the work of the m the work of the m accelerate with (and Commence Co payment for rep accelerate with (and Commence Co payment for rep accelerate with (accelerate with	PURCHER, PURCHER, as Property porce agent acts
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SEP-15-05 09:	32 AM LANDRU	M.CHEVROLET	94	0569258	32	P.06
		CHI PC pad • (940) 569-52	271 • Burkburnet		54	
30205		FREDDIE BAISDE	N 7687	7797	04/05/05	CVC586926
		LABOR RATE	SE NO.			
LISSA MCVICK	EK	YEAR / MAKE / MODEL OS/CHEVROLET/M VEHICLE I.D. NO.	ALIBU/4 DOOR S	EDAN	SELLING DEALER NO.	PRODUCTION DATE
NEY, TX 76374		VEHICLE I.D. NO. 1 G 1 Z S 5 2 E T. E. NO.	F45F117	<u>, 383</u>	· · · · ·	
		F, T, E. NO.	P. O. NO.		04/04/05	
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15-05 09:133 AM LANDRUH, CHEVROLET 9405692502 P.07 AR P.05 P.07 P.07 P.07 AR P.05 Sheppard Road • (940) 569-5271 • Burkburnett. TX 76354 P.07 30205 P.07 P.07 P.07 SSA MCVICKER P.07 P.07 AVE / B O.07 P.07 P.07 SGE-4053 D.0006 P.07 P.07 SGE -4053 D.0007 P.07 P.07 SGE -4053 D.0007 P.07 P.07 SGE -4053 D.0007 P.07 P.07 SGE -4053 D.0
ADVISOR PONTIAC, LLC ADVISOR PONTIAC, LLC ADVISOR PONTIAC, LLC ADVISOR BurkburnetL, TX 76354 ADVISOR CVCSR6551 ADVISOR CVCSR656 ADVISOR CVCSR657
DLET LLC INVOICE DATE INVOICE Nd. 2687 7380 03/25/05 CVCSB6551 MILEAGE 19.096 GREEN/ DELIVERY MILES DOOR SEDAN BELLING CEALER NO. PRODUCTON DATE F 1 1 7 3 8 3 R. 0.0AL 03/23/05 MOCULARY MILES DOOR SEDAN BELLING CEALER NO. PRODUCTON DATE F 1 1 7 3 8 3 R. 0.0AL 03/23/05 MOCULARY MILES NARRANTY Solution CEALER NO. PRODUCTON DATE F. 1 1 7 3 8 3 R. 0.0AL O3/23/05 MOCI 19098 Strange St
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		C	HEVROLET				
A STREET					5a	PONTIAC	
	905 Sheppard F	load • (940) 569	9-5271 • Burkburnet	t, 1 X 76 50) '		
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	·	ADVISOR	TAG	10.			
3020	5	FREDDIE BAIS	DEN 7687		03/24/05	CVC\$86510	
AVE B	ICKER		MALTBU/4 DOOR S	1	GREEN/ DELIVERY DATE BELLING DEALER NO.	DELIVERY MILES	7
NEY, TX 7637	4	VEHICLE I.D. NO. 1 G 1 Z 5 5	<u>F/MALIBU/4 DOOR S</u>	7383	R. O. DATE		
	BUSINESS PHONE	F. T. E. NO.			03/22/05	MO: 19080	
v: \$6 4–4053				MARRANTY		ON THE STORE	
	ATL: C/D PLAYER INOP.	S10400000000000000000000000000000000000	404				
	"撬化游艇的"的" 2010-00-00-00-00-00-00-00-00-00-00-00-00-	308 # 3.1	TOTAL LABOR & PARTS	0.00	RANGE IN THE REPAIR		
	NICE DATE 2 EXTRA REYS CH	RGE TO PRUITT CHR	404 YSLER.), 2\ -Q ,7 Q 0	CHEVING ATTEND		
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					SALE DE SAUD PRO		
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	HANK YOL FOR YOUR BUSIN	ESS, AND TELL PONTIAC IS	TOTAL LABOR TOTAL PARTS	0.00 0.00 0.00	of the mining who	agent action of the second	
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	SALES SERVICE. PARTS S	TAFF	TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	*******			
			TOTAL INVOICE \$	0.00	stopped, distance		
	DUPLICA	TE INVOIC	E ***********	******	drawer or meker account or the a drawn has been d	ocount of sector	
					NOT RESPONSIBI	E FOR LAS	-5
					NOT RESPONSIBIL AGE TO DARS O CARS IN CASE O OTHER GAUGE E OR FOR ANY UNAVALABILITY IN FARTS SHIPM OR TRANSPORTE		\$ *
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CHEVROLET

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CHEVROLI		CHEVI PONTI ard Road • (940) 569-5271		i.	54	PONTIAC
		ADVISOF	TÁG	a NO.		INVOICE NO.
EROMER NO	30205	FREDDIE BAISDEN	7687	<u>2423</u>	08/12/05	STOCK NO
	A MCVICKER			25,381		DELIVERY MILES
902 S.	AVE. B	VEAR / MAKE / MODEL 05/CHEVROLET/MALIB	U/4 DOOR :	SEDAN	SELLING DEALER NO.	PRODUCTION DATE
OLNEY,	TX 76374	VEHICLE 1.D. NO. 1 G 1 Z S 5 2 F 4	5 F 1 1		R. O. DATE	
		F. T. E. NO.	P. O. NO.		08/11/05	
CARGE PHON		COMMENTS		i		MO: 25385
	CHECK AND ADVISE P0335 CRAMKSHAFT POISTION SEN CLOSED POSITION PERFORMANCE F INSTALL UPADATED CABLIBRATION GAS CAP OTYFP.NUMBER DUSTOMER SEQUEST RENTAL VEHTO SUPPLIED RENTAL TO THE CUSTON TYFP.NUMBER SUPPLIED RENTAL TO THE CUSTON TYFP.NUMBER SUPPLIED RENTAL TO THE CUSTON TYFP.NUMBER SUPPLIED RENTAL TO THE CUSTON TYFP.NUMBER SUPPLIED RENTAL TO THE CUSTON TYFP.NUMBER	NGINE SOON LIGHT IS ON. ISOR CIRCUIT P2119 THROTTLE 20442 EVAP SMALL LEAK DETECTED N TO PCM GAS CAP FAILED REPLACE DESCRIPTION CAP 3.028 JOB # 1 TOTAL LAB JOB # 1 TOTAL LAB MOURS: CLE FOR DOWN TIME WHILE VEHICLE MER DESCRIPTION JOB # 2 TOTAL LAB OESCRIPTION RENT CAR TOTA	UNIT PRICE- OTAL PARTS OR & PARTS UNIT PRICE- OTAL PARTS BOR & PARTS AL - SUBLET	0.00 0.00 WARRANT 0.00	CHEVROLET-PONT EXPRESSLY DISC RANTIES, EITHERI INCLUDING ANY IN MERCHANTABILIT PARTICULAR PUE CHEVROLET-PON ASSUMES NOR OTHER PERSON T LIABILITY IN COI SALE OF SAID PRO X UNDER PERSON T LIABILITY IN COI SALE OF SAID PRO AND AND AND AND AND NOTO SALE OF SAID PRO NOTO SALE OF SAID PRO SALE OF SAID PRO NOTO SALE OF SAID PRO NOTO SAID PRO N	THE SELLES, PRU TAC, LLC, HERED LAIMS AL, WAS COPRESS OF REPLIED POBE, AND FRUT POBE, AND FRUT TAC, LLC, NEITHE AUTHORIZES AND AUSTICE SPORT AUTHORIZES AND ASSUME PORT IT AN UNECTION WITH TH DOUCTS REPRESENT TO as Property Code agent acting on been is obligated to as Property Code agent acting on been is obligated to pay the totor vehicle adject t to represent the t to represent the de, if a writer adject de, if a writer adject de, if a writer adject de, if a writer adject of the order has 7 ocount on which is
	THE TO SAY THANK YOU FOR YOUR E EVERYONE HERE AT PRUITT CHEVROLE SMITTED TO YOUR COMPLETE SATIS THANKS AGAIN THANKS AGAIN SHRIS MCDOMALD, SHANNON MOORE SALES, SERVICE, PAR STOMER SIGNATURE		L LABOR L PARTS L SUBLET L G.O.G L MISC CHG. L MISC DISC L TAX	\$ 0.0		E FOR LOSS OR DA DR ARTICLES LEFT F FIRE, THEFT OR A EYOND OUR CONTR DELAYS CAUBED OF PARTS OR DELA OF PARTS OR DELA R.





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

TÁĠ NO. INVOICE NO. 2020 ADVISOR

<u> 1990 - 19</u>	30205	LABOR RATE LICENSE NO.	7687	1660	07/22/05	CVCS90775
	A MCVICKER		MILEAGE	24,557		
902 S.	AVE. B	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILEB
OLNEY,	TX 76374	05/CHEVROLET/MALIB			SELLING DEALER NO.	
		<u>1 G 1 Z S 5 Z F 4</u>	<u>5 F 1 1 7</u>	<u>' 383</u>		
		F. T. E. NO.	P. Q. NO.		07/21/05	
940-564	BUSINESS PHONE	COMMENTS				MO: 24574
		l				S ON THE PRODUCT
	CUST STATES CLOCK RESET IT SEL UNABLE TO DUPLICATE CONCERNS CUST STATES STOP FOR TRUNK LID SEE FRED. HINGE STOP FELL DFF. REINSTALL STIP TO TRUNK LID HI	JOB # 1 TOTAL LABO JOB # 2 TOTAL LABO JOB # 2 TOTAL LABO BURS:	DR & PARTS DR & PARTS DR & PARTS DR & PARTS	0.00 0.00 WARRANTY 0.00	X BYD, CLETON BYD, CD1, Te: I and the person of of the person, whi the repair of the r	S ON THE PRODUCT THOUSE MAYE BATH THE SELICE HERE CLAIMS CLUC HERE CLAIMS CLUC HERE CLAIMS CLUC HERE CLAIMS CLUC HERE CLAIMS CLUC HERE APLIED VALUE HERE APLIED VALUE HERE APLIED VALUE HERE APLIED VALUE HERE APLIED VALUE HERE APLIED VALUE HERE APLIED VALUE HERE DOBUGE HERE PODELLO HERE BOOMTON HERE IS BOARTURE PUTALENT VELO IN BOARTURE PUTALENT VELO IN BOARTURE IN
	775 19863 07/22/05 R	JOB # 4 TOTAL LABO SCRIPTION NT CAR TOTAL	or & Parts L - Sublet	0.00 WARRANTY 0.00	etopped, disficito clerit funde, no drawer primaker account at the a drawn has been c	ed backeles of have inde, or senare of the active fac acount of wires a creat
	TO SAY THANK YOU FOR YOUR BUS	MARK ALEXANDER TOTAL STAFF TOTAL TOTAL STAFF TOTAL TOTAL TOTAL		0.00 0.00 0.00 0.00	NOT RESPONSIBIL AGE TO CARE O CARE IN CASE O OTHET CAUSE E OR FOR ANY UNAVAILABILITY IN PARTS SHIPM OR TRANSPORTE	DR ARTIGLER LEFT FIRE THE GRAT EYOND OUT CONTO DELAYS DF RARTS DA DEL ENT BY THE SUPPORT
CREVROLE		PONTI/ d Road • (940) 569-5271		, тх 76 3 5	54	PONTIAC

LANDUR NO.	30205	FREDDIE BAISDEN 7687 1781	07/26/05	CVCS90894
		LABOR RATE LICENSE NO. MILEAGE 24,7	07 GREEN/	
HELISS SPS.	A MCVICKER Ave. b	VEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE	PRODUCTION DATE
OLNEY,	тх 76374	VEHICLE U.D. NO. 1 G 1 Z S 5 2 F 4 5 F 1 1 7 3 8		
		F. T. E. NO.	07/25/05	
940-564	BUSINESS PHONE	COMMENTS		MO: 24710
940-56 4		WARRA	ANY WARHANTIE	THOSE MADE BY THE
		S: AROUND CURVES.	CHEVROLET-PON	THE SELLER PRATT
	NO PROBLEM FOUND AT THIS TIME.	JOB # 1 TOTAL LABOR & PARTS	0.00 HANTIES, BITHER	PLED WARANTY Y

	NO CHARGE	JOB JOB STEERING MOURS: TEERING WHEEL OFF CENTER.	CH(S):404 COMMAND AND AND AND AND AND AND AND AND AND	0.00 WARRANTY	MERCHANTABILITY OR PARTICULAR PUBLICS CHEVROLL PONTIAC, ASSUMISE NOR AU OTNER PERSON TO ASS LIAMUTY IN OCHNIEG SALE OF BAID PRODUC X CLETONERS BK Notice Puts	
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	TO SAY THAN RYONG HERE ITTED TO YOU HRIS HCDONILL	K YOU FOR YOUR BUSINESS, AND TEL BUITT CHEVROLET & PONTIAC IS CIMPLETE SATISFACTION. THANKS AGAIN CHANNER MOORE, & MARK ALEXANDE ES SERVICE, PARTS STAFF	L TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G R TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00		
and a second second Second second	DHER STEMATUR	ĐUPLICATE INV	OICE *****************	*****	OR FOR ANY DEL UNAVAILABILITY OF IN PARTS SHIPMENT OR TRANSPORTER.	AARTS OF DELAYS BY INE SUPPLIER
		CUSTOMER COPY	END OF INVOICE] 09:18am		

		PONT Road • (940) 569-5271		76354	PONTIAC
30 <u>205</u>			7687 TAG NO.	INVOICE DATE 07/22/05	INVOICE NO. CVC590775
MELISSA MCVIC SOZ S. AVE. B CNEY, TX 76374	CKER	VEAR / MAKE / MODEL USENSE NO VEAR / MAKE / MODEL US/CHEVROLET/MALI VEHICLE I.D. NO	MILEAGE 24, 1	SS7 GREEN/ DELIVERY DATE	DELIVERY MILES
340-564-4 053	OUSINESS PHONE	1 G 1 Z S 5 Z F F. T. E. NO. COMMENTS		07/21/05	MO: 24574
CLEAN MA GUIST CAR CUST AND CUST AND CU	SMALL LEAK DETECTED TAS SURPACES AND RETAS UPEICATE CONCERNS TUPEICATE CONCERNS STOP FOR TRUNK LID STIP TO TRUNK LID HID STIP TO TRUNK SAN	JOB # 1 TOTAL LA JOB # 2 TOTAL LA JOB # 2 TOTAL LA JOB # 2 TOTAL LA MARS:	Y BOR & PARTS ABOR & PARTS ABOR & PARTS ABOR & PARTS ABOR & PARTS ABOR & PARTS MARE ABOR & PARTS	ANTY SOLD HEREBY AR MANUFACTURER. CHEVECLET-PON EXPRESSLY DIS RANTES, BTHER INCLUDING ANY II PARTICULAR PU CHEVECLET-PON ANTY ABSUMES NOR OTHER PERSON T LIABULTY IN CO SALE OF SAID FR OTHER PERSON T LIABULTY IN CO SALE OF SAID FR Netice STOJO1. Te i am the person o of the perior, wh the repair contrac RANTY which is subje accordance with and Commerce C payment for re stopped, diston 0.00 Clent fands, so drawer or make eccount of the atopped, diston 0.00 Clent fands, so OTHER CAUSE NOT RESPONSIE NOT RESPONSIE NOT RESPONSIE OR FOR ANY 0.00 DIN PARTS SHIP 0.00 OR FOR ANY 0.00 DIN PARTS SHIP 0.00 OR FOR ANY 0.00 DIN PARTS SHIP	THOSE THE SELECTION CLAIMS AND AND AND EXPRESS OF MEUR AUTHOR AND AND TIAC, LOSSEN AND TIAC, LOSSEN AND AUTHOR AND AUTHOR AND AUTHOR ATTAC AUTHOR AND AUTHOR AND AUTHOR AND AUTHOR AND AUTHOR AND AUTHOR AND AUTHOR AND AUTHOR AND AUTHOR

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

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OUTTONER NO.	30205		7607	TAG NO.		INVOICE NO.
		LABOR RATE LICENSE N	5. / 0.0 / MILE		05/18/05 COLOR	CVCS87389 STOCK NO.
	SA MCVICKER			20,358	GREEN/	DELIVERY MILES
GLNEY,	TX 76374	05/CHEVROLET/MAL	BU/4 DOOR	SEDAN	,	
		1 G 1 Z S 5 Z F	45F11	L 7 3 8 3	SELLING DEALER NO.	PRODUCTION DATE
		Е.Т. E. NO.	P. O. NO.		04/19/05	
10-56	4-4053	COMMENTS			0-115/05	MO: 20358
8 - 30 - 10 - 10 - 10 - 10 - 10 - 10 - 10					ANY WARRANTIS	A CONTRACTOR OF A CONTRACT OF
	ATTY FP - NAME - COMPARES - C	A NOISE COMING FROM FRT OF VEHICLE WITH CHASSIS EARS COULD NOT DETER RENOVED STABLIZ BAR FROM CAR NOI G MBS AND LINKS AND REPLACED DESCRIPTION	-UNIT PRICE- TOTAL PARTS	WARRANTY WARRANTY 0.00 0.00 WARRANTY	SOLD HERENY AR MANUPACTURER, CHEVROLET-PON EXPRESSLY DIS RANTIES, EITHER INCLUDING ANY I MERCHANTABILIT PARTICULAR PU CHEVROLET-PON ASSUMES NOR OTHER PERSON T LIABILITY IN CO SALE OF SAID PR	THIOSE THE SECTOR OLAIMS I AND EXPIRES I AND MPLIED I AND APPLIED I AND
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		JOB # 3	TOTAL PARTS	0.00	drawn has been clo	eacl.
		JOB # 3 TOTAL LA	BOR & PARTS	0.00		
		HOURS: 1.20 TECH(S):401	s set	WARRANTY		
	STATES GRINDING NOI:	SE RIGHT FRT AT HWY SPEEDS. JB BEARING 	-UNIT PRICE - TOTAL PARTS	WARRANTY 0.00	NOT RESPONSIBL AGE TO CARS O CARS IN CASE OF OTHER CAUSE BE OR FOR ANY I UNAVAILABILITY O IN PARTS SHIPME OR TRANSPORTER	R ARTICO FIRE, TAIL CONT YOND OUT LONG ELAYS CAUSED A F PARTS COUDELAS
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OMER NO.



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



30205

	<u> 30205</u>					9 NO.	INVOICE DATE	INVOICE ND.
			FREDDIE	BAISDEN		<u>8261</u>	05/18/05	CVCS87389
E E BANDZ S.	SA MCVICK AVE. B	EK	YEAR / MAKE / MO				GREEN/	STOCKINO
OLNEY,	TX 76374		05/CHEVR	OLET/MALIBI	J/4 DOOR 4		DELIVERY DATE	DELIVERY MILES
							BELLING DEALER NO.	PRODUCTION DATE
			F.T.E.NO.	<u>552F4</u>	R O. NO.	/ 3 8 3	R. O. DATE	
40-56	4-4052	BUSINESS PHONE	COMMENTS				04/19/05	
- #1.0%	+-4055							MO: 20358
Kar	TO SAVERUS		•••••••••••••••••••••••••••••••••••••••			••••••	ANY WARRANTIES	
â	10 S.M.	YOU FOR YOUR BUSINESS PRIITI CHEVROLET & PON COPPLETE SATISFACTION. THANKS AGAIN SHANNON MOORE, & MARK S. SERVICE, PARTS STAF	, AND TELL TIAC IS	TOTAL L	ABOR	0.00	MANUFACTURER	
an a	THE FIED TO YOUR	COMPLETE SATISFACTION.		TOTAL S	UBLET	0.00	EXPRESSIY DISC	LAINS I
	CIRIS MCDOWLD	SHANNON MOORE, & MARK	ALEXANDER	TOTAL G	ISC CHG.	0.00	INCLUDING ANY IM	PLICE VIEW NOT
		A PERVILE. PARTS STAF		TOTAL M	UBLET JO.G ISC CHG. ISC DISC AX	0.00	ANY WARRANTIES SOLD AEREEY ARE MANUFACTURER, CHEVROLET-PONT EXPRESSIV DISC RANTIES ETHER E INCLUCING ANY IM MERCHUMTABILITY PARTICULAR PURCONT CHEVROLET-PONT ASSUMES NOR OTHER PERSON TO LIABILITY IN CON SALE OF SAID PROV	OR FITNER FOR
							CHEVROLIT-PONT	
				IUIALI	NVOICE \$	0.00	OTHER PERSON TO	Assessed 1999 1972
	R STEMPLE		_				SALE OF SAID PRO	DUCTION IN THE REAL
		DUPLICATE	INVOI	CE ****	******	******		
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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

EDSTONER NO	30205	FREDDIE BAISDEN	7687	2423		STOCK NO.
		FREDDIE BAISDEN	MILEAGE	25,381		DEI WERY MILES
MELISS		VEAR / MAKE / MODEL				
<u>902 S</u> .	АVЕ. В Тх 76374	05/CHEVROLET/MALI			SELLING DEALER NO.	PRODUCTION DATE
OLNEY.	1X 70374	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F F. T. E. NO.	45F <u>11</u>	7 3 8 3		·····
		F. T. E. NO.	P. Q. NO.		08/11/05	
	BUSINESS PHONE	COMMENTS]			MO: 25385
940-564					ANY WARANTIE	ON THE PROPUSE
	-4053 CUSTOMER STATES THE SERVICE ENGINE CHECK AND ADVISE, P0335 CRANKSHAFT POISTION SENSOR C CLOSED POSITION PERFORMANCE P0442 TINSTALL UPADATED CABLIBRATION TO F GAS CAP	300N LIGHT IS ON.		WARRANTY	SOLD HEREBY AR	MU: 23353 B ON THE PRODUCT THE BELLIE, PRUT THE BELLIE, PRUT THAC, LLC, HERPY EXPRESS OF INPUT EXPRESS OF INPUT AUTHORIZES AND AUTHORIZES AND ONECTION WITH THE ODUCTS.
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	-017 FP. NUMBER	IPTION	ONIT PRICE.	WARRANTY	ASSUMES NOR	AUTHONIZAS ANY
	[동]		- + · · · -	0.00	LIABILITY IN CO SALE OF SAID PR	NNECTION WITH THE
		JOB # 1 TOTAL LA		MADDANTY		
A stational	CUSTONEL REQUEST RENTAL VEHICLE F	OR DOWN TIME WHILE VEHICI	LE		CLIBTON	ERS BIONAL PERSON STATE
	IS IN THE SHOP	••••			570,001, Te	as Property Opde
	SUPPLIED REMAINE TO THE COSTONER		UNIT ODICE.		I am the person of	n is oblighted to believe
	TTY FP - NUBBER	IPTION	TOTAL PARTS	0.00	the repair of the	
1 S M		JOB # 2 TOTAL L	ABOR & PARTS	0.00	vehicle is subje accordance with	et to residenteditot. 8. 99.503, Taxon Succession
	WEND TINE INV. DATE -DESCR	IPTION		WADDANTY	and Commerce O	ode, if a william private the
	120087 08/12/05 RENT	CAR TO	TAL - SUBLET	0.00	stopped, clahone	funds, or biodust des
					drawer of make	r of the prost first of
	CUSTONER NEOUEST REN AL VEHICLE F SUPPLIED SENTAL TO THE CUSTOMER CTYFP-NUMBER VEND THVE INV.DATE-DESCR 1538 VEND THVE 1538 L20087	••••			drawn has been	blosed.
			TAL 1 ADOD	0_00	Monatore of	Parter Daniel Martin College
	LIVE TO SAY THANK TOU FOR YOUR BUSIN EVERYONE HERE AT PRUITT CHEVROLET & OWNITTED TO YOUR COMPLETE SATISFACTI THANKS AGAIN CHRIS MCDONALD, SHANNON MOORE, & M SALES, SERVICE, PARTS S	ESS, AND TELL 10 PONTIAC IS TO	TAL PARTS	Q.Q		
	ONTITED TO YOUR COMPLETE SATISFACTI	ON. TO	TAL SUBLET	0.00	AGE TO CARS	OR ARTICLES LET
	THANKS AGAIN	ARK ALEXANDER TO	TAL MISC CHG.	0.00) CARS IN CASE	OF FIRE THEFT OF TAX
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		TO	TAL INVOICE	\$ 0.00	OR TRANSPORT	LE FOR LOSE OF LAS OR ARTICLES LOSA OF PRE THET OF BEYOND OUR CONT DELAYS A CALFED OF PARTS OF DEC MENT BY THE SUP C ER.
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	PONITIAC LLC

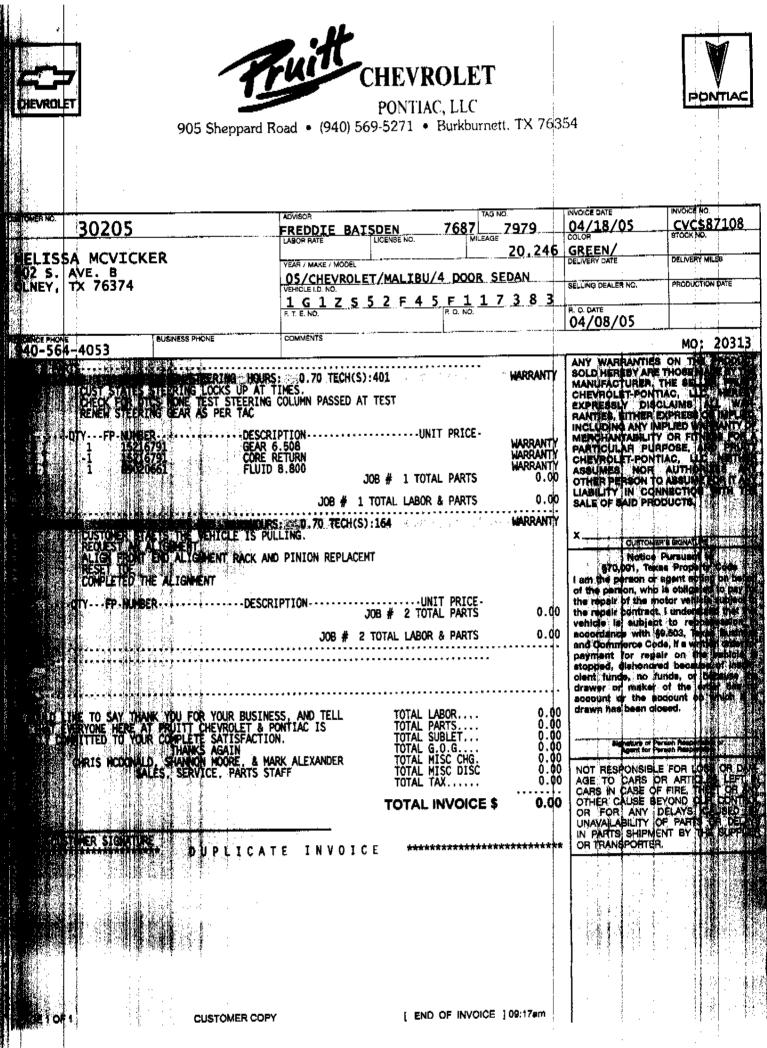
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905 Sheppard Road • (940) 569-5271 • Burkburnett, TX 76354

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CURTONISH NO	30205	FREDDIE BAI	5DEN 768	7 1781	07/26/05	CVCS90894
	:	LABOR RATE		MILEAGE 24,707	GREEN/	STOCK NO.
MELISS 902 S.	AVE. B	YEAR / MAKE / MODEL	T/MALIBU/4 DO	OR SEDAN	OELIVERY DATE	
OLNEY,	TX 76374	VEHICLE I.D. NO.	52F45F		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O. N	ið.	07/25/05	
940-564	BUSINESS PHONE	COMMENTS	······································		AP 31	MO: 24710
19 19-50 .	CUST STATES WHITELE STALLS AND DIE NO PROBLEM FOUND AT THIS TIME		total labor & par		ANY WARRANTIE SOLD HEREBY AR MANUFACTURER. CHEVROLET.POM EXPRESSITTER INCLUDING ANY IN MERCHANTABILIT	THOSE NAME BY THE THE SELLER PRINT IAC, LLC, HERBET CLAIME ALL WAR-
	CUST STATES HAS MATER SPOT IN HEAD	LINER.	:404	MARRANTY	PARTICULAR PU CHEVROLET-PON ASSUMES NOR	AUTHORIZED AND A PRUT

CUST STATES STERSING	R	2 TOTAL LABOR & PARTS	0.00 1	OTHER PERSON TO ASSUME FOR IT ANY. LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
NO CHARGE		3 TOTAL LABOR & PARTS	0.00	XCUSTOMEN'S BORNTUSEI
KO PROBLET FOUND	T GET COOL ENOUGH.	I(S):404 4 TOTAL LABOR & PARTS		I am the person of agent apping on beter of the person, who is obligated to pay the the repair of the motor vehicle subject to vehicle is subject to reposition to accertance with 99.503, Testa Turner and Commerce Code, if a vehicle of payment for repair on the whicle to stopped, dishonored because of the
THE TO SAY THANK YOU FO		TOTAL LABOR TOTAL PARTS TOTAL SUBLET		payment for regain on the scholar states stopped, dishonored because in manual clent funds, no funds, or benuss drawer or maker of the order has be account or the schount as which is a drawn has been closed.
ORIS HCOONELD, SHARE	S AGAIN N MOORE, & MARK ALEXANDER ACCE, PARTS STAFF	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$		Distance of Price Resident of Sector Resident of Price Resident of
TIMER SIGNATURE	UPLICATE INVO	ICE ***************	****	OR FOR ANY DELAYS DAUGED IN UNAVALABILITY OF PARTS OF DAU IN PARTS SHIPMENT BY THE SUPPORT OR TRANSPORTER.
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		CH F Road • (940) 569-1			354	PON	
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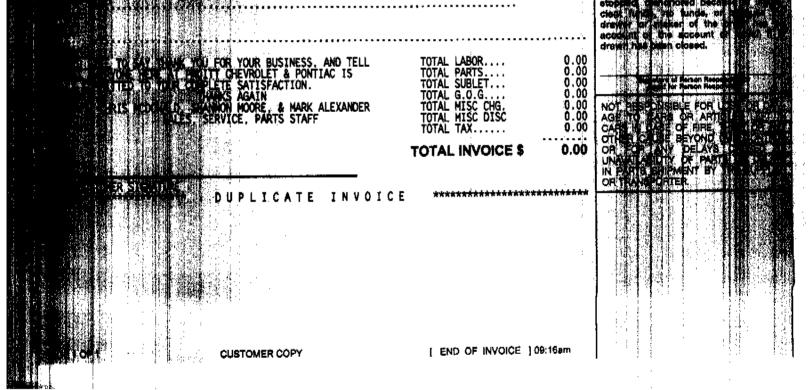


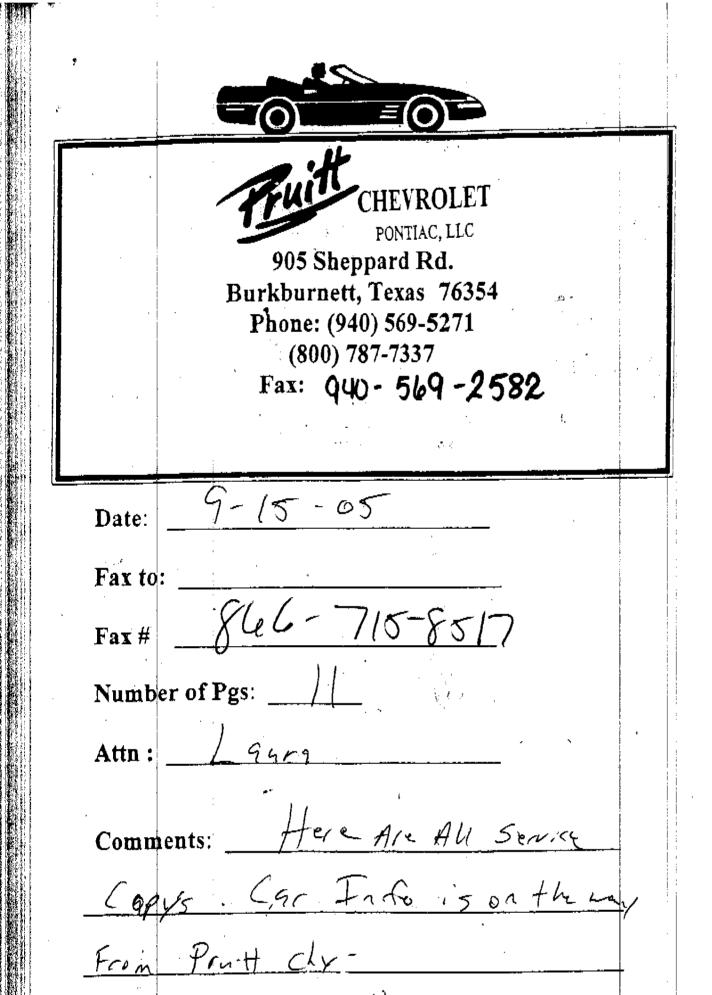
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CASE ASSESSMENT BY: Laura Salter Siebel/CARS Request No: 1-333179647

Customer Name: Melissa McVicker

Year of Vehicle: 2005 Make: Chevrolet Model: Malibu Current Mileage: 26,041

Vehicle ID No.: 1G1ZS52F45F117383 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

	Y SYMPTOM/CONCERN: Vehicle Hesitates And Cuts Out When Going Around Curves
	a <u>vs Out: Description of Repair:</u>
06-30-05 23,793	7 Replaced fuel pump
07-25-05 24,707 08-19-05 26,043	2 No problem found at this time 34 Replaced fan harness per bulletin 04-06-03-010A
08-19-05 20,043	34 Replaced fan harness per bulletin 04-06-03-010A
	Y SYMPTOM/CONCERN: SES Light Comes On
	ayo Buat Description of Renation
	2 Cleaned surfaces and reinstalled gas cap
•	2 Installed updated calibration to PCM and replaced gas cap
,	Replaced hose assembly
OTHER SYMPTOM/CO	NCERN: Power Steering Locks Up
Date: Mileage: Da	ys Out: Description of Repair:
04-04-05 20,041	2 Replaced steering column
04-08-05 20,246	10 Replaced steering gear
	NCERN: Growling Noise In Front End
	ys Out: Description of Repair:
	2 Could not duplicate
04-19-05 20,358	3 Replaced stabilizer bushings and links-Replaced R/F hub
Total Days Out of Ser	rvice: 64?(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)
VEHICLE MEETS PRE	ESUMPTION LEMON LAW? YES: NO: X
	gible for (based upon the BBB Program Eligibility Guidelines and the States lemon meeting presumption)? Repairs Only
	RECOMMENDATION(s): nder the terms of the warranty
	TION & RATIONALE (EXPLAIN): nder 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: Melissa and Mike McVicker 2005 Chevrolet Malibu VIN#1G1Z852F45F117383

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

- 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,

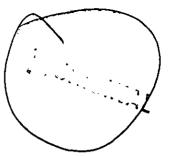
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This is the information involving File # 1-335752120. If you need ANY FURTHER INFORMation please contact me @ 504 - 616 - 6730. Please Mail ANY Correspondence to: Matthew Thomas 2312 Valentine Ct New ORLEANS, LA 70114

Thankyou, Matth



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

CUSTOMER NO. 12277			MOURF	CELD	1013	TAG NO. 2452		05/16/05	INVOICE NO 1PCS23742
	······································	LABOR RATE	LICEN	SE NO. 65011	M	LEAGE - 4,0	20	COLOR	STOCK NO.
MATTHEW THOMAS 2312 VALENTINE CT		VEAR/MAKE/MODE			ł			DELIVERY DATE	DELIVERY MILES
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PAGE 1 OF 1	CUSTOMER COPY			(END OF		CE] 03:57pm			

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			-CAR COMPANY, W	HICH OWNS ALL RIGH	TS TO ENTERPRIS	E NAMES AND MARKS	^{3.} © ENTERPRISE	LEASING	COMPAN	Y OF HOU	STON,	2004

IN 04:54PM 5/20/05 ENTERPRISE LEASING COMPANY OF HOUSTON RENTAL AGREEMENT D569124 17302 PINE CUT 281-230-8200 OUT 08:35PM \$/17/05 PAGE 1 OF 1 TX 77032-6028 0640 HOUSTON SOURCE LEISURE- 999 RENTAL TYPE R 24-HOUR DAY SUMMARY OF CHARGES RENTER UNIT 1 DAY = 24 HOUR PERIOD PETER SIELING UNIT # THS059 MILBS 32 YALE PL LIC# 328DRK NO CHARGE ROCKVILLE CTR NY 11570-MODEL OPTI LOCAL : COLOR SILVER (H) 504-616-6730 (W) 504-529-7800 2763 IN @ 42.95 128.85 3 DAYS OUT 1974 DR. LICENSE 345642565 STATE NY EXPIRE 9/28/10 DOB 9/28/74 HT WT HAIR EYES 5.8.# EMPLOYER BILL TO N CUST # SCAR 10.50 FACILITY 44.97 3 DAYS DW @ 14.99 051705/052005 DAMAGE WAIVER 3 DY PAI/PEC 5.00 15.00 PAI / PEC 051705/052005 4.20 TX REMB ADDITIONAL DRIVER MATT THOMAS MTR VH TAX 15.00 29,17 LICENSE # 007240665 STATE LA EXPIRES 1/01/08 AGE 24 22.58 FUEL PERMISSION TO LEAVE STATE CLAIM INFO CONCESS* 16.45 YES NO X POL/CLAIM/PO# TOTAL CHARGES 271.72 CUSTOMER SIGNATURE ON FILE INSURED 271.72 DEPOSITS REFUND PAYMENT INFORMATION AMOUNT PD. BY TYPE DATE AUTH LOSS DATE 271.72 MC SALE 5/20/05 873433 THEFT ACCIDENT

TYPE CAR

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SHOP 0640 RETURN PHONE 281-446-8800 NAME

OPENED BY #3995Z JEREMY R THOMPSO CLOSED BY #4797R BRADLEY J SCHARF

<u></u>	LOUISIANA	AUTO INSURANCE	IDENTIFICATION CARD
MESSAGE	Vehicle Policy identified the minimum liability i	ed hereon. The coverag insurance limits prescri	Louisiana has issued the Motor e provided by this policy meets bed by law.
Messag from number message	NAIC NUMBER 36587	COMPANY AIG National Insura P.O. Box 1802 Alpha (800)334-9641	ance Company aretta, GA 30022-3537
Message rom umber nessage	POLICY NUMBER 2476939	EFFECTIVE DATE 03-09-2005	EXPIRATION DATE 09-09-2005
	VEHICLE DESCRIPTIC YEAR MAKE/ 2005 PONTL	MODEL	VÉHICLE IDENTIFICATION NUMBER 1G2ZG528554161421
	INSURED Matthew Thomas 23112 valentine New orleans, LA 7	0114	
	This card must be can of liability insurance.	ried in the vehicle at all	times as evidence
taken by			OTICE
AD CALL	upon demand by lav	v enforcement offic	tor of a motor vehicle produce ser documentation of motor maintained within the vehicle
			evocation of registration al or issuance of a driver's
	33 SI	: able agencies 309 youree drive nreveport, LA 71105 18) 865-2222	
	EXCLUDED DRIVER	S: NONE	
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Louisiana Department of Public Safety and Corrections Office of Motor Vehicles PO Box 64886 Baton Rouge, LA 70896

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REGISTRATION CERTIFICATE

SEE REVERSE SIDE FOR IMPORTANT INFORMATION

	, DI 1005										
THIS REGIS	STRAT	ION CEP	ITIFIC	;ATE	MUST	BE	: CARRI	ED IN THE V	/EHICI	E AT A	ALL TIMES
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SEAN C THOMA	S	OWNER'S	NAME					1 w7			TOW FEE
10811 HEATHW		REET						03/09/2005	04/18	/2005	LICENSE CREDIT
BETHANY			710		मा		2	1740.96 RENUTIANCE		IN DATE	LICENSE PENALTY
			J <u></u>		STAIL			22700.00		VOE-IN VALUE	LICENSE PENALTY CREDIT
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	FLAGS				BATCH/SEQUEN			138 OFFICE HUMMER		1658.47	82.50 TOTAL FEES
N 03/09/		CURRENT LICENSE NU	h154	EXPERATIO	n <u>. 1</u> 7827 Nuk munkter	ROM/T	HCST 7 SEQ NUMBER	0925 8687 OPERATOR/SCOPE	**	1740.9)7

North American Oper General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530	rations	<u>G M</u>		снеск NO.	50-937 900779446 213
DATE 07/29/05	******	**250 DOLLAR	\$ ****14 CE	AMOI NTS ******	INT *******250.14
DAY	1ATHEW THOMAS* 2312 VALENTINE CT NEW ORLEANS LA 7013	14-3446		North American Oper General Motors Corp Disbursement Accour	ations oration t
The Chase Manhattan Bank, N.A.					
Syracuse, New York		AUDIT	·		• · • •
"900	779446 * 1021309	379: 60	1262520#		× •••
VENDOR DUNS NO. BB 000000143 VENDOR NAME MATHEW THOMAS	1	North A General Disbursem PO Box Phoenix	merican Operati Motors Corporation ents (2613) 62530 AZ 85082-2530	ONS DETA CHECK NO, PAYMENT DATE	CH BEFORE DEPOSITING CHECK 900779446
REGISTER NO. INVOICE DATE DESCRIPTION	DOC, REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	07/29/05 NET AMOUNT
07/28/09 162ZG528554161421.1-335752		00.0000	250.14	.00	250.14
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			<i>.</i>		
ACCEPTANCE OF THE REIMBURSEMENTION	IS CHECK CONSTITUTES FULL RES QUESTIONS CALL 800-462-8782	OLUTION FOR	W3		
		TOTAL	250.14	. 00	250.14
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	ONTIAC		ise make a elephone r	•	-	our name,	address,	
	Cheryl Montheith 110 E Hurlbut St Charlevoir MI							
	Charlevoix MI 49720-1426	Нол	ne telepho	ne: (231)	547-9682			
	ldalldadaddllaandddaladaddlaaddllaadd		nge to: ()				
		Plea	ase provid	e us with	your <u>pref</u>	erred emai	il address	:
Dear	Cheryl Montheith:							
	k you for choosing Pontlac! We greatly appreciate your business. Our	ooal is	for you to	be comple	taby entirefi	od Blooco	taka a fau	min
to co be us	implete both sides of this questionnaire about our dealership's facilities red to direct the continued efforts of Pontiac and Crown Motors Of Char information on GM's privacy policy, please visit our website at www.g	and pe levolx	ersonnel. Y Ltd toward	our timely meeting t	response he highest	is very imp expectation	ortant to u: hs of our cu	s and storr
	k you for buying a Pontiac.		-					
			cerely,	- 7 .				
		Ch-	halm		p-b-			
			ector of Op					
	Please use a dark pen or pencil (preferably	-		-	-			
	Please check this box if you no longer own/lease this 2	2005 G	G6, and re	turn the	questionn	iaire.		
		Abo	it Your P	ontiac D	ealershi	p's Facili	ties	<u> </u>
			Completely	Very		Somewhat	Not At All	
1.	Thinking about your dealership, how satisfied were you with		Satisfied	Satisfied	Satisfied	Satisfied	Not At All Satisfied	
	- The convenience of the dealership's showroom hours?				致			
	- The cleanliness and attractiveness of the facilities?	••••••			Z1_			
	- The variety of vehicles and options available for	· .	· - • •					
	• • •	·····			Ŕ			
	About Your Sales Consu				Ø.			
	About Your Sales Consu				۶ <u>۲</u>			Doe
		ltant	Completely Satisfied	Very Satisfied	لاًم الم	Somewhat Satisfied		
2.		ltant	>	_	ZL Satisfied RÍ			
2.	How satisfied are you that you were treated in a professional and courteous manner?	ltant	Completely Satisfied	Very Satisfied	Satisfied	Somewhet Satisfied	Not At All Satisfied	
	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's - Willingness to take the time necessary to thoroughly	ltant	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	App Req
	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's - Willingness to take the time necessary to thoroughly understand your vehicle needs?	iltant	Completely Satisfied	Very Satisfied	Satisfied R	Somewhat Satisfied	Not At All Satisfied	App Req
	How satisfied are you that you were treated in a professional 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?	ltant	Completely Satisfied	Very Satisfied	Satisfied K	Somewhet Satisfied	Not At All Satisfied	App Req [
	 How satisfied are you that you were treated in a professional 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? 	iltant	Completely SetIsfied	Very Satisfied	Setisfied	Somewhat Satisfied	Not At All Satisfied	App Req [[
	How satisfied are you that you were treated in a professional 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?	iltant	Completely Satisfied	Very Satisfied		Somewhat Satisfied	Not At All Satisfied	App Req [[
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3.	 How satisfied are you that you were treated in a professional 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? 		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	App Req [[
3. 4.	 How satisfied are you that you were treated in a professional and courteous manner? How satisfied were yoù 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? 		Completely Satisfied	Very Satisfied	Satisfied K K K K K K K K K K K K K K K K K K K	Somewhat Satisfied	Not At All Satisfied	App: Req [
3. 4.	 How satisfied are you that you were treated in a professional and courteous manner? How satisfied were yoù 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 		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Doe Appi Req [[

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Please complete other side

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CSI 102117

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? 		Very Satisflec	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
8. 9.	another dealership representative contacted you to thank you for your	C Yes		Don't Know, Not Sure			
10.	purchase and resolve any concerns?	Còmpletely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	7
			-				
11.	How satisfied were you that — The vehicle price and/or payments were discussed in a thorough and straightforward manner?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
	 You were given a thorough explanation of the financing options available? 			Ŕ	Ē		
12.	How satisfied were you with the review and explanation of all the paperwork?			ß			
13.	Overall, how satisfied were you with how the financial process was handled by your dealership?			Ø			
·12•	Summing Up Your Experience	e	a a constante				•
14.	Based on your overall purchase/lease <u>and</u> delivery experience, how satisfied are you with Crown Motors Of Charlevoix Ltd?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	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 are you with your 2005 G6?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfled	Not At All Satisfied	
17.	Are you 🗋 Male 🕺 Female						
18.	Yourage 🚺 Under 25 🔲 25 - 34 🛄 35 - 44	XI_45	54	□ 55 · €	}4 □	65 or old	ler
19.	May we include your name when providing this survey information to your	dealership	?	×Å-	Ō		
20.	Do you have any other comments/recommendations about Crown Motors	Of Charlev	oix Ltd?		<u> </u>		
	Sel attace	$\mathcal{L}d$.					
	If you have an issue with your vehicle or a concern encourage you to first contact your dealer. If furth					1 * h a	

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encourage you to first contact your dealer. If further assistance is required, please call 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

1G2ZH528354150365 07052 20050513 012519022326

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,

Cheref Monterth

Cheryl Monteith

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UNIT# 5P26	TOPY	7 . N		$\bigcirc \ \ $	IARLEVO	NIX IM	TED			
CHERYL KAY MONTEITH 110 E HURLBUT ST CHARLEVOIX, MI 49720		·)	INVOICE* PLICATE 1 PAGE 1	Of Chi	5684 US-31,Hv arlevoix, Michig Phone (231) 54 F# 13888	vy. South an 4972000 7-9900	NER E			
HOME:231-547-9682 BU		SER	VICE ADVISOR:	v	vww.crownmol	yo 11/	1004			
COLOR YEAR M	AKE/MODEL		VIN VIN	LICENSE		E IN/ OUT	TAG			
	IAC G6	1G2ZH	528354150365		934/		<u>T689</u>			
DEL DATE PRODI DATE W	VARR, EXP. PROMISE	<u>5D- (30)</u>	PO NO:	RATE	PAYMENT	INV. DAT	Ê			
13MAY05 IS	READY		5P26 ENG:LX	0.00	CASH 0 1)OHIO	17JUN05				
R.O. OPENED READY OPTIONS: STK:5P26 ENG:LX9 TRN:MX0 1)OHIO INDEMNITY GAP 025097 2)SIMONIZ SYSTEM5 S250915 07:34 08JUN05 13:51 17JUN05										
LINE OPCODE TECH TYP	PE HOURS		~~	LIST	NET	TOTAI				
A STALLED ONCE WHEN CAUSE: 1	PULLING INTO PARI	KING L					l			
62 MISC REPAIR 65 WG4	10 0.00				0.00	0.00)			
	• • • • • •				****	**	,			
PARTS: 0.00 LA	BOR: 0.00 (OTHER:	0.00	TOTÀL L	INE A:	0.00)			
CHECKED FOR CODES NO		ITANS	NONE TEST DRO	OVE MULT:	IÝAL	••••••				
	*****		e	1						
B STEERING HAS HITCH 62 MISC REPAIR	, IN IT WHEN TURN	ING AT	LOW SPEED FI	ROM CENTI	ER					
65 WG4	10 0.00	4			0.00	0.00)			
		· .	, inter et al.			0.00				
		OTHER :	0.00	1	INE B:	0.00)			
934 CHECK STEERING AN NONE. STEERING EFFOR BULLITENS OR RECALLS ******	AT AND ROTATION FI	EELS NO	ORMAL. CAR TO	DO NEW FO	DR					
C SEND TO CLEANUP FO 62 MISC REPAIR 65 CP	R SIMONIZING				0.00	0.00)			
PARTS: 0.00 LA	BOR: 0.00 (OTHER :	0.00	TOTAL LI	INE C:	0.00)			
934	****	*****	* * * * * * * * * * * * * * * *	*****	* * *					
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TERMS: STRICTLY CASH OR CR		We guarantee our service	DESCRIPTION	TOTALS
	ts that the Undersigned does hereby constitute and and iswful 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
		compliance in the Michigan Auto Repair Act P.A. 300,	LESS INSURANCE	0.00
LABOR RATE BASED ON \$	BODY SHOP	1	SALES TAX	0.00
of \$20.00, for supplies used in or on your ve	it to 10% or less of our labor charge, maximum hicle. Applicable items are nuts, boits, wasters, idow sealers, mats, towels, aero-sprays W/D	T	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



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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

2005 G6 - GT SEDAN 59U GRANITE METALLIC 19C EBONY ORDER NO. HNKVS9/TRE STOCK NO VIN 1G2 ZH52 82 54136148		VEHICLE I	OTORS COR SSANCE CE MI 4 NVOICE 2A	PORATION NTER 8243-1114 049618703
MODEL & FACTORY OPTIONS 2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE	11/11/04
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED	11/11/04
FE9 50-STATE EMISSIONS FR9 AXLE RATIO 3.29	N/C	N/C	EXP I/T	11/19/04
FR9 AXLE RATIO 3.29	N/C	N/C	INT COM	11/19/04
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	PRC EFF	11/10/04
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G18	24 G1824
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:	32.9
SAFE & SOUND				22622.70
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	SUPPLR:	23637.35
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	MRM:	26420.00
			MEMO	1164.75

TOTAL MODEL & OPTIONS	24795.00	22666.55	ACT 231	22547.70
DESTINATION CHARGE	625.00	625.00	H/B 261	743.85
LAM DEALER CONTRIBUTION		123.98	ADV 261	123.98
LAM GROUP CONTRIBUTION		247.95	EXP 65A	247.95

RAY MILLER BUICK-PONTIAC-GMC, INC.

REMIT TO GMAC NO. 340 VIN 1G2ZH528254136148 \$ 23663.48 INV 2AD49618703 DUE 11/19/04 DEALER 18-327



TOWNSEND CHEVROLET-BUICK-PONTIAC, INC. 125 WEST MAIN STREET • TELEPHONE: (731) 847-3921 PARSONS, TENNESSEE 38363

FAX# 731-847-3961

Date: 7-27-05 Chevrolet 17703 52822 Buick 19673 Pontiac Carolyn October To: Jones - Sve, Mgr. From: Deron power steeping concerns orders Th<u>anks</u> Deron Jones Page _____ of _____

7370	1 G 2 MAKE PONTIAC	ZH528254 MODEL G6	136148 GRAY	KERRI	PRATE		ander Angelen og som en so Na ga som en s Na som en som Na som en som	07/18/05 TIME IN 03:43
LES IN	MILES OUT	FIRSTUSE		LINDEN	TN 3709	6		CLOSED
961 80	8961	00/00/00		Č ^{#§} (931)) 332-61	.98 ^{us.}) 589-2515	07/20/05 WRITER5666 DERON
CODE NED. LIBF VEHI AL. 3. 1	CO545 S RELEARN RATION AN ICLE SENT THEY ALR TEST DROV	TES LOSE OF POWE TEERING CALIBRAT STEERING CAL, W D CALIBRATE TORQ TO US FROM RAY EADY HAD TAC CAS E VEHICLE 52 MIL	ION NOT LEAR HEEL POS. CA UE SENSOR. MILLER PONTIAC I E OPENED #830882	E7631 N			A 5 (0001)	25.73
	DDES OR W ch:05)	ARNING MESSAGES.	1 1 1 1 1	Total	l Repair	(Warranty	 (1) 1.4.5 Addition of the second secon	25.73
	RTESY TRA	NSPORTATION		Z7902 COURI Total	TESY T 17	98 MJ 370 (Warranty	A 0 () (00621)	126.00
e A	L DELIVER	Y	· · · · · · · · · · · · · · · · · · ·	Z8013 4.601 Total	GAL 17	98 MJ 7370 (Warranty	A 2 (004 (3001)	10.03
36.0	5 +263 2 -462 0 -466 3 -466	14.00 662 247 126.00 666 246 10.03 666 246						
						W.C		CUSTOMEN

VIN

R/O

TOWNSEND-CHEV-BU-PONT

TOWNSEND ---- OR CHEVROLET BUICK PONTIAC

125 W. Main St. • Parsons, TN 38363 • Ph. 731-847-3921 • Fax 731-847-3961 www.townsendchevroletbuickpontiac.com

NO 17412	2 1 G 2 Z	H 5 2 8 2 5 4	136148	KERRI PRATE	R			25/05
YEAR 2005	PONTIAC	G6	GRAY		<i>\r</i>			:56
MILES IN 9108	MILES OUT 9108	FIRST USE 00/00/00	LISC.	LINDEN TN 3709		. <u> </u>	07/	25/05
SEE Also	· · · · ·			Č ⁶ (931) 332-61 H:(931) -	190 ^{%.} <u>W:</u> (931	1) 589-2515		5666 ON
(1) VEH DIS COD REP	PLAY E C0545 STOR	PS AND WARNING ED IN COMPUTER IG COLUMN AND C	CONTROLLER	DN E7680 (F)88967179	5D OL (S/COL RE (MOTOR W/	A 14 :) 1 'CONTRO) 1	(0082) (36402) 28 (51861) 22	ON 22.03 36.48 21.25 79.76
Any warrantie including any in connection X Pa	73 - 480 37	ity of liness for a particular purpose, a y limitation contained herein does not a VUOUSTOMER SIG 1 JOD 174.	ARRANTIES willer hareby expressly disclaims all warra and wither assumes nor authorizes any p apply where prohibited by law.	niies either expressed or implied, erson to assume for it any liability	72.03 507.73 .00 .00 .00 579.76		et Dispos Grease	USIUMER .00 .00 .00 .00 .00 .00 .00 .00

AUTOSOFT FORMS 1-877-427-4367

DATE IN

FROM :RA	/ MILLER BUI-PO		FAX NO.	:25676614	64	Jul. 27 2005 (09:27AM P1	L
BILICK		Buick Pon 246 Cox Cro	Hac GMC bama 35630 (6) 764-9661			RO: 1023 Cashier: 000 Date Out: 03/ Status: REP CLO	016 09:0) 15/2005 RINT	8-1
Justomer	TRAVIS L C 1506 ROSS CLIFTON TA 931-676-55	1 38425 529	'ER	931-589	Mil	1G2ZH52825413 2005 PONT G6 es-In: 262 Out Delivered In Service	: 262 : 03/05/	2005
Cellular Advisor	931-676-70	BSELL CASTI	LE		Hat:			
			/Cause/Co	rrection		Per Unit	Extended	4 Frites
AIR BA SPAC (REPLA)	000008W HER STATES HOR AG MODULE CAUS CASE #01237103	N BLOW WHEN T	URNING ROUND OUT			Admin	Hours:	0.00
PÖ: Parts	: 1 1521	0.9 00000 01 19396 PO: 11	NODOLLE	AB 14.86	5	Operation	Total:	0.00
SUBLE *B SWPC CUSTC 5 DAY PO: SUBLE	000099 MER STATES NEN RENTAL 279	EDS RENTAL CA 05 MJ 98 PO: 1				Admir Operatior	Hours: Total:	0.00
I bereby au	therize the repair ceevary material ar	work herein set fo nd agrae that you a or articlos left i se heyond your com	orth to be do	nsible		WARRANTTES: All Worra rer's. RAY MILLER PONTI Glaime all warranties m		
caused by u supplics or permission highways or An express	havailability of per transporter. I for to operate the vehi- represent for the membranic's lien if amount of repairs	ereby grant you and icle herein descrif purpose of testing hereby acknowledge	l/or your emp bed on street and/or insp nd on the vor	bloyeon B, bection. Micle to	for a particu neither ansun it any liabil This disclaim affects the t	lar purpose and kay MPL ten nor Authorizes any c ity in connection with mer by RAY MILLER PONTIA terms of the manufacture nstalled are new/salvage : STRICTLY CASH unless	LER PONTIAC B. ther parson b. the gale of t. C BUICK GMC r's warranty. d or recondit arrangements	once Bert he product. in ho way ioned pasts." made.
					-	a row for allowin	na us to s	erve you:

Signature

Thank you for allowing us to serve you!

FROM :RAY	MILLER BUI-PONT-GMC FAX NO. :256766146	4 Jul. 27 2005 09:27AM P2
BUICK GN	EDITIAL Buick - Pontiac - GMC 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9661	RO: 102480 Cashier: 000016 09:08-1 Date Out: 04/08/2005 Status: REPRINT CLOSED
	13982 Stock #:5P468 TRAVIS L OR KERI PRATER 1506 ROSS CREEK RD CLIFTON TN 38425 021-676-5529 Work: 931-589-	VIN: 1G2ZH528254136148 2005 PONT G6 Miles-In: 865 Out: 865 Delivered: 03/05/2005 2515 In Service: 03/05/2005
Cellular:	931-676-7049	fat: Date In: 03/25/2005
Advisor:	000028-RUSSELL CASILLE	Per Unit Extended Price
OP Acct	Tech Hours Complaint/Cause/collection	Labor Total: 0.00
A SCPC CUSTOME NO PROB	000099 R STATES CK SWIRLS IN PAINT LEM FOUND	Operation Total: 0.00
מיסיד מידד	000099 R STATES VIBRATION AT ABOUT 60 MPH ES OUT OF ROUND E BOTH FRT. TIRES E0432 04 3M 2 89052136 PO: 1134	Admin Hours: 0.00 Operation Total: 0.00
for loss of d fire, theft, caused by una supplier or t permission to highways of e An express me secure the of	which the repair work nerely are not responsible to pary material and agree that you are not responsible for gmage to vehicle or articles left in vehicle in come of erange to vehicle or articles left in vehicle in come of dr any other couse boyond your control or for any delays in an any other couse boyond your control or for any delays in all ability of parts or delays in parts shipmonts by the function of the parts or delays in parts shipmonts by the inapporter. I hereby grant you and/or your employees perate the vehicle herein described on streets. I hereber for the purpose of testing and/or impection. The	SCLAIMER OF WARRANTIES: All warrantics on this product are manufacturer's. MAY MILLER PONTIAC BUICK GMC hereby pressly disclaims all warranties either express or implied, cluding any implied warranty of merchantallity or fitness building any implied warranty of merchantallity or fitness a particular purpose and RAY MILLER PONTIAC BUICK GMC watcher assumes nor authorizes any other person to assume for ather assumes nor authorizes any other person to assume for any libbility in connection with the sale of the product, as disclaimer by RAY MILLER PONTIAC BUICK GMC in he way ffects the terms of the manufacturer's warranty. All parts installed are new/Malvaged or reconditioned parts." TEMMS: STRICTLY CADE unless arrangements made.
		Thank you for allowing us to serve you!

Signature

FROM :F	RAY MILL 	ER BU	I-PONT-I	GMC	FAX NO.	:2567661464 :	ŀ	Jul.	27 2005	09:;	28AM P4	
BUICK	GNIC			246 Cox (Florence, A	ontiat - GMC Creek Parkway Alabama 3563 256) 764-9651	D		Cashi Date C	RO: 103 er: 000 out: 05 cus: MO CL	002 /06	8 09:0) /2005 TED RE	
Custome	TRA 150 CLJ ne: 933	VIS)6 RC (FTON L-670	L OR 1)SS CR1 1 1'N 3 5-5529		ATER	931-589-	Mil	2005 i es-ïn: De	5282541 PONT G6 3755 O slivere Servic	ut: d: e;	: 3755 03/05/ 03/05/	2005
Cellula Adviso	ar: 93] or: 000	L-670 0028-	RUSSE	LL CAST	ILE	н	at:		Date I		05/06/	
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FROM :RAY N	1ILLER BUI-PONT	-GMC FAX NO.	:2567661464	Jul. 27 2005 09:	:28AM P5
BUTCK		Buick Pontiac - GMC 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9661	0	RO: 1033 Cashier: 0000 Date Out: 05/1 Status: REPR CLOS	16 09:09-1 6/2005 INT
Home:	TRAVIS L OR 1506 ROSS C CLIFTON TN 931-676-552	38425 9 Work:		In Service:	: 4136 03/05/2005 03/05/2005
Cellular: Advisor:	931-676-704 000028-RUSS	SELL CASTILE	Hat:		05/13/2005 Extended Price
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B SWPC CUSTOME TRIM CC REPLACH PO: Parts: SUBLET	MING LOOSE TRIM HRS 0 1 89024	T REAR DOOR MOLDING (.5 B7963 ON 2P 128 MOLDING PO: 1173		Admin I Operation	
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Signature	·	,,,,,,,,		you for arrowsey	

FR	OM :RAY M	1ILLER BUI-PONT-GMC	FAX NO. :256	7661464	Jul. 27 2005 0	9:29AM P6	
в	Dinek CSN	246 (Floren	Pontiac-GMC Cox Creek Parkway ce, Alabama 35630 ne: (256) 764-9661		RO: 104 Cashier: 000 Date Out: 06/3 Status: REP CLO	028 09:09 29/2005 RINT	- 1.
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I he with for fire caue perm high	reby author 1 the necess 10se or dan 2 theft, or sed by unava- 5 ther or tra- rission to co- ways or cl-	ize the repair work herein a ary material and agree that age to vehicle or articles 1 any other cause heyond your ilsbility of parts or delaye neporter. I hereby grant yo perate the vohicle herein de kwhere for the purpose of the smic's lien is horeby acknow art of repairs thereto.			WARRANTTES: All warrant er's. RAY MILLER PONTIAC laims all warranties oir implied warranty of merc ar purpose and FAY MILLE s nor authorizes any otr try in connection with th r by RAY MILLER PONTIAC rms of the manufacturer'		
		nt of repairs theroto. NECT TO A MINIMUM OF .5 HOUR		"All parts ins TERMS:	Lailed are new/solvaged STRICTLY CASH unless an	er recondicion rrangements mad	().
Sig	gnature:	,,,,,		Thank	you for allowing	i us to ຍer	ve you!

FROM :RAY	MILLER BUI-PONT-	GMC FAX NO. :250	67661464 J	ful. 27 2005 09:29AM P7	
BUICK	PONTIAC.	Rep Holles Buick - Pontiac - GMC 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9651	Da	RO: 104348 ashier: 000016 09:1 to Out: 07/14/2005 Status: REPRINT CLOSED	L0-1
Home :	721 HICKORY CENTERVILLE	KERI PRATER ST. TN 37033 Work: 93	20 Miles-	2ZH528254136148 005	
Advisor:	000028-RUSS	ELL CASTILE	Hat:	Date In: 07/05,	/2005
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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

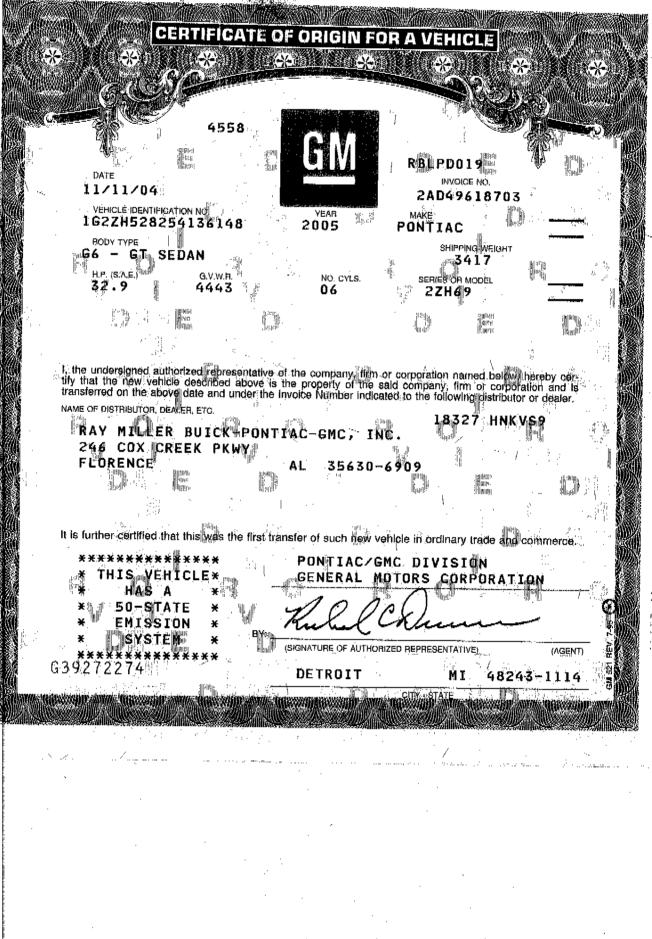
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RETAIL PURCHASE CONTRACT

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ADDRESS											Z	IP	
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FAX NO. :2567661464



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FROM : RAY MILLER BUI-PONT-GMC

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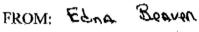




Ray Miller Buick-Pontiac-GMC, Inc.

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

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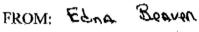




Ray Miller Buick-Pontiac-GMC, Inc.

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

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AIR BA SPAC (REPLA)	000008W HER STATES HOR AG MODULE CAUS CASE #01237103	N BLOW WHEN T	URNING ROUND OUT			Admin	Hours:	0.00
PÖ: Parts	: 1 1521	0.9 00000 01 19396 PO: 11	NODOLLE	AB 14.86	5	Operation	Total:	0.00
SUBLE *B SWPC CUSTC 5 DAY PO: SUBLE	000099 MER STATES NEN RENTAL 279	EDS RENTAL CA 05 MJ 98 PO: 1				Admir Operatior	Hours: Total:	0.00
I bereby au	therize the repair ceevary material ar	work herein set fo nd agrae that you a or articlos left i se heyond your com	orth to be do	nsible		WARRANTTES: All Worra rer's. RAY MILLER PONTI Glaime all warranties m		
caused by u supplics or permission highways or An express	havailability of per transporter. I for to operate the vehi- represent for the membranic's lien if amount of repairs	ereby grant you and icle herein descrif purpose of testing hereby acknowledge	l/or your emp bed on street and/or insp nd on the vor	bloyeon B, bection. Micle to	for a particu neither ansun it any liabil This disclaim affects the t	lar purpose and kay MPL ten nor Authorizes any c ity in connection with mer by RAY MILLER PONTIA terms of the manufacture nstalled are new/salvage : STRICTLY CASH unless	LER PONTIAC B. ther parson b. the gale of t. C BUICK GMC r's warranty. d or recondit arrangements	once Bert he product. in ho way ioned pasts." made.
					-	a row for allowin	na us to s	erve you:

Signature

Thank you for allowing us to serve you!

FROM :RAY	MILLER BUI-PONT-GMC FAX NO. :256766146	4 Jul. 27 2005 09:27AM P2
BUICK GN	EDITIAL Buick - Pontiac - GMC 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9661	RO: 102480 Cashier: 000016 09:08-1 Date Out: 04/08/2005 Status: REPRINT CLOSED
	13982 Stock #:5P468 TRAVIS L OR KERI PRATER 1506 ROSS CREEK RD CLIFTON TN 38425 021-676-5529 Work: 931-589-	VIN: 1G2ZH528254136148 2005 PONT G6 Miles-In: 865 Out: 865 Delivered: 03/05/2005 2515 In Service: 03/05/2005
Cellular:	931-676-7049	fat: Date In: 03/25/2005
Advisor:	000028-RUSSELL CASILLE	Per Unit Extended Price
OP Acct	Tech Hours Complaint/Cause/collection	Labor Total: 0.00
A SCPC CUSTOME NO PROB	000099 R STATES CK SWIRLS IN PAINT LEM FOUND	Operation Total: 0.00
מיסיד מידד	000099 R STATES VIBRATION AT ABOUT 60 MPH ES OUT OF ROUND E BOTH FRT. TIRES E0432 04 3M 2 89052136 PO: 1134	Admin Hours: 0.00 Operation Total: 0.00
for loss of d fire, theft, caused by una supplier or t permission to highways of e An express me secure the of	which the repair work nerely are not responsible to pary material and agree that you are not responsible for gmage to vehicle or articles left in vehicle in come of erange to vehicle or articles left in vehicle in come of dr any other couse boyond your control or for any delays in an any other couse boyond your control or for any delays in all ability of parts or delays in parts shipmonts by the function of the parts or delays in parts shipmonts by the inapporter. I hereby grant you and/or your employees perate the vehicle herein described on streets. I hereber for the purpose of testing and/or impection. The	SCLAIMER OF WARRANTIES: All warrantics on this product are manufacturer's. MAY MILLER PONTIAC BUICK GMC hereby pressly disclaims all warranties either express or implied, cluding any implied warranty of merchantallity or fitness building any implied warranty of merchantallity or fitness a particular purpose and RAY MILLER PONTIAC BUICK GMC watcher assumes nor authorizes any other person to assume for ather assumes nor authorizes any other person to assume for all pairs installed are maw/malvaged or reconditioned parts." TERMS: STRICTLY CAER unless arrangements made.
		Thank you for allowing us to serve you!

Signature

FROM :F	RAY MILL 	ER BU	I-PONT-I	GMC	FAX NO.	:2567661464 :	ŀ	Jul.	27 2005	09:;	28AM P4	
BUICK	GNIC			246 Cox (Florence, A	ontiat - GMC Creek Parkway Alabama 3563 256) 764-9651	D		Cashi Date C	RO: 103 er: 000 out: 05 cus: MO CL	002 /06	8 09:0) /2005 TED RE	
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Cellula Adviso	ar: 93] or: 000	L-670 0028-	RUSSE	LL CAST	ILE	н	at:		Date I		05/06/	
OP Acc			Hours		t/Cause/Co	rrection			Per Uni	<u>じ</u>	Extended	Price
A SCP(~ 000	099		, <u> </u>					Labor	то	tal:	0.00
CUST	TOMER ST	ATES	RIGHT	FRT DOOR	MOLDING LC	OSE		o	peration	1 TC	tal:	0.00
B SCPC		099							Labor	- Тс	stal:	0.00
CUST	TOMER SI TS ORDEP	TES	RIGHT	REAR DOOF	8 MOLDING I	.005F			peratior	1 TC	tal:	0.00
NEE	TOMER ST DEDTOP (PLETED	JFF A	CHANGE LL FLUX 2501079 1234561)2.	FILTER, LUF ADJUST TI OIL FL OIL10W	FR 1.836	AS		Operatio	<u>n T</u> e	otal:	0.00
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FROM :RAY N	1ILLER BUI-PONT	-GMC FAX NO.	:2567661464	Jul. 27 2005 09:	:28AM P5
BUTCK		Buick Pontiac - GMC 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9661	0	RO: 1033 Cashier: 0000 Date Out: 05/1 Status: REPR CLOS	16 09:09-1 6/2005 INT
Home:	TRAVIS L OR 1506 ROSS C CLIFTON TN 931-676-552	38425 9 Work:		In Service:	: 4136 03/05/2005 03/05/2005
Cellular: Advisor:	931-676-704 000028-RUSS	SELL CASTILE	Hat:		05/13/2005 Extended Price
OP Acct	Tech Hours	Complaint/Cause/Co	rrection	////	
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SUBLET				Operation	<u> </u>
B SWPC CUSTOME TRIM CC REPLACH PO: Parts: SUBLET	MING LOOSE TRIM HRS 0 1 89024	T REAR DOOR MOLDING (.5 B7963 ON 2P 128 MOLDING PO: 1173		Admin I Operation	
for loss or de for loss or de riro, theft, (caused by und supplier or to permission to highways or e. An express med secure the am	mage to vehicle or Y any other cause h wilability of parts unsporter. I herel operate the vehicle cowhere for the pub- hanic's lien is here punt of repairs the HDJMCT TO A MINIMUM	OF .5 HOUR DIAGNOSTIC TIME.	heible the manufactur case of expressly disc ny dolays including any the by the for a part.icul loyees it any liabili ection. This disclaim icle to affects the to "All parts ins TERMS:	WARRANTIES: All Warrant: er's. RAY MILLER PONTIAC implied Warrantics eith ar purpose and RAY MILLER e nor authorizes any oth it by RAY MILLER PONTIAC it by RAY MILLER PONT	her express or implied, antability or fitness a PONTAC BUTCK GMC or person to assume for sole of the product. BUTCK GMC in he way a warranty. or reconditioned parts.' rangements made.
Signature	·	,,,,,,,,		you for arrowsey	

FR	OM :RAY M	1ILLER BUI-PONT-GMC	FAX NO. :25676	61464	Jul. 27 2005 0	9:29AM P6	
(B	Uncic CSN	246	Pontlac GMC Cox Creek Parkway nce, Alabama 35630 ne: (256) 764-9661	I	RO: 1042 Cashier: 0000 Date Out: 06/2 Status: REPI CLO	028 09:09 29/2005 RINT	- 1.
Cust	Home:	13982 Stock TRAVIS L OR KERI 1506 ROSS CREEK J CLIFTON TN 38425 931-676-5529	PRATER	Mile	1G2ZH52825413 2005 PONT G6 s-In: 8296 Ou Delivered In Service	t: 8296 : 03/05/2	005 005
	lular: visor:	931-676-7049 000028-RUSSELL C	ASTILE	Hat:	Date In	: 06/29/2	2005
OP	Acct		aint/Cause/Correcti	.on	Per Unit	Extended	Price
 A	SCPC CUSTOMEI	000082Q 101 STATES CHANGE OIL, POFF ALL FLUID LEV	DIL FILTER, LUBE CHAS	SIS AS SURE	Labor '	Total:	8.75
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B	SCPC CUSTOME COMPLET	000082R RTT STATES ROTATE TIRE	g	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Labor Operation		14.25 14.25
с 	TEST SH REPLACE PO:	000082 R STATES CIG. LTGHTE OW BAD FUSE FUSE HRS 0.2 N172 1 88909757	0 05 60	. 965	Admin Operation	Hours: Total:	0.00
			SUPP	LIES AND\OR HA	Customer Pay Customer Pay ZARDOUS WASTE RI	Parts:	23.00 14.05 1.15
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Chk	: 39.32				Customer Tota		39,32
		ize the repair work herein ary material and agree that age to vehicle or articles any other cause beyond you ilability of parts or delay insporter. I hereby grant y perate the volucle herein d ewhere for the purpose of the pulc's lien is hereby ackno- nt of repairs thereto.		D(SCLAIMER OF WAI the manufacturer expressly disclar including any im for a particular noither assumen it any liability This disclaimor affects the term	RRANTTES: All warrant a. RAY MILLER PONTIAC ins all warrant of merco- purpose and FAY MILLE for authorizes any oth in connection with th ny RAY MILLER PONTIAC s of the manufacturer'		
Seci NLL	ire the amou REPAIRS SU	nt of repairs thereto. NECT TO A MINIMUM OF .5 HOU	R DIAGNOSTIC TIME.	All parts insta TERMS: S	lled are new/salvaged TRICTLY CASH unleas ar	rangements mad	C.
Sig	gnature:	,,,		Thank y	you for allowing	us to serv	ve you!

FROM :RAY	MILLER BUI-PONT-	GMC FAX NO. :250	67661464 J	ful. 27 2005 09:29AM P7	
BUICK	PONTIAC.	Rep Holles Buick - Pontiac - GMC 246 Cox Creek Parkway Florence, Alabama 35630 Phone: (256) 764-9651	Da	RO: 104348 ashier: 000016 09:1 to Out: 07/14/2005 Status: REPRINT CLOSED	L0-1
Home :	721 HICKORY CENTERVILLE	KERI PRATER ST. TN 37033 Work: 93	20 Miles-	2ZH528254136148 005	
Advisor:	000028-RUSS	ELL CASTILE	Hat:	Date In: 07/05,	/2005
OP Acct	Tech Hours	Complaint/Cause/Corre	sction	Per Unit Extende	d Price
A SWPC CUSTOMI TEST SI CORRECT	OW CODE U2109.7 I.CALLED TAC CAS D CONNECTION.CI G CONTROL MODUI HRS 0.5	LE HAS NO POWER STEERIN TEST SYSTEM POWER STEER SE #8308823, TAC ADVISH C FOR POOR GROUND AT TH LE FOR LOOSE CONNECTION 5 OTHER 3.0 N6628 OJ 71 PO: 1224	RING WORKING ED US TO CK BCM RANS.CK POWER N (CONT.LINE C)	Admin Hours: Operation Total:	
	000099 R STATES NEEDS RENTAL Z7906 N			Admin Hours: Operation Total:	
FOUND WAS FUI REROUTI	LED TIGH'T AND ! BD C2 CONNECTOR	A CONT. N C2 TO POWER STEERING PUTTING STRAIN ON CONN. .RETURN TO NORMAL OPE AND REPORTED FINDINGS	ECTOR.	Labor Total: Operation Total:	0.00
	JJECT TO A MINIMUM OF	.5 NOUR DIAGNOSTIC TIME,	"All parts installed TERMS: STRLC	TIES: All warrantics on this p RAY MILLER PONTIAC BUICK CMC of all warranties either express of d warranty of morchantability of some and RAY MILLER PONTIAC BUIG authorizes any other person to a connection with the male of the AY MILLER PONTIAC BUICK GMC in the manufacturor's warranty are new/salvaged or recondition "Dy CASH unless arrangements may for allowing us to sex	ned parts." de.







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

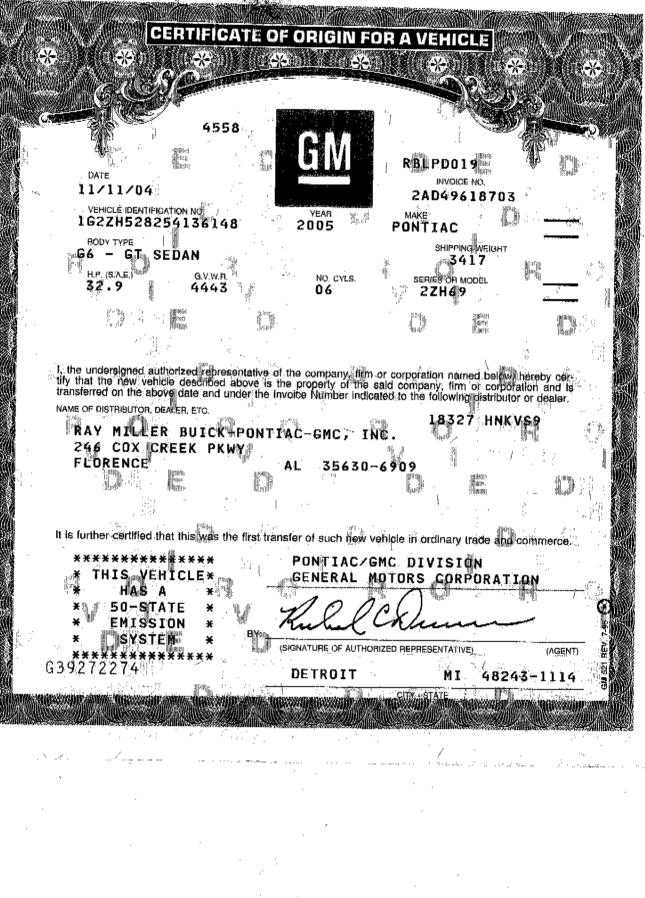
BOOK DATE MAKE	DEAL NUMBR	SHORT VIN	CUST NUMBER	SELLING PRICE	ACTUAL C.O.S	COMM C.O.S	TRADE	COMM PROFIT	NON-COMM PROFIT	BACKEND PROFIT	GROSS PROFIT	
03/05/05 PONT 03/05/05 PONT	2152	54136148	13982 13985	23463.48 24484.60	22919.63 25488.00	23663.48	0.00	-200.00 -1003.40	543.85 -1003.40	750.00	1293.85 1003.40	
SALES TOTAL	2			47948.08	48407.63	49151.48	0.00	-1203.40	-459.55	750,00	290.45	

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RETAIL PURCHASE CONTRACT

RA	Y MILLEF	BUICK GI	F			36	894
2	46 Cox Creek Par		e 764-9661		DATE		ESMAN
		E, ALABAMA 3563	50	03/05	5/2005	VIC RAG	SDALE
			ME				
	BUICK		2403121	PENALTY IN THE NA	OF TEN DOLLAF	RS (\$10) DUE IF VEHICL N OWNER WITHIN 10 C	E IS NOT REGISTERED ALENDAR DAYS.
CUSTOMER	TRAVIS L PF	RATER/KERI J P	HC PH	ONE 9316765529	OFFICE HONE 256		
BILLING ADDRESS		REEK RD CLIFT		- 100° FT T T	ZII	P 38425 CC	DUNTY WAYNE
ADDRESS					ZII	P	
NEW KAL USE		YEAR 2005	MAKE	MODEL 66	BODY 44D	COLOR GRY	ENGINE 6
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59468	1 0	3 2 Z H 5	2 8 2 5	4 1 3 6	148		eneral Motors plant oper-
OPTIC	NS Ó	STOCK CARS LIST RDERED CARS - LI	ONLY DEALER	ADDED OPTIO	NS OPY	SELLING PRICE \$	23, 463. 48
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						SALES TAX	N/A
SERIAL N	UMBER		BALANCE				
	r ALLOW.	BUYER AGREES TO PAY ANY AMOUNT EXCEEDING	OWED		/ 1	TOTAL CASH DEL. PRICE	23, 463. 48
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		PAYOF		······································		NET ALLOW	N/A
PAYOFF LIENHOLDER			CHECK NO.	DATE		CASH ON DEL.	750.00
ADDRESS				ZIP		TOTAL DOWN PAYMENT	<u>n/a</u> 750.00
PAYOFF QUOTED BY				GOOD THRU		SUBTOTAL	22,713.48
BALANCE TO	E PAID IN ONE PAY	MENT OF \$		N DELIVERY		Cbb	<u>1, 605, 00</u>
FINANCING	GMAC			- (,		UNPAID	
LIENHOLDER ADDRESS	DULUTH G	A 30096		ZII?	30096	BALANCE	24, 318. 48
and as of th I warrant the	prees that this Order date hereof comprise truth and accuracy	CONDITIONS includes all of the term sos the complete and e of the foregoing informa	xclusive statement o ation and I hereby c	the face hereof, the of the terms of the e crilfy that I am over	at this Order can agreement rotall 19 years of age	ng to the subject matte . I hereby acknowledg	ny prior agreement rs covered hereby, je having read and
ordered by I and agrees	suyer is a used vehic hat the said automol	his page and RECEIPT le, and if this order is a bile is being sold "as is	ccepted by RAY MI ", subject only to the	LLER BUICK GMC, a following agreeme	Inc. (herein "Se of, viz: if the sa	eller") the purchaser he aid vohiclo is returned b	reby acknowledges by purchaser to the
defective co	nditions in the said ve	h thirty (30) days from t hicle, or replace defect	ive parts, which defe	ctive conditions or p	parts existed at t	he date of this order, as	s may be necessary
replacemon	s. Repairs shall be li	d operating condition, mited to internal lubrica	ted parts of engine,	transmission and dr	ive axlo. Payme	ent for such repairs or re	eplacements by the
warranties o	conditions with resp	ehicle is redelivered to ect to the said vehicle, -	expressed, implied,	or statutory, or otho	rwise, except as		
		thority to waive, alter, on NOWLEDGES HE HA	-			OREGOING LIMITA	TIONS.
ACCEPTED	2/5		a names - Every et al a secondaria			P	_
NOT VALID LINE 2003	NOTICE - BESU	H OF THE COMPANY	N GIVES YOU A S			R ANY CASH TENDE	
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FAX NO. :2567661464



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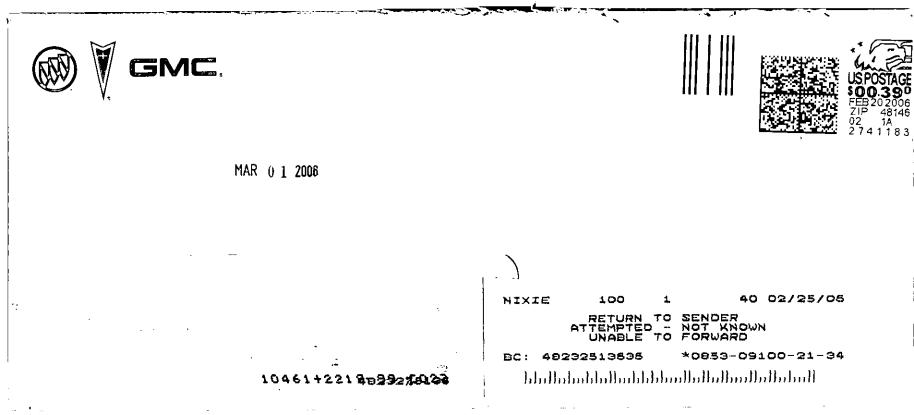
societadal NUMBER	ADDRESS 1506 ROSS CT	R KEN J.	I-TATER
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ŝ	State of Alabama		forth are taus and correct. Subscribbd and sworn to me
\overline{g}_{i}	County of LAUDERDALE		beford this day of20
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	ADDRESS.		
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	State of		for the and correct. Subscribed and any more set of the
	County of		
ŀ	NAME OF		Lozi Seri neri de la
	NMME OF PURCHAGER(B)		
	ADD8588		<u> </u>
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Ν.	Glate of second	na an a	bofore this and correct, subcondiginal swoip to me
	County of		RECULORITION TRUNKE QUEREPORTS DON
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	NAME OF PURCHASER(8)	1 2 12	
	ADDRPSS		
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	DEALER NAME OF DEALERSIN	DEALER'S LICENSE NUMBER	8Y:
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	Printed Nome(s) of Seller(s)		Date of Statemant A
	Signature of Parchager(s)		Being duty swort lipon cells says that the statements see
	11 A. J. A. M. A.		batore this
	Primied Menne of Purofiasor(a)	anna an tha a	Notally Public
	Company Name (# Applicable)		State of
	Addman of Purchaea (a)	NOT AREATING ONLY	County of COUNTED IN TITLING JUHISIOCATON
	tet film in theor of G MAC		waterinew or indianal shifting all shifting and shifting and shifting and shifting and shifting and shifting a
	whose address in PLA. BOX 10405	o Purluth G	A 30996
	Prof lien in Javarral	uneran oli oli en la companya da la companya da segunda da segunda da segunda da segunda da segunda da segunda	> • • • • • • • • • • • • • • • • • • •
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FROM : RAY MILLER BUI-PONT-GMC

		RETA	AL INSTALMEN	IT SALE CONTRA	CT				
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∋∛Buyer"(and C	Buyer (and Co-Buyer) - Name and address (include county and 20 code)								
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You, the Buyer (under the agree	ind Co-Buyer, I nents on the fr	fany) may buy the vehicle de	escribed, below for d	ash or on credit. By sign / us, the Creditor, the 9	ing this contract, you choose to buy the vehicle on credit Amount: Financed and Finance Charge according to the				
	Year	Make and Model		eri 1 × 1 1 × 1 × 1 × 1 × 1 × 1 × 1 × 1 ×	Primary Use for Which Purchased				
		TTAC			personal, family, or household. [] agricultural				
niti M	2003 06		16621455	28234136148	TT.BUSINESS				
Your trade-in is a	: Year	Make	Model		and the state of the second				
1 K	FEDEF	RAL TRUTHINILENDING DI		. C. S. # 1843 (1999) 18	Insurance: You may buy the physical damage insurance				
ANNUAL PERCENTACI	FINANC		otal of Payments	Total Sale Price	this contract reddines (see back) from anyone you choose who would have been any to use you may provide the required				
BATE	The doll		The amount you vill have paid after	The total cost of your purchase on	insurance through an existing policy. You may also buy it				
The cost of you credit as a year	ir amount t ly credit will	the credit provided to y	ou have made all payments as	credit, including	through someone independent of us, You are not required				
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	12 S		30 A. S.A. 7 A. A.	of \$	credit approval process. If any insurance is checked below, polloles or certificates				
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	ce of cash price	φ		the second se	approval process. They will not be provided unless you sign and agree to pay the extra cost, credit life				
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keep part of t	hese amounts.)	医哈尔氏结核 化分子试验 计分子工作		$a_0 = a_0 a_0$	you paid all your payments on time. Credit disability Insurance does not cover any increase in your				
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ant license and/or registration fees				
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G. Other charges (Seller must identify who is paid and		(Home Office Address)		
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The Annual Percentage Rate may be negotiable with the Seller.	ller. The Seller may	y assign this contract and retain its right		·· ·
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Jul. 27 2005 09:40AM P7





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

February 15, 2006

Mr. Freddy Asencio 1545 Rhinelander Ave Bronx, NY 10461-2219

CUSTOMER DID NOT RECEIVE THIS FROM GMC

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

Dear Mr. Asencio:

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