

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No.** [REDACTED]10-237
213DATE
10/25/06

*****7,000 DOLLARS

****00 CENTS

AMOUNT
*****7,000.00PAY
TO THE
ORDER
OF[REDACTED]
BELLEVILLE IL [REDACTED]North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

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

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

10/25/06

VENDOR
DUNS NO. BB 000000229

VENDOR NAME [REDACTED]

REGISTER NO
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH548254 [REDACTED]	10/24/06 1-3836563	VM 1-79TRSB 11.1-79TRSB	00.0000	7,000.00	.00	7,000.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL

7,000.00

.00

7,000.00



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

May 20, 2006

Connie Postelli, Esq.
Law Offices of Connie J Postelli
19952 Torrence Ave
Lynwood, IL 60411-7614

RE: (REDACTED) v. General Motors Corporation
Service Request: 1-383656311
GM Legal Staff Case: 509766
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH548254XXXXXX
Customer Relationship Manager: Demita Ryals

Dear Ms. Postelli:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the Area Service Manager, his name is, Lonny Greenwald, on PH: (800) 823-0055, 8110.

If you have any questions about this case, please call the number listed below.

Sincerely,

General Motors Corporation
Business Resource Center
1- 800-231-1841, prompt 1

cc: FILE

LG0037-T
Revised 12/09/2005

CONSUMER LEGAL SERVICES, P.C.

649 N. York Rd.
Elmhurst, IL 60126



MAR 13 2006

BWOK

TO



General Motors Corporation
C/O MSX International
Attn: BRC Legal / MC336-104-000
1426 Pacific Drive
Auburn

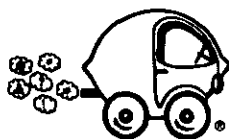
MSXI426 483262029 1805 16 03/10/06
NOTIFY SENDER OF NEW ADDRESS
MSX INTERNATIONAL
1919 CONCEPT DR
WARREN MI 48091-6013

48326+1571-26 C006



CONSUMERSM
LEGAL
SERVICES, P.C.
ATTORNEYS AND COUNSELORS

BRIAN J. BURKE¹
REBECCA LETOURNEAUX
RONALD J. BOLZ
¹Licensed in: IL, PA, NJ, & CA



www.lemonauto.com

649 NORTH YORK ROAD
ELMHURST, IL 60126
(630) 834-4100
FAX: (630) 834-2196
E-MAIL: cls@LemonAuto.com

March 3, 2006

General Motors Corporation
c/o MSX International
Attention: BRC Legal / MC336-104-000
1426 Pacific Drive
Auburn Hills, Michigan 48326-1571

RE: [REDACTED]

2005 Pontiac G6 GT Sedan, VIN: 1G2ZH548254 [REDACTED]

To Whom It May Concern:

Please be advised that I represent Juan Vega regarding the sale of the above-referenced vehicle purchased at Mike Haggerty Pontiac-GMC-Truck in Oak Lawn, Illinois on or about October 9, 2004. My client, pursuant to the Illinois Uniform Commercial Code which covers breach of express and implied warranties, revocation of acceptance and other rights and remedies, the Federal Magnuson-Moss Warranty Act and other rights and remedies, hereby revokes acceptance of the above-referenced vehicle, and is prepared to file suit to effect revocation of acceptance, cancellation of the sale, return of the vehicle and payment to him of all monies expended putting him back in the position he was prior to the contract.

My client intends to hold you liable for all other foreseeable damages due to the nonconforming vehicle, including attorneys' fees incurred in enforcing his rights pursuant to 15 USC 2310 (d)(2).

Since the date my client took delivery, the vehicle has been in for repairs on at least seven (7) different occasions.

Please be advised that we are asserting an attorney's lien on any and all proceeds in this matter. All further communications with my client concerning his legal claims must be directed through my office. However, as an authorized dealer of the manufacturer, you are still obligated to make any further necessary warranty repairs.

Thank you for your anticipated cooperation.

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

Rebecca J. Letourneau

RJL/jjh





GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

April 14, 2006

Rebecca Letourneaux, Esq.
Consumer Legal Services
30928 Ford Rd
Garden City, MI 48135-1803

RE: [REDACTED]

Service Request: 1-383656311

2005 Pontiac G6

Vehicle Identification Number: 1G2ZH548254 [REDACTED]

Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Letourneaux:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

It appears that your client's case was previously handled and settled within General Motors's product allegation resolution department.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE
LG0007-T
Rev. 12/09/2005

2005 G6 - GT SEDAN			PONTIAC/GMC DIVISION
41U BLACK	/V6G		GENERAL MOTORS CORPORATION
192 EBONY			100 RENAISSANCE CENTER
ORDER NO. HKGHZB/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZH54 82 54			VEHICLE INVOICE 2AD48960239
*****			*****16*10037S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 09/20/04
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 09/20/04
AY0 FRONT SIDE IMPACT AIR BAGS &	690.00	614.10	EXP I/T 09/24/04
HEAD-CURTAIN SIDE AIR BAGS			INT COM 09/24/04
A51 LEATHER PACKAGE:	1365.00	1214.85	PRC EFF 09/17/04
* LEATHER APPOINTED SEATING			KEYS G3309 G3309
* 6-WAY POWER DRIVER SEAT			WFP-F QTR OPT-1
* HEATED FRONT SEATS			BANK: GMAC - 154
* LEATHER WRAPPED STEERING WHL			CHG-TO 10-037
* STEERING WHEEL RADIO CONTROLS			
* LEATHER WRAPPED SHIFT KNOB			SHIP WT: 3469
AND PARK BRAKE HANDLE			HP: 32.9
FE9 50-STATE EMISSIONS	N/C	N/C	GMS: 25082.30
FR9 AXLE RATIO 3.29	N/C	N/C	SUPPLR: 26207.63
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	MRM: 29280.00
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	DAN: PAN
PCH PREMIUM VALUE PACKAGE INCLUDES	3145.00	2799.05	MEMO 1307.75
* WHEELS, 17" CHROMETECH			
* AM/FM STEREO 6 DISC CD PLAYER			
(REPLACES STD/OPT/PKG RADIO)			
* PANORAMIC ROOF, POWER			
* ONSTAR SYSTEM-INCLUDES 1 YEAR			
SAFE & SOUND			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	

TOTAL MODEL & OPTIONS	27655.00	25211.95	ACT 231	25007.30
DESTINATION CHARGE	625.00	625.00	H/B 261	829.65
LAM DEALER CONTRIBUTION		276.55	ADV 261	276.55
LAM GROUP CONTRIBUTION		276.55	EXP 65A	276.55

TOTAL	28280.00	26390.05	PAY 310	26390.05
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		25210.90		

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

MIKE HAGGERTY PONTIAC-GMC TRUCK, INC	REMIT TO GMAC NO. 154
	VIN 1G2ZH548254
	\$ 26390.05 INV 2AD48960239
	DUE 09/24/04 DEALER 10-037

Mike Haggerty

PONTIAC GMC BUICK

FROM:

TT Blough

TO:

ANN CORBITT

RE:

VEGA

9301 S. Cicero Ave.
Oak Lawn, Illinois 60453

E-Mail service@haggertypontiac.com www.haggertycars.com

Service (708) 229-3390
Fax (708) 423-5846

UNIT# 6249

70876

114780

ACCOUNTING

MIKE HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60463
 Phone: (708) 423-5000 Sales
 (708) 229-3390 Service
 (708) 423-5846 Fax
 www.haggertypontiac.com

CHICAGO, IL

HOME BUS:

PAGE 2

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
41U BLACK	05	PONTIAC	G6	1G2ZH548254		16242/16242	T3216	
DEL. DATE	PROD. DATE	WARR	EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS				19:00 01SEP05			CASH	01SEP05
R.O. OPENED		READY		OPTIONS: STK:6249 DLR:MHP				

08:17 30AUG05 16:54 01SEP05

LINE	OPCODE	TECH	TYPE	A	/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
							0	0	TPARTS			
							0	0	TLABOR			
SUBL	ENTERPRISE RENTAL						3700	3700			37.00	37.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	0	0		16300	0	0	
48100	2116	124		16200	5802	1182	
46600	3700	300		22500	0	*****	
6704	2116	*****		26300	9502	*****	

COST, SALE, & COMP TOTALS 5806 11618 0

LIMITED WARRANTY

All work warranted 90 days or 10,000 miles. All GM part
 warranted 12 months or 12,000 miles, whichever comes first.

*We appreciate your business
 very much! Thank you.*

BUSINESS HOURS
 MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
 ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
 SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE FILE COPY

UNIT# 6249
CUSTOMER #: 70876

114780

WORKORDER

PAGE 1

CHICAGO, IL

HOME BUS:

SERVICE ADVISOR: 105 RUIZ, JOSEPH



Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kanton
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

www.haggertypontiac.com

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN OIL	TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254		16242/16270	T3216
DEL DATE	PROD. DATE	WARR	EXP.	PROMISED	PO NO.	RATE	PAYMENT
09OCT04 IS				19:00 30AUG05			CASH
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP					

30AUG2005 08:17

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A W C/S THERES STILL A WHISTLE NOISE HEARD AT SPEEDS OF 70 MPH COMING FROM ~~the~~ Headliner

04-08-07-005A

B W INSTALL SOP (BATTERY COVER)

W C/S LEFT SIDE WINDOW MAKES A NOISE WHEN GOING DOWN OR UP

WINDOW REGULATOR

W C/S RATTLE NOISE COMING FROM RT FRT DOOR/DASH AREA

clean Headliner Dirty from last visit.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

A \$15.00 storage charge will be charged per day for vehicles left after 7 days once work is completed.

PRELIMINARY ESTIMATE \$

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate; or (2) any parts or labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to an estimate, which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

a) I request repairs.
Signature

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$
Signature

c) I do not want an estimate and you may set the price of repairs.
Signature

TECHNICIAN COPY

Date Time

70876

106934

MIKE HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC.

 Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 229-3390 Service
 (708) 423-5648 Fax
 www.haggertypontiac.com

UNIT# 6249

ACCOUNTING

PAGE 1

CHICAGO, IL

HOME: BUS

SERVICE ADVISOR: 109 ROBERT GROH

SERVICE ADVISORY: 100 ROBERT CROWN											
COLOR		YEAR	MAKE	MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG	
41U BLACK		05	PONTIAC	G6		1G2ZH548254			8678/8678	T3194	
DEL. DATE		PROD. DATE		WARR	EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS						19:00 14APR05				CASH	14APR05
R.O. OPENED			READY			OPTIONS: STK:6249 DLR:MHP					

15:34 14APR05 16:05 14APR05

LINE	OPCODE	TECH	TYPE	/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES WAS DRIVING VEHICLE AND SMOKE STARTED COMING OUT OF VENTS SHUT VEHICLE OF NOW BLOWER INOP
 62 DAMAGE DUE TO AFTERMARKET INSTALLATION-NOT
 WARRENTY ISSUE

48	CP	0.50	1350	2750		27.50	27.50
----	----	------	------	------	--	-------	-------

B COURTESY CAR WASH (WITH OWNER APPROVAL)

W COURTESY CAR WASH (WITH OWNER APPROVAL)

999	C	0.00	0	0		0.00	0.00
-----	---	------	---	---	--	------	------

CUSTOMER PAY ENV. WASTE / SHOP CH	0	138					1.38
-----------------------------------	---	-----	--	--	--	--	------

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46002	2750	1350		46000	0	0	
6900	138	0		32400	11	0	
22500	2899	*****					

COST, SALE, & COMP TOTALS 1350 2888 0

LIMITED WARRANTY

All work warranted 90 days or 10,000 miles. All GM parts warranted 12 months or 12,000 miles, whichever comes first.

We appreciate your business very much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
 ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
 SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	27.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.38
TOTAL CHARGES	28.88
LESS INSURANCE	0.00
SALES TAX	0.11
PLEASE PAY THIS AMOUNT	28.99

SERVICE FILE COPY

UNIT# 6249
CUSTOMER #: 70876

106934



HAGGERTY
PONTIAC • BUICK • GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kanton
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

www.haggertypontiac.com

WORKORDER

PAGE 1

CHICAGO, IL

HOME:

BUS:

SERVICE ADVISOR: 109 GROH, ROBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA
41U BLACK	05	PONTIAC G6	1G2ZH548254		8678/	T319
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
09OCT04 IS			19:00 14APR05			INV. DATE
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP		CASH		

14APR2005 15:34

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A CUSTOMER STATES WAS DRIVING VEHICLE AND SMOKE STARTED
COMING OUT OF VENTS SHUT VEHICLE OF NOW BLOWER INOP

B W COURTESY CAR WASH (WITH OWNER APPROVAL)

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

A \$15.00 storage charge will be charged per day for vehicles left after 7 days once work is completed.

PRELIMINARY ESTIMATE \$

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any preliminary estimate; or (2) any parts or labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to estimate, which gives the motor vehicle repair facility the right to set the price without your consent. Your signature will indicate your selection.

a) I request _____ repairs.
Signature _____

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ _____. Signature _____

c) I do not want an estimate and you may set the price of repairs.
Signature _____

TECHNICIAN COPY

Date

Time

70876

UNIT# 6249

114433

ACCOUNTING

DUPLICATE 1
PAGE 1MIKE HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC.Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kanton
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax
www.haggertypontiac.com

CHICAGO, IL

HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 105 JOSEPH RUIZ

COLOR	YEAR	MAKE/	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254		15913/15913	T2888
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 25AUG05			CASH	25AUG05
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP					

07:58 24AUG05 18:11 25AUG05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A C/S RATTLE NOISE COMING FROM SUNROOF

CAUSE: R&R SUNROOF MODULE AND REPOSITION AND LUBED MOUNTING HARDWARE

B2780 R&R SUNROOF MODULE AND LUBED AND

REPOSITIONED MOUNTING CONTRACTS AND HARDWARE

96 W

1.50

2534

12434

124.34

124.34

FC: 3L PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NQ

0

0 TPARTS

2534

12434 TLABOR

B C/S WHILE DRIVING AT SPEEDS OF 50 OR FASTER THERES A WHISLTING NOISE

62 RELATED TO LINE C

96 CB

0.00

0

0

0.00

0.00

C C/S WHILE ACCEL AT 3500 RPMs THERES A NOISE COMING FROM MOTOR

CAUSE: REPLACE PCV TUBE PER BULLETIN 05-06-01-005A

J6002 TUBE, POSITIVE CRANKCASE VENTILATION

REPLACE

96 W

0.20

338

1658

16.58

16.58

1 12601804 F-TUBE

456

661

0

8.00

6.61

6.61

FC: 93

PART#: 12601804

COUNT: 1

CLAIM TYPE:

AUTH CODE:

N2

456

661 TPARTS

338

1658 TLABOR

D C/S LEFT FRT WINDOW MAKES NOISE GOING DOWN

62 WINDOW IS MAKING NOISE-CAR BEEN HIT-CUSTOMER

IS BRING ACCIDENT REPORT OR RECEIPT

96 CA

0.00

0

0

0.00

0.00

E** C/S RATTLE NOISE COMING FROM RT FRT DOOR OR DASH AREA

62 CUSTOMER BRING ACCIDENT REPORT OR RECEIPT

LIMITED WARRANTY

All work warranted 90 days or 4000 miles. All GM parts
warranted 12 months or 12,000 miles, whichever comes first.*We appreciate your business
very much! Thank you.*

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY

SATURDAY 8:00 A.M. TO 4:00 P.M.

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

SERVICE FILE COPY

UNIT# 6249

70876

114433

PONTIAC · BUICK · GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kanton
 OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 228-3390 Service
 (708) 423-5846 Fax
 www.haggertypontiac.com

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

 ACCOUNTING
 DUPLICATE 1
 PAGE 2

SERVICE ADVISOR: 105 JOSEPH RUIZ

SERVICE ADVISOR: 105 JOSEPH RUIZ									
COLOR	YEAR	MAKE	MODEL	VIN		LICENSE	MILEAGE IN / OUT		TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254			15913/15913		T2888
DEL. DATE	PROD. DATE	WARR	EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS				19:00 25AUG05				CASH	25AUG05

R.O. OPENED

READY

OPTIONS: STK:6249 DLR:MHP

07:58 24AUG05 18:11 24AUG05

LINE	OPCODE	TECH	TYPE	/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	------	-------	------	------	------	------	-----	-------

BEFORE ANY WORK IS DONE (REAREND WAS
 DAMMAGED)

96	CA	0.00	0	0		0.00	0.00
----	----	------	---	---	--	------	------

F** LT SIDE SUNSHADE IS BROKEN

CAUSE: REPLACE LEFT SIDE SUNSHADE WITH NEW-BROKEN

C2020 SUNSHADE AND/OR SUPPORT RIGHT R&R OR

REPLACE

999	W	0.30	0	2487		24.87	24.87
-----	---	------	---	------	--	-------	-------

1	10381583	SUNSHADE	4189	6074	0	73.48	60.74
---	----------	----------	------	------	---	-------	-------

FC: 1D

PART#: 10381583

COUNT: 1

CLAIM TYPE:

AUTH CODE:

VB

4189	6074	TPARTS
0	2487	TLABOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	16579	272		46000	0	0	
48000	6735	445		26300	23314	*****	
22500	0	*****	**				

COST, SALE, & COMP TOTALS 7517 23314 0

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts
 warranted 12 months or 12,000 miles, whichever comes first.

*We appreciate your business
 very much! Thank you.*

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
 ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
 SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE FILE COPY

UNIT# 6249
CUSTOMER #: 70876

CHICAGO, IL

HOME [REDACTED] BUS [REDACTED]

114433

WORKORDER

PAGE 1



M.K.E.

HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC.



Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kanton
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

www.haggertypontiac.com

SERVICE ADVISOR: 105 RUIZ, JOSEPH

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
41U BLACK	05	PONTIAC	36	1G2ZH548254		15913/	T2888
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 24AUG05			CASH	
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP					

24AUG2005 07:58

LINE OF CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	1.5 W	C/S RATTLE NOISE COMING FROM SUNROOF

B J6002.2 W

C/S WHILE DRIVING AT SPEEDS OF 50 OR FASTER THERES A WHISLTING NOISE

C W

C/S WHILE ACCEL AT 3500 RPMS THERES A NOISE COMING FROM MOTOR

05-06-01-005A

D W

C/S LEFT FRT WINDOW MAKES NOISE GOING DOWN

E

c/s Rattle noise coming from RT Door area & Dash area.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE \$

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate; or (2) any parts or labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to an estimate, which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

a) I request a [REDACTED] signature [REDACTED] repairs.

b) Please provide [REDACTED] approval before continuing if the price exceeds \$ [REDACTED]. Signature [REDACTED]

c) I do not want an estimate and you may set the price of repairs. Signature [REDACTED]

TECHNICIAN COPY

Date _____ Time _____

A \$15.00 storage charge will be charged per day for vehicles left after 7 days once work is completed.

70876

NIT# 6249

115229

ACCOUNTING

MIKE HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 229-3390 Service
 (708) 423-5846 Fax
 www.haggertypontiac.com

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 105 JOSEPH RUIZ

SERVICE ADVISOR: 105 CUBERT, ROSE									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG	
1U BLACK	05	PONTIAC G6		1G2ZH548254		16552/16552		T3634	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
19OCT04 IS			19:00 08SEP05				CASH	08SEP05	
R.O. OPENED		READY		OPTIONS: STK:6249 DLR:MHP					

LINE	OPCODE	TECH	TYPE	A/	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	----	-------	------	------	------	------	-----	-------

A CUSTOMER STATES LEFT FRONT WINDOW INOP INSTALL SOP
 CAUSE: REPLACE NOISEY LEFT FRT WINDOW REGULATOR WITH NEW
 C0183 REGULATOR, FRONT DOOR WINDOW LEFT POWER R&R

OR REPLACE

96	W	0.90	1520	7460		74.60	74.60
1	15208671 F-REGULATOR	7118	10321	0	124.88	103.21	103.21
FC: 3L							
PART#: 15208671							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
NP							

7118 10321 TPARTS
 1520 7460 TLABOR

B RIGHT FRT DOOR PAINT DAMAGE -CHECK AND ADVISE

62 SEND CAR TO ATHENIAN AUTO BODY (THEY REPAIRED
 DOOR LAST TIME) WAS TOLD THAT DAMAGED IS FROM
 OUTSIDE

999	CA	0.00	0	0		0.00	0.00
-----	----	------	---	---	--	------	------

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	7460	1520		48000	10321	7118	
46000	0	0		26300	17781	*****	
22500	0	*****	*				

COST, SALE, & COMP TOTALS 8638 17781 0

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts
 warranted 12 months or 12,000 miles, whichever comes first.

*We appreciate your business
 very much! Thank you.*

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
 ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
 SATURDAY 8:00 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE FILE COPY

UNIT# 6249
CUSTOMER #: 70876

CHICAGO, IL
HOME: BUS:

115229

WORKORDER

PAGE 1



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kanton
OAK LAWN, ILLINOIS 60453
Phone: (708) 423-6000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

www.haggertypontiac.com

SERVICE ADVISOR: 105 RUIZ, JOSEPH

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254		16552/	T3634
DEL DATE	PROD. DATE	WARR	EXP.	PROMISED	PO NO.	RATE	PAYMENT
09OCT04 IS				19:00 08SEP05			CASH
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP					

08SEP2005 08:23

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 96 W CUSTOMER STATES LEFT FRONT WINDOW INOP INSTALL SOP

B CA RIGHT FRONT DOOR WAS PAINTED WRONG-

ASAP

05-116057

EXCLUSION OF WARRANTIES

PRELIMINARY ESTIMATE \$

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate but shall not exceed (1) any price limited estimate; or (2) any parts or labor estimate by more than 10%. Additional repairs may not be performed without your consent. You may waive your right to an estimate, which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

a) I request repairs.
Signature

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$
Signature

c) I do not want an estimate and you may set the price of repairs.
Signature

TECHNICIAN COPY

Date Time

A \$15.00 storage charge will be charged per day for vehicles left after 7 days once work is completed.

UNIT# 6249

70876

116783

ACCOUNTING

MIKE HAGGERTY
PONTIAC • BUICK • GMC TRUCK, INC.

 Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 228-3390 Service
 (708) 423-5846 Fax
 www.haggertypontiac.com

CHICAGO, IL

HOME: BUS:

PAGE 1

SERVICE ADVISOR: 110 SAMANTHA JORDAN

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254		18186/18186	T5032
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 05OCT05			CASH	05OCT05
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP					

08:15 05OCT05 12:40 05OCT05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES WHEN SUNROOF CLOSES IT REOPENS AFTER THE SECOND PANEL										
	PO PART ORDERED										
	14	C		0.00	0	0				0.00	0.00
B	CUSTOMER STATES LEFT HEADLAMP HAS WATER IN IT										
	PO PART ORDERED										
	14	C		0.00	0	0				0.00	0.00
C	CUSTOMER STATES LEFT MIRROR COVER BROKE OFF										
	PO PART ORDERED										
	14	C		0.00	0	0				0.00	0.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	0	0		22500	0	*****	

COST, SALE, & COMP TOTALS

0 0 0

LIMITED WARRANTY

 All work warranted 90 days or 4,000 miles. All GM parts
 warranted 12 months or 12,000 miles, whichever comes first.

*We appreciate your business
 very much! Thank you.*

BUSINESS HOURS

 MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
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 SATURDAY 8:00 A.M. TO 4:00 P.M.

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 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE FILE COPY

[< Back](#)[Forward >](#)Document ID# 1708786
2005 Pontiac G6[Feedback](#)[Print](#)

Sunshade Mirror Cover Breaks Off at Hinge Pins (Replace Mirror and Cover Assembly) #05-08-110-005A - (Sep 30, 2005)

Sunshade Mirror Cover Breaks Off At Hinge Pins (Replace Mirror and Cover Assembly)

2004-2006 Chevrolet Malibu, Malibu Maxx

2005-2006 Pontiac G6

This bulletin is being revised to update the repair procedure. Please discard Corporate Bulletin Number 05-08-110-005 (Section 08 - Body and Accessories).

Do This	Don't Do This
Replace the mirror and cover assembly.	DO NOT replace the sunshade assembly.

Condition

Some customers may comment the sunshade mirror cover has come off the sunshade.

Correction

Replace the mirror and cover assembly following the procedures below:

Non-Illuminated Mirror and Cover Assembly

1. Remove the assembly by unsnapping the 4 retainers that hold the mirror and cover assembly to the sunshade.

UNIT# 6249
CUSTOMER #: 70876

CHICAGO, IL
HOME

BUS

116783

WORKORDER

PAGE 1



MIKE

HAGGERTY

PONTIAC - BUICK - GMC TRUCK, INC.



Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60463
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5848 Fax

www.haggertypontiac.com

SERVICE ADVISOR: 110 JORDAN, SAMANTHA

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254		18186/	T5032
DEL DATE	PROD. DATE	WARR	EXP.	PROMISED	PO NO.	RATE	PAYMENT
09OCT04 IS				19:00 05OCT05			CASH
R.O. OPENED	RE	BY	OPTIONS: STK:6249 DLR:MHP				
05OCT2005 08:15							

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
A W CUSTOMER STATES WHEN SUNROOF CLOSES IT REOPENS AFTER THE SECOND PANEL

B W CUSTOMER STATES LEFT HEADLAMP HAS WATER IN IT

C W CUSTOMER STATES LEFT MIRROR COVER BROKE OFF

EXCLUSION OF WARRANTIES

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PRELIMINARY ESTIMATE \$

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a) I request repairs to be done being repairs.
Signature

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$
Signature

c) I do not want an estimate and you may set the price of repairs.
Signature

TECHNICIAN COPY

Date Time

06-116067

UNIT# 6249

70876

117509

ACCOUNTING

MIKE HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC.

 Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 229-3390 Service
 (708) 423-5848 Fax
 www.haggertypontiac.com

CHICAGO, IL

HOME: BUS:

PAGE 2

SERVICE ADVISOR: 110 SAMANTHA JORDAN

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254		18848/18848	T5722
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 19OCT05			CASH	19OCT05
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP					

08:52 19OCT05 16:36 19OCT05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

CLAIM TYPE:

AUTH CODE:

VB

1665 2414 TPARTS

507 2487 TLABOR

D CUSTOMER STATES HEARS A RATTLE ON THE RIGHT AT ALL SPEEDS

62 UNABLE TO DUPLICATE RATTLE

96 C

0.00

0

0

0.00

0.00

E** RIGHT SUNSHADE WONT STAY UP

CAUSE: REPLACED SUNSHADE

C2028 SUNSHADE, AUXILIARY - RIGHT - R&R OR

REPLACE

96 W

0.20

338

1658

16.58

16.58

1 10381582 SUNSHADE

4189

6074

0

73.48

60.74

60.74

FC: 2W

PART#: 10381582

COUNT: 1

CLAIM TYPE:

AUTH CODE:

ON

4189

6074 TPARTS

338

1658 TLABOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	19895	4055		48000	39863	27492	
46000	0	0		26300	59758	*****	
22500	0	*****					

COST, SALE, & COMP TOTALS 31547 59758 0

LIMITED WARRANTY

 All work warranted 90 days or 4,000 miles. All GM parts
 warranted 12 months or 12,000 miles, whichever comes first.

*We appreciate your business
 very much! Thank you.*

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.

ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY

SATURDAY 8:00 A.M. TO 1:00 P.M.

STATEMENT OF DISCLAIMER

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 of the warranties with respect to
 the sale of this item/items. The
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 implied, including any implied
 warranty of merchantability or
 fitness for a particular purpose.
 Seller neither assumes nor
 authorizes any other person to
 assume for it any liability in
 connection with the sale of this
 item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE FILE COPY

UNIT# 6249

70876

117509

ACCOUNTING

PAGE 1

MIKE HAGGERTY
PONTIAC - BUICK - GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kanton
OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 228-3380 Service
 (708) 423-5846 Fax
 www.haggertypontiac.com

CHICAGO, IL
 HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 110 SAMANTHA JORDAN

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254		18848/18848	T5722
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 19OCT05			CASH	19OCT05

R.O. OPENED

READY

OPTIONS:

STK:6249 DLR:MHP

08:52 19OCT05 16:36 19OCT05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSOTMER STATES SUN ROOF STOPS AFTER SECOND PANEL INSTALL SOP

CAUSE: REPLACED SUNROOF MOTOR

N3360 MOTOR, SUNROOF DRIVE REPLACE

96	W	1.50	2534	12434		124.34	124.34
1	22714598 F-MOTOR	11265	16334	0	197.64	163.34	163.34

FC: 6C

PART#: 22714598

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

11265 16334 TPARTS

2534 12434 TLABOR

B CUSTOMER STATES LEFT HEADLAMP GETS WATER IN IT INSTALL SOP

CAUSE: REPLACED HEADLAMP ASS;Y

B7289 HEADLAMP/COMPOSITE ASSEMBLY LEFT REPLACE

96	W	0.40	676	3316		33.16	33.16
1	15783699 HEADLAMP	10373	15041	0	172.89	150.41	150.41

FC: 2K

PART#: 15783699

COUNT: 1

CLAIM TYPE:

AUTH CODE:

BV

10373 15041 TPARTS

676 3316 TLABOR

C CUSTOMER STATES LEFT MIRRO COVER ON SUNSHADE BROKE INSTALL SOP

CAUSE: REPLACED SUNSHADE AND MIRROR

C9732 Mirror and Cover, Illuminated - Replace

96	W	0.30	507	2487		24.87	24.87
1	15803238 F-MIRROR	1665	2414	0	28.20	24.14	24.14

FC: 93

PART#: 10381582

COUNT: 2

LIMITED WARRANTY

All work warranted 90 days or 4,000 miles. All GM parts
 warranted 12 months or 12,000 miles, whichever comes first.

*We appreciate your business
 very much! Thank you.*

BUSINESS HOUR

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
 ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
 SATURDAY 8:00 A.M. TO 1:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

SERVICE FILE COPY

96 APPH
UNIT# 6249
CUSTOMER #: 70876

117509

WORKORDER

PAGE 1



MIKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.



Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

www.haggertypontiac.com

CHICAGO, IL

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 110 JORDAN, SAMANTHA

COLOR	YEAR	MAKE/	MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
41U BLACK	05	PONTIAC	66	1G2ZH548254		18848/	T5722
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 19OCT05			CASH	

R.O. OPENED

READY

OPTIONS: STK:6249 DLR:MHP

19OCT2005 08:52

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 96 W CUSTOMER STATES SUN ROOF STOPS AFTER SECOND PANEL INSTALL SOP

B W CUSTOMER STATES LEFT HEADLAMP GETS WATER IN IT INSTALL SOP

C W CUSTOMER STATES LEFT MIRROR COVER ON SUNSHADE BROKE INSTALL SOP

W CUSTOMER STATES HEARS A RATTLE ON THE RIGHT AT ALL SPEEDS

LMTC 10-19 257pm

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

A \$15.00 storage charge will be charged per day for vehicles left after 7 days once work is completed.

PRELIMINARY ESTIMATE \$

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a) I request [REDACTED] for you being repairs.
Signature [REDACTED]

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ [REDACTED]. Signature [REDACTED]

c) I do not want an estimate and you may set the price of repairs.
Signature [REDACTED]

TECHNICIAN COPY

Date _____ Time _____

CUSTOMER #: 70876

100207

WORKORDER

PAGE 1

CHICAGO, IL

HOME: BUS:

SERVICE ADVISOR: 109 GROH, ROBERT


HAGGERTY
 PONTIAC · BUICK · GMC TRUCK, INC.

 Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kenton
 OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 229-3390 Service
 (708) 423-5846 Fax

www.haggertypontiac.com

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
41U BLACK	05	PONTIAC	36	1G2ZH548254		3010/	T4335
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2004			19:00 14DEC04			CASH	
R.O. OPENED		READY	OPTIONS: STK:6249 DLR:MHP				

14DEC2004 15:41

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	LOF	ISAV	CHANGE OIL AND FILTER. LUBE DOORS, HOOD, AND TRUNK HINGES. LUBE LOCK CYLINDERS. TOP OFF ALL FLUIDS TO PROPER LEVEL. SET TIRE PRESSURES TO SPEC.-1ST OIL CHANGE

B W

COURTESY CAR WASH (WITH OWNER APPROVAL)

EXCLUSION OF WARRANTIES

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a) I request an estimate for repairs. Signature _____

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ _____. Signature _____

c) I do not want an estimate and you may set the price of repairs. Signature _____ Date _____ Time _____

TECHNICIAN COPY

A \$15.00 storage charge will be charged per day for vehicles left after 7 days once work is completed.

OS-4116057

70876

UNIT# 6249

100802

ACCOUNTING

MIKE HAGGERTY
PONTIAC · BUICK · GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
 Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453
 Phone: (708) 423-5000 Sales
 (708) 229-3390 Service
 (708) 423-5846 Fax
 www.haggertypontiac.com

CHICAGO, IL

HOME: BUS:

PAGE 1

SERVICE ADVISOR: 109 ROBERT GROH

COLOR	YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
41U BLACK	05	PONTIAC	G6	1G2ZH548254		3640/3640	T4906
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 27DEC04			CASH	29DEC2004
R.O. OPENED		READY		OPTIONS: STK:6249 DLR:MHP			

LINE	OPCODE	TECH	TYPE	/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A REPAIR BENT ON RT FR DOOR											
62 SUBLET TO ATHENIAN BODY SHOP FOR REPAIR OF											
DENT ON RF DOOR											
	999	ISP		0.00	0	0				0.00	0.00
SUBL ATHENIAN BODY-NO 08739-PO 103068											
		ISP		28000	28000					280.00	280.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	0	0		46600	28000	28000	
6704	28000	*****					

COST, SALE, & COMP TOTALS 28000 28000 0

LIMITED WARRANTY

All work warranted 90 days or 10,000 miles. All GM parts
 warranted 12 months or 12,000 miles, whichever comes first.

*We appreciate your business
 very much! Thank you.*

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
 ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
 SATURDAY 7:30 A.M. TO 4:00 P.M.

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

SERVICE FILE COPY

UNIT# 6249
CUSTOMER #: 70876

100802

WORKORDER

PAGE 1



HAGGERTY
PONTIAC • BUICK • GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
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OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-6848 Fax

www.haggertypontiac.com

CHICAGO, IL

HOME: [REDACTED] -BUS: [REDACTED]

SERVICE ADVISOR: 109 GROH, ROBERT -JR

COLOR	YEAR	MAKE/	MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
11U BLACK	05	PONTIAC	06	1G2ZH548254		3640/	T4906
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 27DEC04			CASH	
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP					

27DEC2004 09:25

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A A ISP REPAIR BENT ON RT FRT DOOR

05-116059

LRIF Mission 1/24/04 - 1/20/05

EXCLUSION OF WARRANTIES

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AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth and agree that you are not responsible for loss of case of fire, theft or any other cause beyond your control or for any delays caused by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

\$15.00 storage charge will be charged per day for vehicles left after 7 days once work is completed.

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a) I request

Signature

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ _____ Signature

c) I do not want an estimate and you may set the price of repairs.

Signature

Date

Time

TECHNICIAN COPY

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 OAK LAWN, ILLINOIS 60463
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70876

1.14780

ACCOUNTING

NIT# 6249

PAGE 1

CHICAGO, IL

HOME: BUS:

SERVICE ADVISOR: 105 JOSEPH RUIZ

SERVICE ADVISOR: 105 JOSEPH ROSE									
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG	
11U BLACK	05	PONTIAC C6		1G2ZH548254		16242/16242		T3216	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE		
09OCT04 IS			19:00 01SEP05			CASH	01SEP05		
R.O. OPENED		READY		OPTIONS: STX:6249 DLR:MHP					

08:17 30AUG05	16:54 01SEP05											
LINE	OPCODE	TECH	TYPE	A	HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A C/S THERES STILL A WHISTLE NOISE HEARD AT SPEEDS OF 70 MPH COMING FROM HEADLINER AREA												
62 ADJUST SUNROOF PANELS-NO WHISTLE NOISE HEARD-DID HEAR WIND NOISE, COULD NOT ROAD TEST AFTER REPAIR												
	999	CA			0.00	0	0				0.00	0.00
VERSION 1 (EMP# 105,01SEP05 16:54): NOTE ROAD TEST CAR COULD NOT DUPLICATE WHISTLE NOISE BUT DID HEAR WIND NOISE, ADJUST PANELS ON SUNROOF, DID NOT ROAD TEST ON EXPRESS WAY DUE TO TIME!												
B INSTALL SOP (BATTERY COVER)												
62 REPLACE MISSING BATTERY COVER WITH NEW												
	96	ISP			0.00	0	0				0.00	0.00
	1	22731686	COVER			1914	2116	0	33.76		21.16	21.16
C C/S LEFT SIDE WINDOW MAKES A NOISE WHEN GOING DOWN OR UP PO PART ORDERED												
	96	CA			0.00	0	0				0.00	0.00
D C/S RATTLE NOISE COMING FROM RT FRT DOOR/DASH AREA												
CAUSE: ADJUST AND REPOSITION RT DOOR AUX. (TWEETER) SPEAKER-RATTLE NOISE												
R0945 R&R RT AUX. (TWEETER) SPEAKER AND REPOSITION FOR RATTLE NOISE												
	96	W			0.70	182	5802				58.02	58.02
FC: 3A PART#: COUNT: 0												
CLAIM TYPE:												
AUTH CODE:												
NQ												
					0		0	TPARTS				
					182		5802	TLABOR				
E** ONE DAY RENTAL												
CAUSE: ONE DAY RENTAL												
Z7901 ONE DAY RENTAL												
	999	W			0.00	0	0				0.00	0.00
FC: 98 PART#: COUNT: 0												
CLAIM TYPE:												
AUTH CODE:												

LIMITED WARRANTY

All work warranted 90 days or 10,000 miles. All GM parts warranted 12 months or 12,000 miles, whichever comes first.

We appreciate your business very much! Thank you.

BUSINESS HOURS

MONDAY - FRIDAY 7:00 A.M. TO 7:00 P.M.
 ALL CARS CAN BE PICKED UP BETWEEN 8:00 A.M. TO 7:00 P.M. MONDAY - FRIDAY
 SATURDAY 8:00 A.M. TO 4:00 P.M.

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CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

SERVICE FILE COPY

< Back

Forward >

Document ID# 1670980

Feedback

Print

ASI Resolution - Whistle Type Noise Coming From Engine (Replace Positive Crankcase Ventilation (PCV) Tube) #05-06-01-005A - (Jun 7, 2005)

Whistle Type Noise Coming From Engine (Replace Positive Crankcase Ventilation (PCV) Tube)

2005 Buick Terraza

2005 Chevrolet Malibu Malibu Maxx Uplander

2005 Pontiac G6 Montana SV6

2005 Saturn Relay

with 3.5L V6 Engine (LTN L - RPO LX9)

This bulletin is being revised to provide the correction information for Advanced Service Information Bulletin 05-06-01-005. Please discard Corporate Bulletin Number 05-06-01-005 (Section 06 -- Engine/Propulsion System).

Condition

Some customers may comment on an audible whistle type noise coming from the engine on acceleration or steady state speed.

Correction

Replace the PCV tube with P/N 12601804. If the condition is still present after the replacement of the new PCV tube, replace the upper intake manifold with P/N 12596912.

Parts Information

Part Number	Description
12601804	Tube, PCV
12596912	Intake Manifold, Upper

Warranty Information

For vehicles repaired under warranty, use:

8/31/2005

Labor Operation	Description	Labor Time
J 6002	Tube, PCV - Replace	0.2 hr*
J 0254	Manifold, Intake (Upper) - Replace	Use Published Labor operation Time
*This is a new labor time and will be published in the next update to the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

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[← Back](#)[Forward →](#)

Document ID# 1670980

[Feedback](#)[Print](#)

UNIT# 6249
CUSTOMER #: 70876

106934



HAGGERTY
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OAK LAWN, ILLINOIS 60453
Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5846 Fax

www.haggertypontiac.com

PAGE 1

CHICAGO, IL
HOME

BUS:

SERVICE ADVISOR: 109 GROH, ROBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TA
41U BLACK	05	PONTIAC G6	1G2ZH548254		8678/	T319
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT
09OCT04 IS			19:00 14APR05			INV DATE
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP		CASH		

14APR2005 15:34

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A CUSTOMER STATES WAS DRIVING VEHICLE AND SMOKE STARTED
COMING OUT OF VENTS SHUT VEHICLE OF NOW BLOWER INOP

B W COURTESY CAR WASH (WITH OWNER APPROVAL)

EXCLUSION OF WARRANTIES

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a) I request _____ing repairs.
Signature _____

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$_____. Signature _____

c) I do not want an estimate and you may set the price of repairs.
Signature _____

TECHNICIAN COPY

Date _____ Time _____

05-116057

UNIT# 6249
CUSTOMER #: 70876

CHICAGO, IL

HOME: [REDACTED] BUS [REDACTED]

114433

WORKORDER

PAGE 1



MKE

HAGGERTY

PONTIAC · BUICK · GMC TRUCK, INC.

Sales Dept: 9301 S. Cicero
Service Dept: 9100 S. Kenton
OAK LAWN, ILLINOIS 60453

Phone: (708) 423-5000 Sales
(708) 229-3390 Service
(708) 423-5848 Fax

www.haggertypontiac.com

SERVICE ADVISOR: 105 RUIZ, JOSEPH

COLOR	YEAR	MAKE/	MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
41U BLACK	05	PONTIAC	66	1G2ZH548254		15913/	T2888
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 24AUG05			CASH	
R.O. OPENED	READY	OPTIONS: STK:6249 DLR:MHP					

24AUG2005 07:58

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A 1.5 W C/S RATTLE NOISE COMING FROM SUNROOF

B J6002.2 W

C/S WHILE DRIVING AT SPEEDS OF 50 OR FASTER THERES A WHISLTING NOISE

C W

C/S WHILE ACCEL AT 3500 RPMS THERES A NOISE COMING FROM MOTOR

05-06-01-005A

D W

C/S LEFT FRT WINDOW MAKES NOISE GOING DOWN

Called
at 4:17pm
4/17/05

c/s Rattle noise coming
from RT Door area & Dash area.

EXCLUSION OF WARRANTIES

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a) Request repairs.

b) Please proceed with repairs but call me for approval before continuing if the price exceeds \$ Signature

c) I do not want an estimate and you may set the price of repairs. Signature

TECHNICIAN COPY

Date Time

A \$15.00 storage charge will be charged per day to vehicles left after 7 days once work is complete.

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

Customer's Name: {_(REDACTED)} Inspection Date: {01/03/06}

Vehicle Brand: {Pontiac} Model: {G6}

File # {1-383656311} VIN: {1G2ZH548254XXXXXX}

Mileage at Inspection: { 22323} Inspection Location: {Dan Wolf Pontiac 6060 S. LaGrange Rd. LaGrange, IL. 60525}

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

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

{Steering locked during left turn after hearing pop noise. Vehicle would not move forward or rearward after stopping.

{

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

{ Vehicle seen with right front tire/wheel assembly separated from vehicle.

Upper control arm mounting to steering knuckle is broken at mounting bolts. Lower control arm ball joint is separated. No impact damage seen to lower control or upper control arm.

Right outer tie rod is not bent.

Right wheel outer surface shows scraped rim edge and spoke area. Camera phone photos taken by claimant at scene show right wheel in upright position with wheel rearward. Wheel looks also to be upward into fender.

Damage seen to outer surface of wheel at inspection could not be verified from picture.

Claimant states that wheel fell outward after second attempt by tow operator to load vehicle. Front of vehicle fell approximately 10" during first load attempt, per claimant. Claimant states that wheel was under front suspension when vehicle was dragged onto flat bed.

{Dealership removed wheel held on by right tie rod prior to inspection.

{Vetronix download showed no recorded events.

Tech2 showed no steering codes. ECBM module showed 3 codes. One code indicates to be related to wheel components being separated.

{Tests of steering components showed no concerns. Camera phone photo indicates that steering was being effected by position of right wheel.

{

{

{

{

{

{

Section 2 INTERVIEW - INCIDENT DETAILS

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

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

Customer's Name: {_(REDACTED)} Inspection Date: _____
 {01/03/06} _____
 Vehicle Brand: {Pontiac} Model: {G6} _____
 File # {1-383656311} VIN: _____
 {1G2ZH548254XXXXXX} _____

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

Interview mode: ☒ By Telephone ☐ In Person Incident Date and Time: {12/23/2005__at 15:00
 Hrs. _____

Interview date: {01/02-03/2006} _____

Was a police/fire department report obtained? ☐ Yes ☒ No NO REPORT MADE

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

{Vehicle parked in business lot prior to incident. Driver made one right turn within lot, then exited lot at 10 MPH, making left turn. A pop noise was heard and steering locked. Vehicle was stopped. Attempt to move vehicle caused grinding noise. Right front fender was against front tire.

Onstar assistance was called. Flat bed tow unit attempted to lift front to load vehicle. Front of vehicle lifted then fell down. Vehicle front lifted second time. Right front wheel fell outward.

Vehicle was then pulled rearward onto flat bed with right front wheel being dragged under front suspension.

{ _____
 { _____
 { _____
 { _____

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

{_Juan Vega, male, no disabilities.

If there was a collision:

Describe extent of any injuries to the Driver: {_ **No collision**

{ _____

Describe where other occupants were seated & extent of any injuries: {_ **None**

{ _____
 { _____

What was the exact location of the incident. {_ Carboy Rd. and Nortick Rd. _____

Driving conditions at the time of the incident:

Weather conditions & Visibility: { _____ Approximate Temp (°F): { _____

Road Surface: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Road Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {_ _____

Shoulder ☐ Curb ☒ : ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt

Shoulder/Curb Condition: ☒ Dry ☐ Wet ☐ Icy ☐ Other: {_ _____

Posted Speed Limit { _____

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) {_ **No**

Length of Drive Prior to incident:

Total Time (hrs. & mins.): {_ **1 Minute** Distance (miles): {_ **100 feet**

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

Customer's Name: {_(REDACTED)} Inspection Date: _____
 {01/03/06} _____
 Vehicle Brand: {Pontiac} Model: {G6} _____
 File # {1-383656311} VIN: _____
 {1G2ZH548254XXXXXX} _____

Estimate of vehicle speed: {_10_} mph Source of est. {_____} Driver

Estimated vehicle speed at impact: {_No impact_} mph Source of est. {_____} Driver

(Do Not report speed information from the Vetronix data here)

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

Steering	Normal <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	Describe {_Pop noise, steering locked.}
Suspension	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Brakes	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Engine	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}
Electrical	Normal <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	Describe {_____}

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

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

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. {_____}

Describe any evasive action: ☐ Turning ☐ Braking ☐ Accelerating ☒ Other: {_Vehicle was making exit from parking lot at slow speed. Incident was unexpected. _____}

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

{_____}

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

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

Did the vehicle leave the roadway?: ☐ Yes ☒ No Describe: {_Vehicle stopped in middle of roadway. _____}

Objects Impacted: {_None _____}

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

Additional comments concerning the incident: {_Flat bed driver caused front of vehicle to be dropped from 10" in air during loading attempt. Rear of vehicle was damaged during loading attempt from rear. Vehicle was dragged rearward unto flat bed with right front wheel under front suspension. _____}

{_____}

{_____}

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

Customer's Name: {_(REDACTED)} Inspection Date: _____
 {01/03/06} _____
 Vehicle Brand: {Pontiac} Model: {G6} _____
 File # {1-383656311} VIN: _____
 {1G2ZH548254XXXXXX} _____

Section 3

INTERVIEW - VEHICLE HISTORY

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

{_____}

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

{_____}

Did the owner purchase the vehicle new? ☒ Yes ☐ No Date 10/09/2004 Used? ☐ Yes ☐ No Date _____

VEHICLE MODIFICATIONS / ALTERATIONS

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

{_Security system

{_____}

{_____}

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? ☒ No ☐ Yes If yes, describe: {_____}

{_____}

Prior collision repair? ☒ No ☐ Yes If yes, describe: {_____}

{_____}

Repaired by whom? (name, address, phone) {_____}

{_____}

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

{_____}

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

{_____}

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

If yes, describe: {_____}

{_____}

Section 4

VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

{_Rear edge of right front fender is pushed rearward into front door

{_____}

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

{_Right front upper control arm is broken at bolt mounting to steering knuckle. Lower ball joint is pulled from socket in lower control arm.

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

Customer's Name: {_(REDACTED)} _____ Inspection Date: _____
 {01/03/06} _____
 Vehicle Brand: {Pontiac} _____ Model: {G6} _____
 File # {1-383656311} _____ VIN: _____
 {1G2ZH548254XXXXXX} _____

Outside of wheel rim is scraped on rim edge and spokes.

{ _____
 { _____
 { _____

CORNER ASSEMBLIES

Struts/shocks

Ball joints

Tire/wheel assemblies

Springs

Steering knuckles

Control arms

Axle assemblies

Comments: { See above for right front damage.

No damages seen to other wheel areas.

{ _____

UNDERHOOD

Engine compartment

Power steering lines, hoses, clamps and connections

Brake fluid level and condition

Power steering fluid level and condition

Comments:

{ No concerns, No leaks, power assist is electrical.

{ _____

GENERAL OBSERVATIONS

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

Comments:

{ Security system does not appear to relate to incident.

{ _____
 { _____
 { _____
 { _____

Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel

Odometer

Controls

Steering wheel and column

Overall view of seat position

Driver and passenger seat back angle (inclinometer measurement)

Photo of options label-glove box/trunk

Sunvisors and headliner

Personal items/cargo

INTERIOR INSPECTION (Describe any damage and photograph)

{ No concerns, no occupant contact areas seen, no injuries reported by claimant.

[illegible]

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Rev 04-19-2004

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

Customer's Name: {_(REDACTED)} _____ Inspection Date: _____
 {01/03/06} _____
 Vehicle Brand: {Pontiac} _____ Model: {G6} _____
 File # {1-383656311} _____ VIN: _____
 {1G2ZH548254XXXXXX} _____

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	{_ Right front wheel is off vehicle. Wheel was removed by dealership. Right tie rod was holding wheel to vehicle. Steering components from steering wheel through tie rod ends operational. Rotating steering wheel causes left front wheel and right tie rod to move in direction steering wheel is turned. No binding was felt during tests. _____
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	{_ No concerns with components, no interferences seen. _____ _____
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	{_ No concerns _____ _____
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	{_ No concerns _____ _____
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	{_ Electric power assist. _____ _ Assist is operative with engine running. _____
PS fluid level and condition-Color, contamination, odor	{Electric power assist _____ _____
Steering knuckle-All attachments secure and proper?	{_ Right front broken at upper control arm _____ _____
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	{No concerns _____ _____
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	{_ Lower control arm ball joint socket separated _____ _____
Strut attachments, springs	{ _____

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

Customer's Name: {_(REDACTED)} _____ Inspection Date: _____
 {01/03/06} _____
 Vehicle Brand: {Pontiac} _____ Model: {G6} _____
 File # {1-383656311} _____ VIN: _____
 {1G2ZH548254XXXXXX} _____

intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	<u>No concerns</u> _____
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	{_ No concerns _____ _____
Rear axle assembly-deformed, signs of impact, properly located, etc.	{_ Front drive, no concerns _____ _____
Deformation to the frame	{_ None _____ _____
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	{_ Right tire against rear edge of fender. _____ _____
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	{_ None _____ _____
Stability Enhancement system/components-check for codes with Tech II	{_ None _____ _____
Engine (normal, other)-Obtain codes using a Tech II.	{_ Normal _____ _____ _____
Electrical (normal, other)	{Normal _____ _____ _____
Warning lights/messages displayed? Describe and obtain codes using a Tech II	{_ EBCM: C0267, C0179, C0040 ---U2122, B3006 _____ _____
Anything components missing?	{_ No _____ _____
Other	{_ None _____ _____

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". {_ **Not drivable**

{ _____

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

Customer's Name: { (REDACTED) } Inspection Date: _____
 {01/03/06} _____
 Vehicle Brand: { Pontiac } Model: { G6 }
 File # { 1-383656311 } VIN: _____
 { 1G2ZH548254XXXXXX } _____

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

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

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
LF	<u>Continental</u>	<u>Conti Touring</u>	<u>P225/50R17</u>	<u>31</u>	<u>8/32</u>	<u>ACYA BLB</u> <u>3104</u>
RF	<u>Continental</u>	<u>Conti Touring</u>	<u>P225/50R17</u>	<u>30</u>	<u>8/32</u>	<u>ACYA BLB</u> <u>3104</u>
LR	<u>Continental</u>	<u>Conti Touring</u>	<u>P225/50R17</u>	<u>30</u>	<u>8/32</u>	<u>ACYA BLB</u> <u>3104</u>
RR	<u>Continental</u>	<u>Conti Touring</u>	<u>P225/50R17</u>	<u>32</u>	<u>8/32</u>	<u>ACYA BLB</u> <u>3104</u>

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

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

LF No damages

RF Outer surface of wheel is scraped. Rim edge and spokes scraped.
Claimant stated that wheel was under front suspension when vehicle pulled onto flat bed tow unit.

LR No damages

RR No damages

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

Customer's Name: {_(REDACTED)} _____ Inspection Date: _____
 {01/03/06} _____
 Vehicle Brand: {Pontiac} _____ Model: {G6} _____
 File # {1-383656311} _____ VIN: _____
 {1G2ZH548254XXXXXX} _____

2. TIRE PLACARD DATA:

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

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>P225/50R17</u>	<u>30</u>	_____
SPARE TIRE	<u>T125/70R16</u>	<u>60</u>	_____

Section 7 SITE INSPECTION

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

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

Photograph the scene and property if involved.

Comments:

{_ Incident scene shown on camera phone photos taken by claimant. Photos sent with E Mail
 Position of vehicle is seen in center of roadway. Road surface indicates to be dry.

{ _____
 { _____
 { _____
 { _____

Section 8 COMMENT OVERFLOW

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

{ _____
 { _____
 { _____
 { _____
 { _____

Section 9 OTHER REPORT INFORMATION

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

Customer's Name: {_(REDACTED)}_____ Inspection Date: _____
{01/03/06}_____
Vehicle Brand: {Pontiac}_____ Model: {G6}_____
File # {1-383656311}_____ VIN: _____
{1G2ZH548254XXXXXX}_____



Check here if there was evidence of a "Fire-Related" event.

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

Attachments: (Check all that apply)

X Photographs X Data Downloads ☐ Other Records

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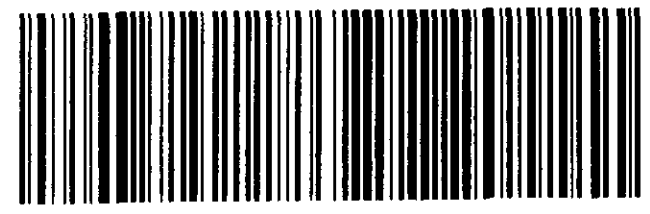
FORM 0201

DTW

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14APR06
A2

48091-MI-US

66 UIZA





**General Motors Corporation
Legal Staff**

Facsimile
866/834-3552

Telephone
813/635-4087

April 12, 2006

Connie J. Postelli, Esq.
Law Office of Connie J. Postelli
19952 Torrence Avenue
Lynwood, IL 60411

Dear Ms. Postelli:

Re: GM Case No. 509766
[REDACTED] v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Brenda Horschler, GMC, BRC Legal, c/o MSX International, MC 336-105-000, 1919 Concept Drive, Warren, MI 48091.

This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (813) 635-4087 or Fax (866) 834-3552.

Sincerely,

Brenda J. Horschler
Legal Assistant

cc: Brenda Horschler c/o MSX International (By FedEx)

CT CORPORATION
A WoltersKluwer Company**Service of Process
Transmittal**
04/07/2006
Log Number 511082478

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI, 48265-4000

RE: Process Served in Illinois

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] Plff. vs. General Motors Corporation, et al., Dfda.

DOCUMENT(S) SERVED: Summons, Complaint, Notice(s), Affidavit(s), Exhibit(s)

COURT/AGENCY: Cook County, IL - Municipal Department - First District, IL
Case # 06M1123800

NATURE OF ACTION: Product Liability Litigation - Breach of Warranty - 2005 Pontiac G6 GT Sedan - VIN: 1G2ZH548254 [REDACTED]

ON WHOM PROCESS WAS SERVED: C T Corporation System, Chicago, IL

DATE AND HOUR OF SERVICE: By Process Server on 04/07/2006 at 10:30

APPEARANCE OR ANSWER DUE: 04/21/06

ATTORNEY(S) / SENDER(S): Consumer Legal Services, P.C.
649 N. York Road
Elmhurst, IL, 60126
630-834-4100

ACTION ITEMS: SOP Papers with Transmittal, via Fed Ex 2 Day
Fax Transmittal, Rosemarie Williams 313-665-7572
Documents faxed at 12:32 p.m.
CC Recipient(s)
Rosemarie Williams, via Regular Mail

SIGNED: C T Corporation System
PER: Tawana Carter
ADDRESS: 208 South LaSalle Street
Suite 814
Chicago, IL, 60604
312-345-4338

TELEPHONE:

ER-BJH

Page 1 of 1/FR

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of the package only, not of its contents.

(Cavernight)
Carnie J. Porulli



HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER
VIA FAX ONLY

April 14, 2006

Rebecca Letourneaux, Esq.
Consumer Legal Services
30928 Ford Rd
Garden City, MI 48135-1803

RE: (REDACTED)
Service Request: 1-383656311
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH548254XXXXXX
Customer Relationship Manager: Willie Sheppard Jr

Dear Ms. Letourneaux:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

It appears that your client's case was previously handled and settled within General Motors's product allegation resolution department.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1, prompt 4

cc: FILE
LG0007-T
Rev. 12/09/2005

Mike Haggerty

PONTIAC GMC BUICK

FROM:

T J Blough

TO:

ANN CORBITT

RE:

PLEASE
CALL
ME

9301 S. Cicero Ave.
Oak Lawn, Illinois 60453

E-Mail service@haggertypontiac.com www.haggertycars.com

Service (708) 229-3390

Fax (708) 423-5846

December 2, 2010

Connie Postelli, Esq.
Law Offices of Connie J Postelli
19952 Torrence Ave
Lynwood, IL 60411-7614

RE: (REDACTED) v. General Motors Corporation
Service Request: 1-383656311
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH548254XXXXXX
Customer Relationship Specialist: Shera Vasquez

Dear Ms. Postelli:

Enclosed please find a check in the amount of \$7,000.00 made payable to (REDACTED) and Consumer Legal Services to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0062
V6302006

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Tigris Lampkin State: IL

Customer Name: (REDACTED) Service Request: 1-38365631 GM Legal File No.: 509766

Vehicle ID No.: 1G2ZH548254XXXXXX In Service Date: 10/09/2004 Vehicle is: NEW BAC Code: 116068
Year, Make & Model: PONTIAC 2005 G6 - GT SEDAN**VEHICLE REPAIR HISTORY**☐ **Engine/Fuel/Exhaust**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/24/05	114433	*	15,913	Condition: c/s while driving at speeds of 50 or faster whistling noise related to line C/ c/s while acceleration at unable to make out the numbers of RPMS there is noise coming from motor Cause: Correction: replaced PCV tube per bulletin 05-06-01-005A tube positive crankcase ventilation replaced
10/19/05	117509	*	18,848	Condition: c/s hears a rattle on the right at all speeds Cause: Correction:

☐ **Body/Trim**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/27/04	100802	1	3,640	Condition: Cause: dent on right front door Correction: repair bent on right front door
08/24/05	114433	2	15,913	Condition: c/s rattle noise coming from sunroof Cause: R&R sunroof module and reposition and lubed mounting hardware Correction: reposition mounting contracts and hardware c/s left front window makes noise going down window is making noise due to the fact the vehicle has been in and accident c/s rattle noise is coming from right front door or dash area customer is bringing in accident report or receipt left side sunshade is broken replaced left side sunshade with new broken sunshade and or support right R&R or replace
08/30/05	114780	1	16,242	Condition: c/s still a whistle noise heard at speeds of 70 mph coming from headliner area Cause: adjust sunroof panels no whistle noise heard did hear wind noise unable to test drive after repair Correction: note road tested vehicle could not duplicate whistle noise but did hear wind noise adjust panels on sunroof did not road test on expressway due to time frame replaced missing battery cover with new

Left side window makes noise when going up and down
SOP

c/s rattle noise coming from right front door dash area
cause: adjust and reposition right door aux tweeter speaker
rattle noise

09/08/05 115229 1 16,552 RR right aux tweeter speaker and reposition for rattle noise
Condition: c/s left front window inoperative
Cause: installed SOP
Correction: replaced noisy left front window left power R&R or replaced

10/05/05 116783 1 18,186 Condition: c/s when sunroof closes it reopens after the second panel
SOP

c/s left headlamp has water in it
SOP

10/19/05 117509 1 18,848 c/s left mirror cover broken off
SOP
Condition: right sunshade will not stay up
Cause:
Correction: sunshade auxiliary right R&R or replace

c/s sunroof stops after second panel install SOP
replaced sunroof motor/motor sunroof drive replace

c/s left headlamp gets water in it
installed sop
replaced headlamp assy headlamp composite assembly left
replaced

c/s left mirror cover on sunshade broke install SOP
replaced sunshade and mirror
mirror and cover illuminated replaced

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/14/05	106934	1	8,678	Condition: c/s was driving vehicle and smoke started coming out of vents s Cause: shut vehicle off now blower inoperative Correction: damage due to aftermarket installation not warranty issue

Criteria for the state lemon law presumption period: 12 MONTHS OR 12,000 MILES

Days out of service: {# of Days}

Repairs 4 / Time period 30 MONTHS

If applicable, safety-related repairs {# of repair attempts} / Time period {# of months}
MONTHS

Number of repair attempts in the presumption period: {# of repair attempts}

Total days out of service during the presumption period: {# of Days}

Total days out of service during customer's ownership: {# of Days}

RECOMMENDATION AND RATIONALE

PLAINTIFF COUNSEL AND PLAINTIFF INFORMATION:

CUST IS BEING REPRESENTED BY **ATTY {Atty Name}**
{Cust Demand}

VEHICLE INFORMATION:

VEHICLE HAS HAD {# of Total Nonconformities} {System} NONCONFORMITIES, {#} OF WHICH WERE IN THE PRESUMPTION PERIOD, FOR A TOTAL OF {#} DAYS OUT OF SERVICE DURING THE PRESUMPTION PERIOD.

OF THE {System} NONCONFORMITIES, {#} WERE FOR

VEHICLE OWNER **DOES (NOT)** HAVE A GMPP {GMPP Type} {#}/{#} POLICY # {#} WITH A \$ {#} DEDUCTABLE WHICH EXPIRES ON {GMPP Expiration Date} OR {#} MILES WHICHEVER COMES FIRST.

THE NONCONFORMITIES **MAY (NOT)** REDUCE THE VALUE OF THE VEHICLE.

THE NONCONFORMITY **APPEARS (NOT)** TO BE A SAFETY ISSUE

VEHICLE **DOES (NOT) APPEAR** TO BE COVERED UNDER THE STANDARDS OF THE {State} LEMON LAW

WARRANTY COST FOR GM:
{TOTAL COST}

RECOMMENDED RESOLUTION:

DUE TO VEHICLE **APPEARING (NOT)** TO BE COVERED UNDER THE STANDARDS OF THE {State} LEMON LAW, THE FACT THAT THE VEHICLE OWNER **DOES (NOT) HAVE** A GMPP {GMPP Type} {#}/{#}, WHICH **WILL (NOT)** COVER THE NONCONFORMITY, THE NONCONFORMITY **(NOT) APPEARING** TO BE A SAFETY ISSUE, GM BRC LEGAL SHOULD MAKE A {OFFER TYPE. This is to be done dy the assessment team.} OFFER.

REASON FOR REMOVAL

Instructions from TM Cynthia Costello to remove file.

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

TEAM MANAGER APPROVING: CYNTHIA COSTELLO

Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

VIN: 1G2ZH5482 54 [REDACTED] SELLG SCE: 16 MDL YR: 05 ORD NO: HKGHZB
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	16 10037	173044		12/29/04	CCR	5,000.00	
INCTV PAYMENT	16 10037	173044		12/29/04	CCR	5,000.00	
INCTV APPLICATN	16 10037	173044		12/29/04	CCR	5,000.00	
INCENTIVE CHARG	16 10037			12/29/04	CCR	5,000.00	DR
INCTV APPLICATN	16 10037			12/29/04	CCR	5,000.00	DR
INCTV PAYMENT	16 10037			11/09/04	CCR	5,000.00	
INCTV APPLICATN	16 10037			11/09/04	CCR	5,000.00	
INCENTIVE CHARG	16 10037			11/06/04	CCR	5,000.00	DR
INCTV APPLICATN	16 10037			11/06/04	CCR	5,000.00	DR
INCENTIVE MEMO	16 10037	173044		10/29/04	CCR	5,000.00	
INCTV PAYMENT	16 10037	173044		10/29/04	CCR	5,000.00	
INCTV APPLICATN	16 10037	173044		10/29/04	CCR	5,000.00	
INCENTIVE MEMO	16 10037	00026880459		10/15/04	NPG	500.00	
INCTV PAYMENT	16 10037	00026880459		10/15/04	NPG	500.00	
INCENTIVE MEMO	16 10037	00026880459		10/15/04	LGN	1,000.00	
INCTV PAYMENT	16 10037	00026880459		10/15/04	LGN	1,000.00	
INCTV APPLICATN	16 10037	00026880459		10/15/04	LGN	1,000.00	
INCTV APPLICATN	16 10037	00026880459		10/14/04	NPG	500.00	
INCENTIVE MEMO	16 10037	00026864398		10/13/04	FFC	23.99	
INCTV PAYMENT	16 10037	00026864398		10/13/04	FFC	23.99	
INCTV APPLICATN	16 10037	00026864398		10/13/04	FFC	23.99	
DELIVERY D.O.E.	16 10037			10/12/04		0.00	
DELIVERY TO CUS	16 10037			10/09/04		0.00	
SETTLEMENT DATE	16 10037	2AD48960239		09/25/04		26,390.05	CR
EXPIRATION TRAN	16 10037	2AD48960239		09/24/04		0.00	
ORIGINAL INVOIC	16 10037	2AD48960239		09/20/04		26,390.05	
COV/NVIS DATE	16 10037	2AD48960239		09/20/04		0.00	
SHIPMENT DATE	16 10037			09/20/04		0.00	
PRODUCTION (BUI	16 10037			09/17/04		0.00	
PREFERENCE TO P	16 10037			06/30/04		0.00	
GM ORDER ACCEPT	16 10037			06/18/04		0.00	
GM ORDER ACCEPT				06/18/04		0.00	

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Tigris Lampkin State: IL

Customer Name: (REDACTED) Service Request: 1-38365631 GM Legal File No.: N/A

Vehicle ID No.: 1G2ZH548254XXXXXX In Service Date: 10/09/2004 Vehicle is: NEW BAC Code: 116068
Year, Make & Model: PONTIAC 2005 G6 - GT SEDAN**VEHICLE REPAIR HISTORY**☐ **Engine/Fuel/Exhaust**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/24/05	114433	*	15,913	Condition: c/s while driving at speeds of 50 or faster whistling noise related to line C/ c/s while acceleration at unable to make out the numbers of RPMS there is noise coming from motor Cause: Correction: replaced PCV tube per bulletin 05-06-01-005A tube positive crankcase ventilation replaced
10/19/05	117509	*	18,848	Condition: c/s hears a rattle on the right at all speeds Cause: Correction:

☐ **Body/Trim**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/27/04	100802	1	3,640	Condition: Cause: dent on right front door Correction: repair bent on right front door
08/24/05	114433	2	15,913	Condition: c/s rattle noise coming from sunroof Cause: R&R sunroof module and reposition and lubed mounting hardware Correction: reposition mounting contracts and hardware c/s left front window makes noise going down window is making noise due to the fact the vehicle has been in and accident c/s rattle noise is coming from right front door or dash area customer is bringing in accident report or receipt left side sunshade is broken replaced left side sunshade with new broken sunshade and or support right R&R or replace
08/30/05	114780	1	16,242	Condition: c/s still a whistle noise heard at speeds of 70 mph coming from headliner area Cause: adjust sunroof panels no whistle noise heard did hear wind noise unable to test drive after repair Correction: note road tested vehicle could not duplicate whistle noise but did hear wind noise adjust panels on sunroof did not road test on expressway due to time frame replaced missing battery cover with new

Left side window makes noise when going up and down
SOP

c/s rattle noise coming from right front door dash area
cause: adjust and reposition right door aux tweeter speaker
rattle noise

09/08/05 115229 1 16,552 Condition: c/s left front window inoperative
Cause: installed SOP
Correction: replaced noisy left front window left power R&R or replaced

10/05/05 116783 1 18,186 Condition: c/s when sunroof closes it reopens after the second panel
SOP

c/s left headlamp has water in it
SOP

10/19/05 117509 1 18,848 Condition: right sunshade will not stay up
Cause:
Correction: sunshade auxiliary right R&R or replace

c/s sunroof stops after second panel install SOP
replaced sunroof motor/motor sunroof drive replace

c/s left headlamp gets water in it
installed sop
replaced headlamp assy headlamp composite assembly left
replaced

c/s left mirror cover on sunshade broke install SOP
replaced sunshade and mirror
mirror and cover illuminated replaced

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/14/05	106934	1	8,678	Condition: c/s was driving vehicle and smoke started coming out of vents s Cause: shut vehicle off now blower inoperative Correction: damage due to aftermarket installation not warranty issue

Criteria for the state lemon law presumption period: 12 MONTHS OR 12,000 MILES

Days out of service: {# of Days}

Repairs 4 / Time period 30 MONTHS

If applicable, safety-related repairs {# of repair attempts} / Time period {# of months}
MONTHS

Number of repair attempts in the presumption period: {# of repair attempts}

Total days out of service during the presumption period: {# of Days}

Total days out of service during customer's ownership: {# of Days}

RECOMMENDATION AND RATIONALE

PLAINTIFF COUNSEL AND PLAINTIFF INFORMATION:

CUST IS BEING REPRESENTED BY **ATTY {Atty Name}**
{Cust Demand}

VEHICLE INFORMATION:

VEHICLE HAS HAD {# of Total Nonconformities} {System} NONCONFORMITIES, {#} OF WHICH WERE IN THE PRESUMPTION PERIOD, FOR A TOTAL OF {#} DAYS OUT OF SERVICE DURING THE PRESUMPTION PERIOD.

OF THE {System} NONCONFORMITIES, {#} WERE FOR

VEHICLE OWNER **DOES (NOT)** HAVE A GMPP {GMPP Type} {#}/{#} POLICY # {#} WITH A \$ {#} DEDUCTABLE WHICH EXPIRES ON {GMPP Expiration Date} OR {#} MILES WHICHEVER COMES FIRST.

THE NONCONFORMITIES **MAY (NOT)** REDUCE THE VALUE OF THE VEHICLE.

THE NONCONFORMITY **APPEARS (NOT)** TO BE A SAFETY ISSUE

VEHICLE **DOES (NOT) APPEAR** TO BE COVERED UNDER THE STANDARDS OF THE {State} LEMON LAW

WARRANTY COST FOR GM:
{TOTAL COST}

RECOMMENDED RESOLUTION:

DUE TO VEHICLE **APPEARING (NOT)** TO BE COVERED UNDER THE STANDARDS OF THE {State} LEMON LAW, THE FACT THAT THE VEHICLE OWNER **DOES (NOT) HAVE** A GMPP {GMPP Type} {#}/{#}, WHICH **WILL (NOT)** COVER THE NONCONFORMITY, THE NONCONFORMITY **(NOT) APPEARING** TO BE A SAFETY ISSUE, GM BRC LEGAL SHOULD MAKE A {OFFER TYPE. This is to be done dy the assessment team.} OFFER.

REASON FOR REMOVAL

Instructions from TM Cynthia Costello to remove file.

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

TEAM MANAGER APPROVING: CYNTHIA COSTELLO

Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.



HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA E-MAIL ONLY

May 20, 2006

Rob Johnson
North Central-50
Rob.johnson@gm.com

Re: (REDACTED) v. General Motors Corporation
Service Request: 1-383656311
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH548254XXXXXX
Customer Relationship Manager: Demita Ryals

Dear Mr. Johnson:

The above GM customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to GM's local counsel for handling. Our records indicate that Lonny Greenwald was contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Mike Haggerty Pontiac and Dan Wolf Pontiac

GM's attorney now handling this case:
Connie J. Postelli
(708) 418-8913

GM Legal Assistant involved:
Brenda Horchler (813) 635-4087

Please have the AVM(s) notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against GM. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The AVM(s)/dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to GM's attorney.

Attached is a copy of the case assessment for your review. Thank you for your assistance.

Sincerely,

General Motors Corporation
Business Resource Center
1-800-231-1841, prompt 1

May 20, 2006
Page 2

cc: FILE

LG0080-T
Rev 12/09/2005

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Tigris Lampkin State: IL

Customer Name: (REDACTED) Service Request: 1-38365631 GM Legal File No.: 509766

Vehicle ID No.: 1G2ZH548254XXXXXX In Service Date: 10/09/2004 Vehicle is: NEW BAC Code: 116068
Year, Make & Model: PONTIAC 2005 G6 - GT SEDAN**VEHICLE REPAIR HISTORY**☐ **Engine/Fuel/Exhaust**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/24/05	114433	*	15,913	Condition: c/s while driving at speeds of 50 or faster whistling noise related to line C/ c/s while acceleration at unable to make out the numbers of RPMS there is noise coming from motor Cause: Correction: replaced PCV tube per bulletin 05-06-01-005A tube positive crankcase ventilation replaced
10/19/05	117509	*	18,848	Condition: c/s hears a rattle on the right at all speeds Cause: Correction:

☐ **Body/Trim**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/27/04	100802	1	3,640	Condition: Cause: dent on right front door Correction: repair bent on right front door
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Left side window makes noise when going up and down
SOP

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cause: adjust and reposition right door aux tweeter speaker
rattle noise

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Cause: installed SOP
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c/s left headlamp has water in it
SOP

10/19/05 117509 1 18,848 Condition: right sunshade will not stay up
Cause:
Correction: sunshade auxiliary right R&R or replace

c/s sunroof stops after second panel install SOP
replaced sunroof motor/motor sunroof drive replace

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replaced

c/s left mirror cover on sunshade broke install SOP
replaced sunshade and mirror
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☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/14/05	106934	1	8,678	Condition: c/s was driving vehicle and smoke started coming out of vents s Cause: shut vehicle off now blower inoperative Correction: damage due to aftermarket installation not warranty issue

Criteria for the state lemon law presumption period: 12 MONTHS OR 12,000 MILES

Days out of service: {# of Days}

Repairs 4 / Time period 30 MONTHS

If applicable, safety-related repairs {# of repair attempts} / Time period {# of months}
MONTHS

Number of repair attempts in the presumption period: {# of repair attempts}

Total days out of service during the presumption period: {# of Days}

Total days out of service during customer's ownership: {# of Days}

RECOMMENDATION AND RATIONALE

PLAINTIFF COUNSEL AND PLAINTIFF INFORMATION:

CUST IS BEING REPRESENTED BY **ATTY {Atty Name}**
{Cust Demand}

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THE NONCONFORMITY **APPEARS (NOT)** TO BE A SAFETY ISSUE

VEHICLE **DOES (NOT) APPEAR** TO BE COVERED UNDER THE STANDARDS OF THE {State} LEMON LAW

WARRANTY COST FOR GM:
{TOTAL COST}

RECOMMENDED RESOLUTION:

DUE TO VEHICLE **APPEARING (NOT)** TO BE COVERED UNDER THE STANDARDS OF THE {State} LEMON LAW, THE FACT THAT THE VEHICLE OWNER **DOES (NOT) HAVE** A GMPP {GMPP Type} {#}/{#}, WHICH **WILL (NOT)** COVER THE NONCONFORMITY, THE NONCONFORMITY **(NOT) APPEARING** TO BE A SAFETY ISSUE, GM BRC LEGAL SHOULD MAKE A {OFFER TYPE. This is to be done dy the assessment team.} OFFER.

REASON FOR REMOVAL

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CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
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TEAM MANAGER APPROVING: CYNTHIA COSTELLO

Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
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Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
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Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 11/12/05
PROCESSING SOURCE: PONTIAC 13:38:11
PAGE: 1
VIN: 1G2ZH5482 54 [REDACTED] SELLG SCE: 16 MDL YR: 05 ORD NO: HKGHZB
ODATE: 06/18/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 10037
DDATE: 10/09/04 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:
DLVY DOE: 10/12/04 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: JM PACHECO
TRD DOE: 6020 S KILDARE AVE
SRVC IN: CHICAGO IL 60629
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 10037	173044	12/29/04	5,000.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 173044 AUTH PUR CD:
MISC DATE: 10/09/04 MISC: 0000028793 V1
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 10037		12/29/04	5,000.00 DR	OP		0.00	0

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: AUTH PUR CD:
MISC DATE: 10/09/04 MISC: 0000028793 V0
POLICY PYMT CMNT: REVERSAL OF GMAC CONTRACT ACTV TYPE: 1

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 10037		11/09/04	5,000.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: AUTH PUR CD:
MISC DATE: MISC: ACS0028793RE EVAL EDITS FIXED/MICHELLE
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 10037		11/06/04	5,000.00 DR	OP		0.00	0

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: AUTH PUR CD:
MISC DATE: 10/09/04 MISC: ACS0028793RE EVAL EDITS FIXED/MICHELLE
POLICY PYMT CMNT: ACS0028793RE EVAL EDITS FIXED/MICHELLE ACTV TYPE: 1

VIN: 1G2ZH5482 54 SELLG SCE: 16 MDL YR: 05 ORD NO: HKGHZB

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 10037	173044	10/29/04	5,000.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: GMAC INC MEMO NO: 173044 AUTH PUR CD:
MISC DATE: 10/09/04 MISC: 0000028793 A2
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 10037	00026864398	10/13/04	23.99	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00026864398 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
LGN	01	16 10037	00026880459	10/15/04	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00026880459 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
NPG	01	16 10037	00026880459	10/15/04	500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00026880459 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

LAW OFFICES OF
Connie J. Postelli

19952 Torrence Avenue
Lynwood, Illinois 60411
Telephone: 813/418-8913

October 20, 2006

Rob Brown, Jr.
Legal Assistant
General Motors Corporation
Legal Staff
300 Renaissance Center
Tower 300, 24th Floor
Detroit, MI 48262-3000

RE: (REDACTED) v. General Motors Corporation
2005 Pontiac G6; VIN # 1G2ZH548254XXXXXX
GM Legal Case No: 509766

Dear GM Legal:

Based on the unfavorable repair history below and for purposes of customer satisfaction, we have negotiated a cash settlement of this matter for a total of \$7,000.00, inclusive of fees. Pursuant to the authority given to me by Rob Brown, Jr., please prepare and forward the drafts below to my office.

N, 44 – Electrical – Power Sunroof Motor/Switch/Wiring - Inoperative

1. A draft for \$7,000.00 to be made payable to:

(REDACTED) & Consumer Legal Services P.C.
4231 Oak Lane
Belleville, IL 62226
Phone: 618-234-2845
Current Mileage: 19,087

.
The tax ID and address for Consumer Legal Services, P.C. is :
641-A North York Road
Elmhurst, IL 60126
Phone: (630) 834-4100
Tax ID #: 383116339

Page 2
Letter to GM Legal
October 20, 2006

Thank you for your assistance in this matter. Should you have any questions or comments, feel free to contact me.

Very truly yours,

Connie J. Postelli

Service Department Hours

Monday - Friday 7:00 AM to 6:00 PM

Page 1 of 7

Invoice Number: 209506

Tag Number: [REDACTED]

CHICAGO
HOME: [REDACTED]

BUS [REDACTED]

Customer No. 54 [REDACTED]

Service Advisor: 633 JEFF SUVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLACK	05	PONTIAC G6	1G2ZH548254 [REDACTED]		22322	22332
DEL DATE	WARR EXP	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT
01JAN05		06:46 27DEC05	18:00 16JAN06	15:45 30JAN06		CASH
						REV. DATE
						01FEB2006

OPTIONS: DUR-DWP ENG 3.5 Liter SEI

A CUST STATES THAT THE STEERING WHEEL IS LOCKED
 CAUSE: KNUCKLE CRACKED AND BENT RF HUB, LOWER CONTROL ARM, RF STABILIZER, RIGHT FRT ROTOR,
 CRACKED CALIPER, TORN BRAKE HOSE, PULLED APART HAFTSHAFT
 E7020 WHEEL, STEERING REPLACE

482 WP 0.50 hrs.
 1 88967381 WHEEL KIT 285.48
 FC: 6C
 PART#: 88967381
 COUNT: 2
 CLAIM TYPE:
 AUTH CODE: V
 OM

H0080 CALIPER ASSEMBLY FRONT RIGHT R&R

482 WP 0.70 hrs.
 1 22705314 CALIPER 176.29
 2 12377967 FLUID 7.10
 1 22729635 HOSE 23.19
 1 274288 STEM 1.73
 FC: 1H
 PART#: 22705314
 COUNT: 5
 CLAIM TYPE:
 AUTH CODE: V
 OM

E3530 ARM ASSEMBLY, FRONT CONTROL LOWER RIGHT REPLACE

44.14 44.14
 227.11 227.11

61.80 61.80
 145.70 145.70
 5.87 11.74
 19.15 19.15
 1.73 1.73

Suzanne
 10/299482

DAN WOLF

PONTIAC-GMC-SUBARU

6000 S. La Grange Road
 CHICAGO, IL 60638
 Phone: (708) 252-7800

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The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

TERMS: CASH

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	105.94
PARTS AMOUNT	405.43
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	511.37

MOST PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS
 OR 12,000 MILES WHICHEVER OCCURS FIRST.
 SEE YOUR SERVICE CONSULTANT FOR DETAILS.

Warranty Copy

Service Department Hours

Monday - Friday 7:00 AM to 6:00 PM

Page 2 of 7

Invoice Number: 209506

Tag Number: [REDACTED]

CHICAGO, IL
HOME: [REDACTED]

BUS [REDACTED]

Customer No.: 54 [REDACTED]

Service Advisor: 633 JEFF SUVA

HOME		Customer No. 3							
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN		MILEAGE OUT	
BLACK	05	PONTIAC G6	1G2ZH548254			22322		22332	
DEL DATE	WARR. EXP.	R.D. OPENED	PROMISED	READY	PO NO.	PAYMENT		INV. DATE	
01JAN05		06:46 27DEC05	18:00 16JAN06	15:45 30JAN06		CASH		01FEB2006	

OPTIONS: DREDWP ENG 3.5 Liter SFI

648	WP	2.00 hrs.		161.80	176.56	176.56
1		22730776 F-ARM		70.86	133.56	133.56
1		22705377 F-BRACKET		4.25	58.57	58.57
1		11517996 F-NUT		1.61	3.51	3.51
4		11518689 BOLT		3.95	1.39	5.58
2		11589082 BOLT		3.95	3.28	6.56
2		11514598 NUT			3.28	6.56
		FC: 6C				
		PART#: 22730776				
		COUNT: 11				
		CLAIM TYPE:				
		AUTH CODE: EV				
		OM				
		HO121 ROTOR ASSEMBLY FRONT LEFT R&R OR REPLACE				
482	WP	1.10 hrs.		137.22	97.11	97.11
1		22705375 ROTOR		4.25	113.42	113.42
6		11516078 NUT		7.85	3.51	21.06
1		10289657 NUT			6.47	6.47
		FC: 8C				
		PART#: 22705375				
		COUNT: 8				
		CLAIM TYPE:				
		AUTH CODE: V				
		OM				
		E3850 STRUT, FRONT RIGHT REPLACE			79.45	79.45
482	WP	0.80 hrs.				

DAN WOLF

PONTIAC-GMC-SUBARU
5000 S. La Grange Road
COUNTRY CLUB, IL 60525
Phone (708) 352-7600

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TERMS: CASH

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	353.12
PARTS AMOUNT	355.27
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	708.39

**MOST PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS FIRST.
SEE YOUR SERVICE CONSULTANT FOR DETAILS.**

Warranty Copy

Service Department Hours

Monday - Friday 7:00 AM to 6:00 PM

Page 3 of 7

Invoice Number: 209506

Tag Number: T446

CHICAGO, IL 60629
HOME [REDACTED]

BUS [REDACTED]

Customer No.: 54 [REDACTED]

Service Advisor: 633 JEFF SUVA

HOME		Customer No. 34																	
COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT							
BLACK		05		PONTIAC G6		1G2ZH548254				22322		22332							
DEL DATE		WARR EXP		R.O. OPENED		PROMISED		READY		PG NO.		PAYMENT		INV DATE					
01JAN05				06:46 27DEC05		18:00 16JAN06		15:45 30JAN06				CASH		01FEB2006					
OPTIONS: DLR-DWP ENG 3.5 liter SPI																			
1 88964545 W-ABSORBER														103.10		74.73		74.73	
														4.13		3.39		3.39	

OPTIONS: DLR-DWP ENG:3.5 Liter SF

1	88964545 W-ABSORBER	103.10	74.73	74.73
1	9595178 BOLT	4.13	3.39	3.39
	FC: 6C			
	PART#: 88964545			
	COUNT: 1			
	CLAIM TYPE:			
	AUTH CODE: V			
	OM			
	E2520 KNUCKLE ASSEMBLY, STEERING RIGHT REPLACE			
482	WP 2.30 hrs.			
1	15225210 KNUCKLE	149.87	203.04	203.04
	FC: 6C		123.87	123.87
	PART#: 15225210			
	COUNT: 1			
	CLAIM TYPE:			
	AUTH CODE: EV			
	OM			
	F1500 HALF SHAFT, FRONT DRIVE FRONT RIGHT R&R			
482	WP 0.60 hrs.		52.97	52.97
1	10379128 SHAFT KIT	260.12	214.99	214.99
	FC: 6C			
	PART#: 10379128			
	COUNT: 1			
	CLAIM TYPE:			
	AUTH CODE: V			
	OM			

DAN WOLF

PONTIAC-GMC-SUBARU

4060 S. La Grange Road
COUNTRY CLUB R.A. ORANGE, ILLINOIS 60625
Phone (708) 352-7800

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TERMS: CASH

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	256.01
PARTS AMOUNT	416.98
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	672.99

MOST PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS FIRST.
SEE YOUR SERVICE CONSULTANT FOR DETAILS.

Warranty Copy

Service Department Hours

Monday - Friday 7:00 AM to 6:00 PM

Page 4 of 7

Invoice Number: 209506

Tag Number:

CHICAGO IL 60629
HOME

BUS

Customer No: 54

Service Advisor: 633 JEFF SUVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	WARRANTY	RELEASE DATE
BLACK	05	PONTIAC G6	1G2ZH548254		22322	22332
DEL DATE	WARR EXP	R.D. OPENED	PROMISED	READY	PAYMENT	INV. DATE
01JAN05		06:46 27DEC05	18:00 16JAN06	15:45 30JAN06	CASH	01FEB2006

OPTIONS: DIR:OWP ENG 3.5 Liter 5MT

E2160 SHAFT, FRONT STABILIZER REPLACE

482	WP	0.90 hrs.		79.45	79.45
1		15800018 F-SHAFT	116.48	96.27	96.27
1		22706352 F-SHIELD	8.64	7.13	7.13
1		22670300 LINK	37.89	31.32	31.32
4		9594682 NUT,WHL	7.35	6.29	25.16
		FC: 8C			
		PART#: 15800018			
		COUNT: 7			
		CLAIM TYPE:			
		AUTH CODE: V			
		OM			

A9119 PANEL, FENDER REPAIR

482	WP	0.50 hrs.		44.14	44.14
1		15292018 FENDER	163.58	139.94	139.94
		FC: 8C			
		PART#: 15292018			
		COUNT: 1			
		CLAIM TYPE:			
		AUTH CODE: V			
		OM			

E2320 BEARING AND HUB ASSEMBLY, FRONT WHEEL RIGHT REPLACE

482	WP	0.90 hrs.		79.45	79.45
1		22712116 BEARING	48.96	40.47	40.47
1		22716376 MOUNT	57.65	47.83	47.83

DAN WOLF

PONTIAC GMC SUBARU

3060 S. LA Grange Road
COUNTRY SIDE (LA GRANGE) ILLINOIS 60525
Phone (708) 352-7800

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TERMS: CASH

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	203.04
PARTS AMOUNT	387.92
GAS, OIL, LUBE	
SUBLET AMOUNT	
MSC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	590.96

MOST PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS FIRST.
SEE YOUR SERVICE CONSULTANT FOR DETAILS.

Warranty Copy

Service Department Hours

Monday - Friday 7:00 AM to 6:00 PM

Page 5 of 7

Invoice Number: 209506

Tag Number:

CHICAGO
HOME

BUS

Customer No.: 54

Service Advisor: 633 JEFF SUVA

HOME		Customer No. 34													
COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT			
BLACK		05		PONTIAC G6		1G2ZH548254				22322		22332			
DEL DATE		WARR. EXP.		R.D. OPENED		PROMISED		READY		PO NO.		PAYMENT		INW. DATE	
01JAN05				06:46 27DEC05		18:00 16JAN06		15:45 30JAN06				CASH		01FEB2006	
OPTIONS: DIR-DWP ENG 3.5 Liter SFI				1 2199E732 HUB				214.05		176.91		176.91			
								24.11		24.06		24.06			

1 21995732 HUB
1 10399840 F-HARNES
FC: 8C
PART#: 22712116
COUNT: 4
CLAIM TYPE:
AUTH CODE: V
OM

214.05 176.91 176.91
29.11 24.06 24.06

R9340 SPLASH GUARDS

482 WP

0.30 hrs.

1 15255733 SHIELD
1 15209852 MOLDING
FC: 6C
PART#: 15255733
COUNT: 2
CLAIM TYPE:
AUTH CODE: V
OM

29.30 28.48 28.48
70.54 25.07 25.07
60.35 60.35 60.35

27906 OVERNIGHT RENTAL AND OR LOANER PROVIDED BY DWP, REQUIRES AUTH BY OSM*6
DAYS OR MORE*

99 WP

0.00 hrs.

FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE: V
MJ

0.00 0.00 0.00

DAN WOLF

PONTIAC-GMC-SUBARU
6060 S. La Grange Road
COUNTRYVILLE (LA GRANGE), IL 60025
Phone (800) 252-7800

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TERMS: CASH

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	26.48
PARTS AMOUNT	286.39
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	312.87

MOST PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS FIRST.
SEE YOUR SERVICE CONSULTANT FOR DETAILS.

Warranty Copy

Service Department Hours

Monday - Friday 7:00 AM to 6:00 PM

Page 6 of 7

Invoice Number: **209506**

Tag Number: [REDACTED]

CHICAGO, ILL
HOME [REDACTED]

BUS [REDACTED]

Customer No.: **54** [REDACTED]Service Advisor: **633 JEFF SUVA**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
BLACK	05	PONTIAC G6	1G2ZH548254 [REDACTED]		22322	22332
DEL DATE	WARR EXP.	R.O. OPENED	PROMISED	READY	PC NO.	PAYMENT
01JAN05		08:46 27DEC05	18:00 16JAN06	15:45 30JAN06		CASH
INV. DATE	01FEB2006					

OPTIONS: DLR:DWP ENG:3.5 LTR SF

127724 185199 TPARTS
28890 94459 TLABOR**B** CUST STATES THAT AN INTERIOR LIGHT IS INOP**
CAUSE: NO PROBLEM FOUND

300 NO PROBLEM FOUND AT THIS TIME

482 WP 0.00 hrs.

0
00 TPARTS
0 TLABOR

0.00

0.00

C CUST STATES THAT THE SUNROOF BINDS WHEN OPENING AND CLOSING**
CAUSE: REPLACE SUNROOF MODULE

N4833 MODULE EXPRESS SUNROOF REPLACE

482 WP 1.50 hrs.

1 22731428 MODULE

FC: 6C

PART#: 22731428

COUNT: 1

CLAIM TYPE:

AUTH CODE: V

OJ

56000

4050

81200 TPARTS
13242 TLABOR

812.00

~~132.42~~
~~812.00~~~~132.42~~
~~812.00~~

CLAIM AUTH BY ADAM JONES AT GM

**DAN WOLF PONTIAC-GMC & SUBARU APPRECIATES
YOUR PATRONAGE. IF FOR ANY REASON YOU FEEL
YOU CAN NOT DEFINITELY RECOMMEND OUR SERVICE
CONTACT OUR SERVICE DEPT. AT 708.352.7800....****STATEMENT OF DISCLAIMER**

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TERMS: CASH

CUSTOMER SIGNATURE

X**DAN WOLF**

PONTIAC-GMC-SUBARU

5080 S. 1st Grand Road
COUNTRYSIDE (LA GRANGE) ILLINOIS 60525
Phone (708) 352-7800MOST PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS FIRST.
SEE YOUR SERVICE CONSULTANT FOR DETAILS.

DESCRIPTION	TOTALS
LABOR AMOUNT	944.59
PARTS AMOUNT	1851.99
GAS, OIL, LUBE	
SUBLET AMOUNT	906.20
MISC. CHARGES	
TOTAL CHARGES	3702.78
SALES TAX	
PLEASE PAY THIS AMOUNT	4644.20

Warranty Copy

Service Department Hours

Page 7 of 7

Monday - Friday 7:00 AM to 6:00 PM

Invoice Number: 209506

Tag Number:

CHICAGO, IL
HOME

BUS

Customer No. 54

Service Advisor: 633 JEFF SUVA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN	MI/AGE OUT
BLACK	05	PONTIAC G6	1G2ZH548254		22322	22332
DEL DATE	WARR EXP	R.O. OPENED	PROMISED	READY	PO NO.	PAYMENT
01JAN05		06:46 27DEC05	18:00 16JAN06	15:45 30JAN06		CASH
M.V. DATE						
01FEB2006						

OPTIONS: DLR-DWP ENG-3.5 Liter SH

COST, SALE, & COMP TOTALS 306984 464420 0

Total -> \$3,702.78

DAN WOLF

PONTIAC-GMC-SUBARU

5060 S. La Grange Road
COUNTRYSIDE (I.A. GRANGE), ILLINOIS 60525
Phone (708) 352-7600

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TERMS: CASH

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	1077.04
PARTS AMOUNT	2609.99
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	4644.20
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	4644.20

MOST PARTS INSTALLED ARE WARRANTED FOR 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS FIRST.
SEE YOUR SERVICE CONSULTANT FOR DETAILS.

Warranty Copy



**PONTIAC****Mike Haggerty Pontiac - GMC - VW**

9301 S. CICERO AVENUE

OAK LAWN, IL 60453

(708) 423-5000

**GMC**
TRUCK

SOLD TO	[REDACTED]	03/04/68	DR. LIC. #	S.S. #
	[REDACTED]	05/25/85	DR. LIC. #	S.S. #

ADDRESS	CITY	STATE	ZIP CODE	SALESMAN
[REDACTED]	CHICAGO	IL	[REDACTED]	BARRERA

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED

MAKE OF CAR	YEAR	MODEL	BODY STYLE	DATE
PONTIAC	2005	G6	GT SEDAN	10/09/04
SERIAL NUMBER	COLOR	TRIM	MILEAGE	STOCK NUMBER
1G2ZH548254 [REDACTED]	41U BLAC		4	6249

OPTIONAL EQUIPMENT AND ACCESSORIES	CASH DIFFERENCE	SALES PRICE OF VEHICLE	26490.00
	24290.00	DEALER INSTALLED OPTIONS OR SERVICES	N/A
		SELLING PRICE (TOTAL)	26490.00
		SALES TAX	2130.06
		LICENSE & TITLE	143.00
		DOCUMENTARY SERVICE FEE	53.50
		COUNTY TAX	15.00
		TOTAL	28831.56
		RECEIPT #	DEPOSIT ON ORDER
		RECEIPT #	CASH ON DELIVERY
		TRADE ALLOWANCE	6500.00
		LESS BALANCE OWING TO:	2200.00 (ACV Trade)
		TRADE IN NET	2200.00
		TOTAL DOWN PAYMENT	8700.00
		ADDITIONAL FINANCED ITEMS	3559.35
		UNPAID BALANCE (TOTAL)	23690.91

5000 (CCR)
1000 (Gent)
500 (OPRAH)

USED VEHICLES:

THE INFORMATION YOU SEE ON THE WINDOW FORM (BUYER'S GUIDE) FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

DEALER INSTALLED OPTIONS OR SERVICES	WE OWE #

YEAR	MAKE
1996	PLYM
MODEL	BODY STYLE
VOYA	MV
SERIAL NO.	
1P4GP44R8TB [REDACTED]	
H.P.	LICENSE NO.
	119404

NOTICE: To the negotiated cash sale price of each vehicle, no more than \$53.52 may be added for dealer costs and overhead. The only other additional charges permitted are dealer-added options, warranty and service contracts, insurance and the actual cost of license and title registration and taxes.

Purchaser certifies that the above information about my trade-in is correct including odometer information and the year of the vehicle and that the trade-in is not now and never has had a "rebuilt" or "salvage" title. Purchaser further certifies that he/she will pay the difference in cash within three days of demand if the payoff information is incorrect. J.M.P. JV (Customer Initials)

Disclaimer of Implied Warranty: Unless prohibited by law such as when a service contract or warranty is provided by Mike Haggerty Pontiac-GMC-VW, this vehicle is sold "AS-IS" and Mike Haggerty Pontiac-GMC-VW hereby expressly disclaims all warranties, either express or implied, including any IMPLIED WARRANTY OF MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.

CONSEQUENTIAL and INCIDENTAL Damages: Purchaser shall not be entitled to receive from Mike Haggerty Pontiac-GMC-VW any consequential and incidental damages, including but not limited to damages to property, damages for loss of use, loss of profits or income or any other consequential or incidental damages whether liability is based on breach of warranty, contract or tort, strict liability or any other statutory or common law theory of liability.

Limited Duration of Implied Warranties: Where the Disclaimer of Implied Warranties is prohibited by law, the maximum duration of implied warranties is limited to the duration of the service contract or written warranties provided by Mike Haggerty Pontiac-GMC-VW.

Except as provided herein, this contract is non-cancelable once it is accepted by the signature of an authorized representative of Mike Haggerty Pontiac-GMC-VW. In the case of a purchase wherein Mike Haggerty Pontiac-GMC-VW is being requested to obtain financing, Mike Haggerty Pontiac-GMC-VW IS NOT OBLIGATED TO SELL UNTIL A THIRD PARTY FINANCE SOURCE APPROVES THIS AGREEMENT and agrees to purchase the retail installment contract executed by Purchaser and Mike Haggerty Pontiac-GMC based on this transaction.

Purchaser agrees that this order includes all of the terms and conditions on both the front and back side hereof and that this contract cancels and supersedes any prior agreement including oral agreements.

Purchaser certifies that he/she is of majority age and has received a true copy of this order.

This statement is to verify that all identifying numbers contained in this bill of sale agree with the numbers in the certificate of title.

PURCHASER'S SIGNATURE	DATE	ACCEPTED BY:	DEALER OR HIS AUTHORIZED REPRESENTATIVE
[REDACTED]	10/09/04	[Signature]	[Signature]

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

Insurance. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Required Physical Damage Insurance. Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. The cost of this insurance is shown in 4A of the Itemization above.

Insurance Company _____ Term: N/A months

☐ \$ N/A Deductible Collision and either:

☐ Full Comprehensive including Fire, Theft and Combined Additional Coverage

☐ \$ N/A Deductible Comprehensive including Fire, Theft and Combined Additional Coverage

☐ Fire, Theft and Combined Additional Coverage

Optional, if desired - ☐ Towing and Labor costs ☐ Rental Reimbursement ☐ CB Radio Equipment

Optional Mechanical Repair Insurance. The cost of this insurance is shown in 4B of the Itemization above.

Insurance Company _____

Term: ☐ 36 months or 36,000 miles, whichever occurs first

Term: ☐ N/A ☐ \$ N/A Deductible

☐ \$25 Deductible ☐ \$50 Deductible ☐ \$ _____ Deductible

X X

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you want this insurance to be obtained by the Creditor, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the itemization above. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

CREDIT DISABILITY, ACCIDENT AND HEALTH INSURANCE COVERS THE FIRST 42 PAYMENTS AND DOES NOT COVER THE LAST SCHEDULED PAYMENT

Check the insurance desired: ☐ Life (Buyer ☐ Co-Buyer ☐ Both ☐

☐ Disability, Accident and Health (Buyer Only)

GUARANTEE LIFE INSURANCE CO

GLENNVIEW, IL

(Name of Insurer)

(Home Office Address)

This policy will pay amounts due on this contract up to \$ 30676.08. Total policy coverage for this and any other retail installment sale contracts is limited to \$ 75,000.00

APPROVAL: I DESIRE TO OBTAIN THE CREDIT INSURANCE CHECKED ABOVE FOR THE PERSON PROPOSED FOR INSURANCE.

X [Signature] 10/09/04 Date

X [Signature] 10/09/04 Date

THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

NOTICE OF POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM

(1) IF YOU HAVE PURCHASED EITHER CREDIT LIFE OR CREDIT DISABILITY INSURANCE, OR BOTH, TO GUARANTEE PAYMENTS BEING MADE IN CASE OF YOUR DEATH OR DISABILITY, ON YOUR VEHICLE PURCHASED UNDER AN INSTALLMENT SALES CONTRACT, YOU MAY BE ENTITLED TO A PARTIAL REFUND OF YOUR PREMIUM IF YOU PAY OFF YOUR INSTALLMENT CONTRACT EARLY. (2) IN CASE OF EARLY COMPLETE PAYMENT OF YOUR CONTRACT, YOU SHOULD CONTACT THE SELLER OF YOUR CREDIT LIFE OR CREDIT DISABILITY INSURANCE TO SEE IF A REFUND IS DUE. IF YOUR VEHICLE DEALER FINANCED YOUR CONTRACT, THE SELLER OF YOUR CREDIT LIFE OR CREDIT DISABILITY INSURANCE IS YOUR VEHICLE DEALER.

See the other side of this contract for other important agreements, including your agreement to give the Creditor a security interest in insurance premiums and proceeds.

Do not sign this contract on a Sunday.

Notice to the buyer.

1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

You agree to the terms of this contract. You confirm that before you signed this contract, the Creditor gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

RETAIL INSTALLMENT CONTRACT

Buyer Signs X [Signature] Date 10/09/04 Co-Buyer Signs X [Signature] Date 10/09/04

Co-Buyer - A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing above, the Co-Buyer confirms that the Co-Buyer will actually receive possession of the vehicle or will use it, or that the Co-Buyer is a parent or spouse of the Buyer, or will be listed as an owner on the vehicle's title.

Guarantor - A Guarantor is a person who may be responsible for paying the entire debt if the Creditor cannot collect the amount owed from the Buyer and any Co-Buyer.

Guarantor Signs X _____ Date _____ Address _____

I hereby guarantee the collection of the above described amount upon failure of the Seller named herein to collect said amount from the Buyer named herein. I also consent to the Creditor having a security interest in the vehicle.

Other Owners - An Other Owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The Other Owner knows that the Creditor has a security interest in the vehicle and consents to the security interest.

Other Owner signs here X _____ Date _____ Address _____

Creditor Signs MIKE HAGERTY PONTIAC-GMC TRUCK, INC. By X [Signature] Title _____

NO PUBLIC LIABILITY INSURANCE ISSUED WITH THIS TRANSACTION

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMACAB ☐ Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Assigned without recourse or with limited recourse

MIKE HAGERTY PONTIAC-GMC TRUCK, INC.

Seller

By

Title

Seller

By

Title

THIS CONTRACT INCLUDES
THE ATTACHED RIDER LAB
GMAC SMARTBUY RIDERRETAIL INSTALLMENT CONTRACT
GMAC FLEXIBLE FINANCE PLANBUYER CO-BUYER
INITIAL

Dealer Number

Contract Number

Buyer (and Co-Buyer) Name and Address (Include County and Zip Code)

Creditor (Seller Name and Address)

CHICAGO, IL

MIKE HAGGERTY PONTIAC-GMC-TRUCK, INC.
9301 S. CICERO
OAK LAWN, IL

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid balance of the Amount Financed.

Description of Vehicle. You agree to buy and the Creditor agrees to sell the following vehicle:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
NEW	2005	PONTIAC G6	GT SEDAN	1G2ZH548254	<input type="checkbox"/> personal <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

If truck- Describe body and major items of equipment sold:

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE

The cost of your credit as a yearly rate.

9.95%

FINANCE CHARGE

The dollar amount the credit will cost you.

\$ 6985.17

Amount Financed

The amount of credit provided to you or on your behalf.

\$ 23690.91

Total of Payments

The amount you will have paid after you have made all payments as scheduled.

\$ 30676.08

Total Sale Price

The total cost of your purchase on credit, including your down-payment of \$ 8700.00 is

\$ 37376.08

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
47	434.64	Monthly beginning 11/19/04	PLUS ONE FINAL INSTALLMENT
OF	10248.00	DUE 10/19/08	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, with a minimum charge of \$10.

Prepayment. If you pay off all your debt early you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See the other side of this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, and taxes) \$ 28635.06 (1)

2 Total Downpayment= (If negative enter "0" and see line 4J below)

Gross Trade-In \$	2200.00	- Payoff by seller \$	N/A
= Net Trade-in \$	2200.00	+ Cash \$	N/A
+ Other (Describe)	FACTORY REBATE ASSIGNED TO DEALER	\$	6500.00
Your Trade-in is a	1996 PLYMOUTH VOYAGER		
Year	Make	Model	

\$ 8700.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2)

\$ 19935.06 (3)

4 Other Charges including Amounts Paid to Others on Your Behalf: (Seller, holder, or their affiliates may be keeping part of these amounts.)

A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below-Covering Damage to the Vehicle	\$	N/A
B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below-Covering Certain Mechanical Repairs	\$	N/A
C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below- Life \$ 126.65 Disability, Accident and Health \$ 756.70	\$	2064.35
D Official Fees Paid to Government Agencies	\$	N/A
E Taxes Not Included in Cash Price	\$	N/A
F Government License and/or Registration Fees (Itemize)	\$	78.00
G Government Certificate of Title Fees	\$	65.00

H DOCUMENTARY FEE. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 1992, WAS \$40. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF \$40 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

\$ 53.50

I Other Charges (Seller must identify who will receive payment and describe purpose)

to MIKE HAGGERTY PONTIAC	for API	\$	1000.00
to MIKE HAGGERTY PONTIAC	for ARTS GAP	\$	495.00
to	for	\$	
to	for	\$	
to	for	\$	
to	for	\$	

J Net trade-in payoff to

\$

Total Other Charges and Amounts Paid to Others on Your Behalf

\$ 3755.85 (4)

5 Amount Financed-Unpaid Balance (3 + 4)

\$ 23690.91 (5)

Insurance. If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

Required Physical Damage Insurance. Physical damage insurance is required, but you may obtain it from anyone you want who is acceptable to the Creditor. The cost of this insurance is shown in 4A of the Itemization above.

Insurance Company N/A Term: N/A months

☐ \$ N/A Deductible Collision and either:

☐ Full Comprehensive including Fire, Theft and Combined Additional Coverage

☐ \$ N/A Deductible Comprehensive including Fire, Theft and Combined Additional Coverage

☐ Fire, Theft and Combined Additional Coverage

Optional, if desired - ☐ Towing and Labor costs ☐ Rental Reimbursement ☐ CB Radio Equipment

Optional Mechanical Repair Insurance. The cost of this insurance is shown in 4B of the Itemization above.

Insurance Company N/A

Term: ☐ 36 months or 36,000 miles, whichever occurs first

Term: ☐ N/A

☐ \$25 Deductible ☐ \$50 Deductible ☐ \$ N/A Deductible

X X

Optional Credit Insurance. Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. Your decision to buy or not buy credit life insurance and credit disability insurance is your decision.



SmartBuySM Rider

New or Used		Year	Description of Property	Dealer Number	Contract Number
NEW		2006	PONTIAC G6		1G2ZH548254 [REDACTED]
					Identification Number
					Mileage on Odometer
					4

BUYER'S LAST PAYMENT OPTIONS

This SmartBuySM Plan Rider ("Rider") is part of the contract relating to the credit sale of the motor vehicle described above ("Contract")

dated OCT 09 2004 between MIKE HAGGERTY PONTIAC-GMC-TRUCK, INC.
(Mo.) (Day) (Yr.)

(Creditor), [REDACTED] (Buyer) and [REDACTED]

(Co-Buyer). All references to "this Contract" include this Rider.

Meaning of Words. Unless this Rider says otherwise, all words used in this Rider and the rest of this Contract have the same meaning. In this Rider, the words "you" and "your" refer to the Buyer and Co-Buyer, if any. The words "we," "us," and "our" refer to the Creditor named above and any assignee of the Creditor.

Last Scheduled Payment. THIS CONTRACT IS NOT PAYABLE IN INSTALMENTS OF EQUAL AMOUNTS.

AN INSTALMENT OF \$ 10248.00 **WILL BE DUE ON** OCT 19 2008
(Mo.) (Day) (Yr.)

You may meet your obligation to make this last scheduled payment by choosing one of the following options:

1. You may pay the last scheduled payment on its due date; or
2. You may, if you have met each of the conditions in the paragraph below entitled "Your Option to Sell":
 - a. sell the vehicle to the Creditor and have the Sale Price applied to the last scheduled payment; and,
 - b. pay the Creditor the difference between the Sale Price and the last scheduled payment; or
3. You may enter into a new written agreement with the Creditor to refinance the last scheduled payment.

Your Option to Sell. You have the option to sell the vehicle to the Creditor on the due date of the last scheduled payment at the Sale Price. The Sale Price will be the amount of the last scheduled payment: (A) less a \$250 disposition fee; (B) less any Excess Wear and Tear Deduction; and, (C) less any Excess Mileage Deduction. You have this option only if each of the following conditions is met:

1. You have given the Creditor at least 30 days advance written notice of your intention to sell the vehicle and you drive the vehicle as directed to a specified place so that the Creditor may make a preliminary appraisal of the vehicle's condition;
2. You have not broken any of your agreements under the Contract, including your agreement to keep the vehicle free from all liens and encumbrances other than the Creditor's lien;
3. You have paid the Creditor all amounts owing under the Contract except for the amount of the last scheduled payment;
4. You deliver the vehicle to the Creditor on the due date of the last scheduled payment (or the following business day) at a place designated by the Creditor;
5. You pay the Creditor on the due date of the last scheduled payment the difference between the Sale Price and the last scheduled payment;
6. You have serviced the vehicle as described in the Owner's Manual and in the Maintenance Schedule folder and as the manufacturer requests in any recall campaign; and
7. You have not altered the vehicle without obtaining the prior written permission of the Creditor.

If you exercise this option, you will sign and deliver all documents that may be needed to transfer title to the vehicle to the Creditor.

Excess Wear and Tear Deduction. The Excess Wear and Tear Deduction used to figure the Sale Price will be the amount the Creditor estimates it would cost to make all repairs to the vehicle that are not the result of normal wear and tear, whether or not the Creditor makes the repairs. These costs include, but are not limited to, the amount it would cost to repair or replace: (a) glass that is damaged or that you have tinted; (b) damaged body, fenders, metal work, lights, trim or paint; (c) missing equipment that was in the vehicle when delivered and has not been replaced with equipment of equal quality and design; (d) missing wheel covers, jack or wheel wrench; (e) missing or unsafe wheels or tires (including spare; snow tires are not acceptable); (f) any tire with less than 1/8 inch of tread remaining at the shallowest point; (g) torn, damaged, or stained dash, floor covers, seats, headliners, upholstery, interior work or trunkliners; (h) any mechanical damage or other condition that causes the vehicle to operate in a noisy, rough, improper, unsafe, or unlawful manner; (i) any other damage; and, (j) any other costs required to restore the vehicle to saleable condition.

Independent Appraisal. If you disagree with the Excess Wear and Tear Deduction, you may obtain at your own expense a professional appraisal of the vehicle's value. The appraiser must be an independent third party acceptable to both you and the Creditor. If you choose to obtain a professional appraisal, the Sale Price will be the lesser of: (1) the amount of the last scheduled payment as shown in the payment schedule, minus the \$250 disposition fee; or (2) the appraised value of the vehicle minus the \$250 disposition fee.

Excess Mileage Deduction. The Excess Mileage Deduction used to figure the Sale Price will be 20 ¢ per mile for each mile the vehicle is driven over 48000 miles.

Your Option to Refinance. You may enter into a new written agreement with the Creditor to refinance the last instalment. You agree that the terms of the refinancing will be as follows: (1) **The Creditor will choose the annual percentage rate, but it will not be more than the Prime Rate plus 7 percentage points.** The Prime Rate will be the prime rate published on the last business day of the month before the refinancing in the "Money Rates" column of the Wall Street Journal. If a range of prime rates is published, the Prime Rate will be the highest rate in the range. The rate will not exceed the maximum lawful rate applicable to the refinancing. The annual percentage rate for the refinancing will not change during the term of the refinancing. (2) **The refinancing will be for 24 months with equal monthly payments.** However, at the time of the refinancing, you and the Creditor may agree to a refinancing over a longer or shorter time. You are entitled to refinance over 24 months even if you and the Creditor do not agree to a different time.

Buyer Signs [REDACTED]

Co-Buyer Signs [REDACTED]

Other owner signs

Creditor Signs MIKE HAGGERTY PONTIAC-GMC-TRUCK, INC. By [Signature] Title [Signature]

Privileged and Confidential Information**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Tigris Lampkin State: IL

Customer Name: (REDACTED) Service Request: 1-38365631 GM Legal File No.: N/A

Vehicle ID No.: 1G2ZH548254XXXXXX In Service Date: 10/09/2004 Vehicle is: NEW BAC Code: 116068
Year, Make & Model: PONTIAC 2005 G6 - GT SEDAN**VEHICLE REPAIR HISTORY**☐ **Engine/Fuel/Exhaust**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/24/05	114433	*	15,913	Condition: c/s while driving at speeds of 50 or faster whistling noise related to line C/ c/s while acceleration at unable to make out the numbers of RPMS there is noise coming from motor Cause: Correction: replaced PCV tube per bulletin 05-06-01-005A tube positive crankcase ventilation replaced
10/19/05	117509	*	18,848	Condition: c/s hears a rattle on the right at all speeds Cause: Correction:

☐ **Body/Trim**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/27/04	100802	1	3,640	Condition: Cause: dent on right front door Correction: repair bent on right front door
08/24/05	114433	2	15,913	Condition: c/s rattle noise coming from sunroof Cause: R&R sunroof module and reposition and lubed mounting hardware Correction: reposition mounting contracts and hardware c/s left front window makes noise going down window is making noise due to the fact the vehicle has been in and accident c/s rattle noise is coming from right front door or dash area customer is bringing in accident report or receipt left side sunshade is broken replaced left side sunshade with new broken sunshade and or support right R&R or replace
08/30/05	114780	1	16,242	Condition: c/s still a whistle noise heard at speeds of 70 mph coming from headliner area Cause: adjust sunroof panels no whistle noise heard did hear wind noise unable to test drive after repair Correction: note road tested vehicle could not duplicate whistle noise but did hear wind noise adjust panels on sunroof did not road test on expressway due to time frame replaced missing battery cover with new

Left side window makes noise when going up and down
SOP

c/s rattle noise coming from right front door dash area
cause: adjust and reposition right door aux tweeter speaker
rattle noise

RR right aux tweeter speaker and reposition for rattle noise

09/08/05 115229 1 16,552

Condition: c/s left front window inoperative

Cause: installed SOP

Correction: replaced noisy left front window left power R&R or
replaced

10/05/05 116783 1 18,186

Condition: c/s when sunroof closes it reopens after the second panel
SOP

c/s left headlamp has water in it
SOP

c/s left mirror cover broken off
SOP

10/19/05 117509 1 18,848

Condition: right sunshade will not stay up

Cause:

Correction: sunshade auxiliary right R&R or replace

c/s sunroof stops after second panel install SOP
replaced sunroof motor/motor sunroof drive replace

c/s left headlamp gets water in it
installed sop
replaced headlamp assy headlamp composite assembly left
replaced

c/s left mirror cover on sunshade broke install SOP
replaced sunshade and mirror
mirror and cover illuminated replaced

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/14/05	106934	1	8,678	Condition: c/s was driving vehicle and smoke started coming out of vents s Cause: shut vehicle off now blower inoperative Correction: damage due to aftermarket installation not warranty issue

Criteria for the state lemon law presumption period: 12 MONTHS OR 12,000 MILES

Days out of service: {# of Days}

Repairs 4 / Time period 30 MONTHS

If applicable, safety-related repairs {# of repair attempts} / Time period {# of months}
MONTHS

Number of repair attempts in the presumption period:

{# of repair attempts}

Total days out of service during the presumption period:

{# of Days}

Total days out of service during customer's ownership:

{# of Days}

RECOMMENDATION AND RATIONALE

PLAINTIFF COUNSEL AND PLAINTIFF INFORMATION:

CUST IS BEING REPRESENTED BY **ATTY {Atty Name}**
{Cust Demand}

VEHICLE INFORMATION:

VEHICLE HAS HAD {# of Total Nonconformities} {System} NONCONFORMITIES, {#} OF WHICH WERE IN THE PRESUMPTION PERIOD, FOR A TOTAL OF {#} DAYS OUT OF SERVICE DURING THE PRESUMPTION PERIOD.

OF THE {System} NONCONFORMITIES, {#} WERE FOR

VEHICLE OWNER **DOES (NOT)** HAVE A GMPP {GMPP Type} {#}/{#} POLICY # {#} WITH A \$ {#} DEDUCTABLE WHICH EXPIRES ON {GMPP Expiration Date} OR {#} MILES WHICHEVER COMES FIRST.

THE NONCONFORMITIES **MAY (NOT)** REDUCE THE VALUE OF THE VEHICLE.

THE NONCONFORMITY **APPEARS (NOT)** TO BE A SAFETY ISSUE

VEHICLE **DOES (NOT) APPEAR** TO BE COVERED UNDER THE STANDARDS OF THE {State} LEMON LAW

WARRANTY COST FOR GM:
{TOTAL COST}

RECOMMENDED RESOLUTION:

DUE TO VEHICLE **APPEARING (NOT)** TO BE COVERED UNDER THE STANDARDS OF THE {State} LEMON LAW, THE FACT THAT THE VEHICLE OWNER **DOES (NOT) HAVE** A GMPP {GMPP Type} {#}/{#}, WHICH **WILL (NOT)** COVER THE NONCONFORMITY, THE NONCONFORMITY **(NOT) APPEARING** TO BE A SAFETY ISSUE, GM BRC LEGAL SHOULD MAKE A {OFFER TYPE. This is to be done dy the assessment team.} OFFER.

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: \${Amount}
ATTORNEY FEES: \${Amount}
OR INCLUSIVE OFFER: \${Amount}

TEAM MANAGER APPROVING: CYNTHIA COSTELLO

Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [REDACTED]

Request #: 1-383656311

BBB#: PGM0532845

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$26,490.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$28,280.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$(1,790.00)

Trade Allowance (from dealer Bill of Sale)	\$2,200.00
Actual Cash Value Statement	\$2,200.00
Difference (if positive, this is the overallowance)	\$0

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$2,200.00
Actual Cash Value Statement	\$2,200.00
Difference (if positive, this is the negative equity)	\$0

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$26,490.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$6,500.00
Overallowance and/or Negative Equity minus	\$0
Actual price of Vehicle that should be presented to BBB for ATA	\$19,990.00

CDR File Information

Vehicle Identification Number	1G2ZH548254 [REDACTED]
Investigator	Baumann, EAA
Case Number	1-383656311
Investigation Date	Friday, January 3 2003
Crash Date	Friday, December 23 2005
Filename	1G2ZH548254 [REDACTED].CDR
Saved on	Tuesday, January 3 2006 at 12:19:25 PM
Collected with CDR version	Crash Data Retrieval Tool 2.7140
Collecting program verification number	3E9CCEC5
Reported with CDR version	Crash Data Retrieval Tool 2.7140
Reporting program verification number	3E9CCEC5
Interface used to collected data	Block number: 00 Interface version: 4A Date: 11-08-05 Checksum: 7500
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 Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, then the Deployment Level Event will overwrite the Non-Deployment Event file.

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 Deployment Events 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-Deployment Events, the SDM will record up to 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 combined "X" and "Y" axis.
- Calculated Principal Direction of Force (PDOF) is the arctangent of the maximum observed lateral velocity change divided by the maximum observed longitudinal velocity change. PDOF is displayed where zero degrees is located at the front of the vehicle, with 90 degrees is displayed to the right side of the vehicle and so on, clockwise around the vehicle.
- 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 receive an invalid message from the module sending the pre-crash data.
- Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".
- 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.
- If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
- The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

SDM Data Source:

1G2ZH548254 [REDACTED]

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

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

```
$01 00 00 00 00 00 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 08 0A 10 13 0A 56 63
$07 06 60 00 00 00 00 00
$08 51 30 00 00 00 00 00
$09 00 5D 5C 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 1C 05 01 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 0B 40 C0 00 00 00 00
$0E 40 00 00 00 00 00 00
$0F BA 80 00 00 00 00 00
$10 47 32 5A 48 35 34 38
$11 32 35 34 31 31 36 30
$12 35 37 00 00 00 00 00
$13 01 25 48 00 00 00 00
$14 08 F7 0E A4 00 00 00
$15 6D 25 2E 27 00 00 00
$16 06 01 03 12 15 08 00
$17 03 03 02 02 02 02 00
$18 02 02 00 00 00 07 07
$19 03 03 00 00 00 00 00
$1B FF 33 00 66 00 78 00
$1C FF 30 00 66 00 18 00
$1D 4F 4F 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 88 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 0C 14 00 00
$2F FE FE 0C 2B 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 [REDACTED] F FF 00 00
```

```

$43 FF FF FF 00 00 00 00
$44 FF FF FF FF FF FF 00
$45 FF FF FF FF FF FF 00
$46 FF FF FF FF FF FF 00
$47 FF FF FF FF FF FF 00
$48 FF FF FF FF FF FF 00
$49 FF FF FF FF FF FF 00
$4A FF FF FF FF FF FF 00
$4B FF FF FF FF FF FF 00
$4C FF FF FF FF FF FF 00
$4D FF FF FF FF FF FF 00
$4E FF FF FF FF FF FF 00
$4F FF FF FF FF FF FF 00
$50 FF FF FF FF FF FF 00
$51 F0 00 00 F0 00 00 00
$52 81 FF FF FF 00 00 00
$53 FF FF FF 00 00 00 00
$54 82 FF FF 00 00 00 00
$55 FF FF FF FF FF FF 00
$67 A0 FF 00 00 00 00 00
$68 F8 F8 90 C0 00 00 00
$69 80 FF FF FF FF 00 00
$6A FF FF FF 00 00 00 00
$6B FF FF FF FF FF FF 00
$6C FF FF FF FF FF FF 00
$6D FF FF FF FF FF FF 00
$6E FF FF FF FF FF FF 00
$6F FF FF FF FF FF FF 00
$70 FF FF FF FF FF FF 00
$71 FF FF FF FF FF FF 00
$72 FF FF FF FF FF FF 00
$73 FF FF FF FF FF FF 00
$74 FF FF FF FF FF FF 00
$75 FF FF FF FF FF FF 00
$76 FF FF FF FF FF FF 00
$77 FF FF FF FF FF FF 00
$78 F0 00 00 F0 00 00 00
$79 81 FF FF FF 00 00 00
$7A 82 FF FF 00 00 00 00
$7B FF FF FF FF FF FF 00

```

```

$01 41 55 35 36 36 35 52 34 31 38 30 31 30 39 55 54
$02 41 05 94 61
$03 41 54 35 36 36 35 52 34 31 38 30 32 30 42 55 4D
$04 41 05 94 61
$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
$06 FF FF FF FF
$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$08 FF FF FF FF
$0D 41 48 35 36 36 36 52 34 32 31 30 33 30 4C 55 44
$0E 01 5A 39 A4
$0F 41 4A 35 36 36 36 52 34 32 33 30 31 31 31 4C 35
$10 01 5A 39 A4
$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
$14 FF FF FF FF
$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
$18 FF FF FF FF
$21 31 12 66 1A 87 D3 91 9A
$22 56 63
$23 32 5A 46 47 48 4D 34
$24 32 5A 46 47 48 4D 34
$25 32 5A 46 47 48 4D 34
$26 32 5A 46 47 48 4D 34
$40 00 00
$41 FF 30 00 66 00 18
$42 10 C4
$43 00 00 8C 80

```

```
$44 C6 00 00 FC C0 C0
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 02 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 35 36 36 33 32 33 30 30 51 4B 20 20 20 20
$B7 50 AA 01 0F 01
$B8 53 42 67 10 17
$C1 30 46 30 31
$CA 30 46 30 31
$CB 00 9E 2A DF
$CC 00 9E 2A DF
$D1 00 00
$DB 00 00
$DC 00 00
```



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

FACSIMILE TRANSMISSION

FROM:	Name:	Carolyn Hill
	Fax Number:	(703) 247-9700
TO:	Name:	LS
	Fax Number:	18665498879

MESSAGES:

Date and time of transmission: Friday, February 24, 2006 2:54:14 PM
Number of pages including this cover sheet: 02



Council of Better Business Bureaus, Inc.

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

AGREEMENT TO ARBITRATE

Date: 02/24/06

Case Number: PGM0532845

Customer: [REDACTED]

Business: Pontiac/GMC

Mfr-Info: 1712 IL 1G2ZH548254 [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : G6

Year : 2005

All parties named above submit to arbitration the following:

- * Sunroof rattle
- * overspray
- * visor

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

Consumer : Replacement non lemon law

Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: TBD
The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

IN 05:35PM 1/27/06
OUT 04:06PM 1/13/06

24-HOUR DAY

UNIT 1
UNIT # XFOG46
LIC# [REDACTED]
MODEL VIBE
COLOR SILVER
IN 5222
OUT 4935
V# 5Y2SL658668 [REDACTED]

ENTERPRISE LEASING COMPANY OF CHICAGO
4825 SOUTH PULASKI 773-579-6800
CHICAGO IL 60632-4115 15C6
RENTAL TYPE D SOURCE POL1527 - 999

RENTAL AGREEMENT
DB46243
PAGE 1 OF 1

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD

MILES
NO CHARGE

13 DAYS 0 31.36 407.68
SPECIAL 0 33.26 33.26

DR. LICENSE [REDACTED]
STATE IL EXPIRE 3/04/09
DOB 3/04/68 HT WT
EYES HAIR
S.S.#
EMPLOYER
SUPERIOR MAIL

BILL TO Y CUST # 951891
DAN WOLF PONTIAC/GMC/SUMARU
ATTN: JEFF**
6060 S LAGRANGE ROAD
COUNTRYSIDE IL
708-352-7800 60525

DAMAGE WAIVER 011306/012706
PERSONAL ACC.INS. 011306/012706

ADDITIONAL DRIVER
LEGAL SPOUSE
LICENSE #
STATE EXPIRES AGE 25

CLAIM INFO
POL/CLAIM/PO#

PO 21199
INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR
G6

CHOP DAN WOLF PON
PHONE 708-352-7800
NAME

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.DY TYPE DATE AUTH
100.00 DISC SALE 1/27/06 027752

CLOSED TICKET PAYMENT INFO

LESSRTEE 2.75

14 DAYS DW 0 10.50 147.00
14 DAYS PAT 0 3.00 42.00

CHGO TAX 26.46

SALES TAX 12.00 52.91

TOTAL CHARGES 712.06

DEPOSITS 189.00
REFUND

BILL TO CUST 951891

OPENED BY #8304X MARCIN ANYSZEWSKI
CLOSED BY #8304X MARCIN ANYSZEWSKI

1 day at 42.00 13 days at 37.00

IN 08:03AM 1/12/06
OUT 05:09PM 1/11/06

24-HOUR DAY

UNIT 1
UNIT # KP1P47
LIC# [REDACTED]
MODEL G6
COLOR GRAY
IN 8950
OUT 8874
VIN 10220558364 [REDACTED]

ENTERPRISE LEASING COMPANY OF CHICAGO
5308 S LA GRANGE RD 708-352-9005
COUNTRYSIDE IL 60525-3668 1527
RENTAL TYPE D SOURCE 951891 - 039

DRIVER

CHICAGO IL [REDACTED]
LOCAL: [REDACTED] (W) [REDACTED]
(R) [REDACTED]

DR. LICENSE [REDACTED]
STATE IL EXPIRE 9/25/06
DOB 8/25/85 HT WT
EYES HAIR
R.S.#
EMPLOYER
WALGREENS

BILL TO Y CUST # 951891
DAN WOLF PONTIAC/GMC/SUBARU

6060 S LAGRANGE ROAD IL
COUNTRYSIDE 60525
708-352-7800

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
100 MI FREE/DA

SPECIAL @ 37.50 37.50

SALES TAX@ 12.00 4.50

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/DO#

PO 21199
INSURED
DI/POI/MCC

LOSS DATE
THEFT ACCIDENT

TYPE CAR
G6

SHOW DAN WOLF PONTIAC
PHONE 708-352-7800
NAME

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD. BY TYPE DATE AUTH

CLOSED TICKET PAYMENT INFO

TOTAL CHARGES 42.00

DEPOSIT
REFUND

BILL TO CUST 951891 42.00

OPENED BY #24080 MELANEE A GIZENSK
CLOSED BY #6631X KRISTOPHER R KEAR

FEB-1-2006 02:10P FROM DON LOUF BARRU OF 3 1003507072

TO:108663599718

P.11

DESCRIPTION & PARTS NUMBER		AMOUNT
*PARTS INDEX As Alternative As Used As Used As Used As Used		
<p>Julier's Auto Body Inc. 8405 W. 45th Street Lyons, IL 60534 Phone (708) 442-2398 • FAX (708) 442-9359</p>		
<p>City: Countryside State: IL Zip: 60534</p>		<p>Date: 1/20/06</p>
<p>Vehicle: 05 Pontiac G6 Year: 05 Make: Pontiac Model: G6 Color: Black License: 1G622H543234</p>		<p>Customer: Don Louf</p>
<p>OPER INSTRUCTIONS</p>		<p>HOURS AMOUNT</p>
<p><input checked="" type="checkbox"/> Repair as Per Estimate Form</p>		<p>Body Paint</p>
<p>Replace Right fender</p>		<p>2.5 3.6</p>
<p>Replace fender liner</p>		
<p>Replace fender mold.</p>		
<p>Cover car</p>		<p>3.00</p>
<p>Open the car</p>		
<p>Total Parts</p>		
<p>Used Parts: <input type="checkbox"/> Return <input type="checkbox"/> Discard</p>		
<p>Sublet</p>		
<p>PO# 21328 RO# 209506</p>		<p>PARTS 6.00 LABOR 268.40 FRAME PAINT MAT. 93.60 BODY MAT. TOWING STORAGE SUBLET SUBTOTAL TAX GRAND TOTAL 341.20</p>

Debit 2680