

2005 G6 - 6CYL SEDAN			PONTIAC/GMC DIVISION
59U GRANITE METALLIC	/V6G		GENERAL MOTORS CORPORATION
19B EBONY			100 RENAISSANCE CENTER
ORDER NO. HVCHKB/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZG52 82 54 [REDACTED]			VEHICLE INVOICE 2AD50267655
*****			*****16*09706S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20675.00	18917.63	INVOICE 02/01/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 02/01/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/08/05
F83 AXLE RATIO 3.05	N/C	N/C	INT COM 02/08/05
JL9 BRAKES, 4-WHEEL DISC ANTILOCK	400.00	356.00	PRC EFF 01/31/05
W/TRACTION CONTROL			KEYS G0341 G0341
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	WFP-S QTR OPT-1
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	BANK: GMAC - 010
PCH PREMIUM VALUE PACKAGE INCLUDES	2375.00	2113.75	CHG-TO 09-706
* (4) WHEELS, 16" CAST ALUMINUM			
PAINTED			SHIP WT: 3404
* AM/FM STEREO 6 DISC CD PLAYER			HP: 32.9
(REPLACES STD/OPT/PKG RADIO)			GMS: 21533.68
* PANORAMIC ROOF, POWER			SUPPLR: 22499.32
PDD CONVENIENCE PACKAGE INCLUDES:	375.00	333.75	MRM: 24830.00
* MANUAL DRIVERS SEAT LUMBAR			MEMO 1105.25
* SEATBACK MAP POCKETS			
* POWER SEAT HEIGHT ADJUSTER			
* ADJUSTABLE PEDALS			
* FLOOR MATS			
* CONVENIENCE NET			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
T43 SPOILER	225.00	200.25	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ 6-CYL, PCH OPTION PKG DISCOUNT	600.00-	534.00-	

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

TOTAL MODEL & OPTIONS	23605.00	21541.83	ACT 231	21458.68
DESTINATION CHARGE	625.00	625.00	H/B 261	708.15
LAM DEALER CONTRIBUTION		59.01	ADV 261	59.01
LAM GROUP CONTRIBUTION		236.05	EXP 65A	236.05

TOTAL	24230.00	22461.89	PAY 310	22461.89
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		21443.61		

\*\*\*\*\*

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.

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

JAY PONTIAC-BUICK	REMIT TO GMAC NO. 010
	VIN 1G2ZG528254 [REDACTED]
	\$ 22461.89 INV 2AD50267655
	DUE 02/08/05 DEALER 09-706

Privileged and Confidential Information

CASE ASSESSMENT BY: Dave Quase

Siebel/CARS Request No: 1-384350305

**Customer Name: (REDACTED)**

**Year of Vehicle: 05      Make: Pont      Model: G6      Current Mileage: 17,002**

**Vehicle ID No.: 1G2ZG528254XXXXXX In Service Date: 02/19/05      Purchased: New**

**What is customer seeking: Trade**

**VEHICLE REPAIR HISTORY**

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Stalling**

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
01/16/06	17,378	1	c/s vehicle is stalling. Found fuel pressure fluttering between 65psi – 70psi. replaced fuel pump assembly.
09/13/05	9,636	3	c/s that engine hesitates when attempting to accelerate at times when hot or cold. Did scan test, no codes. Check fuel pressure – ok. Found service bulletin for updated power train control, nodule software calibration.
06/02/05	5,216	2	c/s that car lacking power on acceleration on freeway. Test drove on freeway and car accelerates very well on freeway.

**OTHER SYMPTOM/CONCERN: Miscellaneous**

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
01/16/06	17,378	*	c/s locks are going on and off repeatedly. Customer concern not duplicated.
11/18/05	13,610	1	c/s at times steering is hard to turn left or right. Found no bulletins. Test drove – felt little tight. Found tires all at 19psi. Filled tires, feels good now.
08/09/05	8,698	1	c/s sunroof will not close at times. Installed SOP part. Replaced sunroof motor assembly/shorting out at times.
07/25/05	8,193	2	c/s sunroof at times will not close. SOP sunroof motor  c/s remote start at times will not start engine. Technical service advises that after market window tint reflects signal. Nothing that dealer can do. After market tint disturbs the remote start signal, not door lock.
06/02/05	5,216	*	c/s power sunroof won't close. Could not verify owners concern. Inspected wire harness connection at power sunroof module and control switch. Re-secured & reinitialized power sunroof module.  c/s that radio, cd player and radio display were all inoperative yesterday and is working today. Diagnosed and we have replaced the radio in the past. Inspected connector and ground. All okay right now.
04/25/05	3,268	1	c/s that radio is not working. Diagnosed, found radio assembly failing, installed SOP radio and rechecked.

Team Manager Approval:

Date:

Privileged and Confidential Information

04/20/05      3,092      1      c/s CD player inoperative at times. SOP new CD player.

Total Days Out of Service: 12\_\_\_\_(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW?      YES: ☒      NO: ☐

**What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? All Remedies.**

AVM and/or DEALER RECOMMENDATION(s): Service manager states that customer was in for stalling/hesitation concern and dealer found fuel pressure fluxuating and replaced fuel pump.

Service manager states that customer had mentioned that when going past police dept his door locks locked/unlocked repeatedly all by themselves and stated there is a bulletin regarding this but customer did not have complaint on this.

Service manager states that customer has been talking with sales dept about trading veh.

CRM RECOMMENDATION & RATIONALE (EXPLAIN): Vehicle has been repaired CRM will deny trade because of this and offer GMPP 24/24 Smart Care

Decision reached by CRM:      Arbitrate case: ☐      Settle case: ☒

Team Manager Approval:

Date:



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 26, 2006

Bob Banks – Service Manager  
Motorcars Pontiac  
3077 Mayfield Road  
Cleveland Heights, OH 44118-1720

Re:

Siebel Request: 1-384350305  
2005 Pontiac G6  
VIN # 1G2ZG528254

Dear Mr.Banks:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

David Quase  
BRC Customer Relationship Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 57367  
FAX# 866-226-3933

**Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer: XXXXXXXXXX

Request #: 1-384350305

BBB#: PGM0636803

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!**

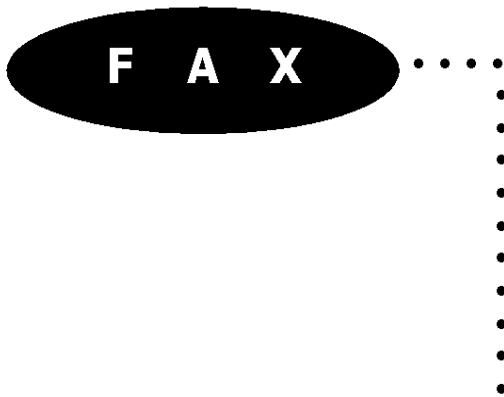
Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$25,928.53
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$24,230.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$1,698.53

Trade Allowance (from dealer Bill of Sale)	\$12,619.27
Actual Cash Value Statement	\$8,000.00
Difference (if positive, this is the overallowance)	\$4,619.27

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$12,619.27
Actual Cash Value Statement	\$8,000.00
Difference (if positive, this is the negative equity )	\$4,619.27

**If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB**

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$25,928.53
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>	\$1561.79
Overallowance and/or Negative Equity minus	\$4,619.27
Actual price of Vehicle that should be presented to BBB for ATA	\$19,747.47



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To: **DAVID QUASE,GM BRC CUSTOMER RELATIONSHIP**  
Fax number: **1-866-226-3933**

From: **RONR**  
Fax number:  
Business phone:  
Home phone:

Date & Time: 1/26/2006 1:45:33 PM

Re:



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PER YOUR REQUEST SALES INFORMATION  
SERVICE INFO WILL COME OVER BY SEPARATE FAX

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51517 05 Pontiac G-6 6 Cyl 4dr Granite

KIA

Year 2005 Stock No. 51517

Make Pontiac G-6

Sold To

37635  
[ ][ ][ ][ ][ ][ ][ ][ ][ ]

FIRST NAME

[ ]

MI

VIN 1G2ZG52825

Date Sold

Address

Motor No.

Invoice No.

City

Date of Purchase

Mileage

State

Zip

Purchased From

Phone No.

Address

City

State

Zip

Title No.

License No.

☐

Bill of Sale

☐

Certificate of Title

☐

Odometer Certification

3/2/05

DJH 9445  
plates



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GM Card  
# AL 85514  
6/17

1917  
24,238

BUICK

## JAY PONTIAC/BUICK

18800 Rockside Road Bedford, Ohio 44146

TOTAL SATISFACTION IS OUR GOAL

440-232-5000

STOCK #

51156

CUSTOMER NAME

DATE

2-10-05

ADDRESS

HOME PHONE

CITY

CLEVE

STATE

OHIO

ZIP CODE

## VEHICLE SELECTION

YEAR

2005

MAKE

PONTIAC

MODEL

G6

COLOR

DOORS

VIN #

MILES

## TRADE INFORMATION

YEAR

2003

MAKE

PONTIAC

MODEL

GRAND AM

MILEAGE

26,434

PAYOFF

12,583.85

GOOD TILL

2-14-05

3.93 PER DAY

ACC#

BANK

GMAC

ADDRESS

SPOKE TO

AUTOMATED

15,000 MILES YR

48mo 15,000 mi/yr

48-12,000

379.39

w/2000 To Start

364.45

we pay off Grand am

\$ 359.98

341.64 48mo 15000 mi

w/2000 To Start

w/2000

15000 mi yr

w.f.c.

CUSTOMER APPROVAL

DEALERSHIP APPROVAL

SALES REP

12,619.27

2-23-05

3.93 PER DAY

61.79

JILL



PROTECTIVE LIFE INSURANCE COMPANY

Administrative Office: P.O. Box 45025, Jacksonville, Florida 32232-5025

**SCHEDULE OF PREMIUM AND BENEFITS**

EFFECTIVE DATE 02/13/2005	GROUP POLICYHOLDER JAY PONTIAC BUICK	GROUP POLICY NO	CERTIFICATE NUMBER YOH 0093865
CREDITOR BENEFICIARY G.M.A.C. 25000	ADDRESS GREAT NORTHERN BLVD N	CITY CLMSTED OH	STATE ZIP 44070
FIRST DEBTOR NAME (You) [REDACTED]	AGE 19	JOINT DEBTOR NAME	AGE
DATE OF BIRTH 03/13/1985	SOCIAL SECURITY NUMBER [REDACTED]	DATE OF BIRTH	SOCIAL SECURITY NUMBER
ADDRESS [REDACTED] CLEVELAND OH	ADDRESS		

COVERAGES	SINGLE	JOINT	INS TERM (in months)	EXP. DATE (in months)	LOAN TERM	INITIAL AMOUNT OF INS.	PREMIUM
DECREASING TERM LIFE	A	A1			49	N/A	N/A
LEVEL TERM LIFE	A2	A3			MONTHLY PAYMENT		
DISABILITY	B	B3	47	01-13-09	363.10	17139.70	577.71
Y%			3.95				577.71
<input type="checkbox"/> Check here for truncated coverage			APR	%	TOTAL PREMIUM		\$
DAYS TO FIRST PAYMENT		30		DAYS			
REQUIRED DISABILITY PERIOD		14		DAYS			
DAY BENEFITS COMMENCE		1		DAY			
<b>PRE-EXISTING CONDITIONS ARE NOT INSURED</b>							

ENDORSEMENTS	
Proportional Joint Disability (% to equal 100%)	First Debtor _____ % Joint Debtor _____ %
The above amount is what would be paid if the First Debtor was disabled or if the Joint Debtor was disabled	

LIMITS OF COVERAGE - PER INDIVIDUAL	
Age Eligibility	Minimum 18, Maximum 65 at issue and Maximum Age 70 at Insurance
Maturity Date	
Insurance	Maximum aggregate per life \$70,000, Maximum aggregate Disability benefit \$800 Mo. Payment, Partial Disability Not Covered
Terms	Maximum 120 months Life Term
	Maximum 84 months Disability
MINIMUM INSURANCE TERM FOR TRUNCATED COVERAGE IS 60 MONTHS	

**THE FULL TERM OF YOUR LOAN MAY NOT BE COVERED IF YOU HAVE TRUNCATED COVERAGE.**

DEBTOR HAS THE RIGHT TO CANCEL THE CREDIT INSURANCE SELECTED ABOVE WITHIN 25 DAYS  
UPON CANCELLATION ALL CREDIT INSURANCE PREMIUMS WILL BE CREDITED TO THE DEBTOR'S ACCOUNT

**PRE-EXISTING CONDITIONS ARE NOT COVERED FOR DISABILITY INSURANCE**

(See the certificate for details)

APPLICATION FOR CREDIT INSURANCE

## APPLICATION FOR CREDIT INSURANCE

**INSTRUCTIONS:**Please **INITIAL** appropriate box for each question answered.

For Life Insurance, answer question #1

For Disability Insurance, answer questions #1, #2 and #3

- 1 Have you within the past 12 months consulted a physician, been diagnosed as having, or been treated (by medication, therapy or otherwise) as a result of or for any of the following: cancer or tumor, AIDS, ARC (AIDS Related Complex), emphysema, stroke, alcohol or drug use, heart disease, or any other condition relating to the heart, or disease or condition of the lungs, liver, kidneys, or respiratory system, except asthma or bronchitis?
- 2 Have you within the past 12 months consulted a physician, been diagnosed as having, or been treated (by medication, therapy or otherwise) for any condition of the back, neck, knee or spine, or any mental, nervous or emotional disease, disorder or depression?
- 3 Are you actively working at least thirty (30) hours a week in your job, for wages or remuneration and have been for the past thirty (30) days?

	YES	NO
First Debtor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Joint Debtor	<input type="checkbox"/>	<input type="checkbox"/>
First Debtor	<input type="checkbox"/>	<input type="checkbox"/>
Joint Debtor	<input type="checkbox"/>	<input type="checkbox"/>
First Debtor	<input type="checkbox"/>	<input type="checkbox"/>
Joint Debtor	<input type="checkbox"/>	<input type="checkbox"/>

Your signature(s) below means

- 1 You represent that you will not attain age 71 for life before the expiration of this contract
- 2 You represent that you will not attain age 71 for disability before the expiration of this contract
- 3 The above are true and accurate

If the required questions above are left unanswered, coverage will not exist. If question 1 is answered "Yes", Life coverage will not exist. If questions 1 or 2 are answered "Yes", or question 3 is answered "No", disability coverage will not exist. I/We understand that the answers and agreements given in this application are used as the basis for granting coverage. I/We acknowledge that a copy of this application and certificate of insurance was given to me/us on this date

19 02/19/2005

Signature of First Debtor Applicant      Age      Date

Signature of Joint Debtor Applicant (if any)      Age      Date

Signature of Licensed Resident Agent (if required)

Date

**ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.**

PACI-A3200-OH 9/01

ACCOUNT COPY

c License fees/taxes \$ 399.00  
d Sales/use taxes (including tax on capitalized cost reduction) \$ 124.94  
e Excise taxes \$ N/A  
f Property taxes \$ N/A

Address JACKSONVILLE FL 32232-5025  
☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A  
Coverage limit \$ N/A

### GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

CLEVELAND OH CUYAHOGA

Garaging address (if different)

Principal driver (if business use)

LESSOR (Retailer)

JAY PONTIAC BUICK  
18800 ROCKSIDE RD.  
BEDFORD OH 44146

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

"We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A.

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

### THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	PONTIAC G6	4DR	16276528254	25	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options						GVW (if truck) <u>N/A</u>

### FEDERAL CONSUMER LEASING ACT DISCLOSURES

<b>1. Amount Due at Lease Signing or Delivery</b> (Itemized Below) \$ <u>2126.83</u>	<b>2. Monthly Payments</b> Your first monthly payment of \$ <u>365.10</u> is due on <u>02/19/2005</u> , followed by <u>47</u> payments of \$ <u>355.10</u> due on the <u>19th</u> of each month. The total of your monthly payments is \$ <u>17524.80</u>	<b>3. Other Charges</b> (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> Total \$ <u>N/A</u>	<b>4. Total of Payments</b> (The amount you will have paid by the end of the lease) \$ <u>19286.53</u>
<b>Itemization of Amount Due at Lease Signing or Delivery</b>			
<b>5. Amount Due at Lease Signing or Delivery:</b>			
a Capitalized cost reduction	\$ <u>1561.79</u>		
b First monthly payment	\$ <u>365.10</u>		
c Refundable security deposit	\$ <u>N/A</u>		
d Title fees	\$ <u>N/A</u>		
e Registration fees	\$ <u>75.00</u>		
f Sales/use tax	\$ <u>124.94</u>		
g <u>N/A</u>	\$ <u>N/A</u>		
h <u>N/A</u>	\$ <u>N/A</u>		
i <u>N/A</u>	\$ <u>N/A</u>		
j Total	\$ <u>2126.83</u>		
<b>6. How the Amount Due at Lease Signing or Delivery will be paid:</b>			
a. Net trade-in allowance	\$ <u>N/A</u>		
b. Rebates and noncash credits	\$ <u>1561.79</u>		
c. Amount to be paid in cash	\$ <u>565.04</u>		
d Total	\$ <u>2126.83</u>		
<b>7. Your monthly payment is determined as shown below:</b>			

insurance, and any outstanding prior credit or lease balance)

b. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost

c. **Adjusted capitalized cost.** The amount used in calculating your base monthly payment

d. **Residual value.** The value of the vehicle at the end of the lease used in calculating your base monthly payment

e. **Depreciation and any amortized amounts.** The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term

f. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts

g. **Total of base monthly payments.** The depreciation and any amortized amounts plus the rent charge

h. **Lease payments.** The number of payments in your lease

i. **Base monthly payment**

j. **Monthly sales/use tax (estimated)**

k. N/A

l. **Total monthly payment**

	\$	27101.64
	\$	1561.79
	\$	25539.85
	\$	10925.20
	\$	14614.65
	\$	2910.15
	\$	17524.80
		48
	\$	365.10
	\$	N/A
	\$	N/A
	\$	365.10

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ 0.15 per mile

9. **Purchase Option at End of Lease Term** You have an option to buy the vehicle at the end of the lease term for \$ 11425.20, plus official fees and taxes

10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance

# 11. ITEMIZATION OF GROSS CAPITALIZED COST.

a Agreed upon value of the vehicle	\$	24584.27
b GMAC administrative fee	+	\$ 595.00
c License/registration/title fees	+	\$ N/A
d Sales tax	+	\$ 1244.66
e Other tax (describe) <u>N/A</u>	+	\$ N/A
f Optional service contract	+	\$ N/A
g Optional maintenance contract	+	\$ N/A
h Optional life insurance	+	\$ N/A
i Optional disability insurance	+	\$ 577.71
j <u>N/A</u>	+	\$ N/A
k <u>N/A</u>	+	\$ N/A
I Gross Capitalized Cost		= \$ 27101.64

# 12. THE VEHICLE YOU ARE TRADING. 2003 PONTIAC GRAND AM

Gross trade-in value	\$	12619.27
Payoff	-	\$ 12619.27
Net trade-in value	=	\$ N/A

13. **OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

**TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE** \$ 1569.60  
The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed

a Title/lien fees	\$	N/A
b Registration fees/taxes	\$	N/A

16. **CHARGE FOR FINES.** If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. **SCHEDULED LEASE END DATE.** This lease is scheduled to end 02/18/2009. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. **LEASE END DAILY EXTENSION CHARGE.** \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. **REQUIRED VEHICLE INSURANCE INFORMATION.** You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name HARTFORD  
Insurance agency name BRAINARD INS AGENCY  
Agency address 5650 MAYFIELD RD LYNDHURST OH 44124  
Agency phone no (440)461-7311  
Agent's name BRAINARD INS AGENCY  
Policy no [REDACTED] ☐ Liability ☐ Physical damage.  
Deductibles: Collision \$ 500.00 Comprehensive \$ 500.00

Insurance company name N/A  
Insurance agency name N/A  
Agency address N/A  
Agency phone no N/A  
Agent's name N/A  
Policy no N/A ☐ Physical damage  
Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. **OPTIONAL LIFE AND DISABILITY INSURANCE.** We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name PROTECTIVE LIFE INS OF OH

c License fees/taxes	\$	300.00
d Sales/use taxes (including tax on capitalized cost reduction)	\$	124.94
e Excise taxes	\$	N/A
f Property taxes	\$	N/A
g Other (describe) <u>N/A</u>	\$	N/A
h Other (describe) <u>N/A</u>	\$	N/A
i Other (describe)	\$	1244.66

**14. MILEAGE.**

**Base Mileage Allowance.** ☒ ~~15,000~~ miles/year ☐ Low mileage 12,000 miles/year  
☐ Medium-duty truck (gasoline) 25,000 miles/year  
☐ Medium-duty truck (diesel) 35,000 miles/year

**Extra Miles.** You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

**Total Allowed Mileage on the Odometer at Lease End is** 60025 miles.

Starting odometer mileage 25 miles

Base mileage allowance + 60000 miles

Purchased extra miles + N/A miles

**Excess Mileage Charge.** The excess mileage charge is \$ 15 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

**15. LATE CHARGE.** If you do not pay a monthly payment 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.

**THIS IS THE ENTIRE AGREEMENT.** This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of [redacted] by you and us. No oral changes are binding.

LESSEE: [redacted] BY: X CO-LESSEE: X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

**NOTICE TO LESSEE: 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.**

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT BEDFORD OH (city) (state) ON 02 (month) 19 (day) 2005 (year)

LESSEE: [redacted] BY: X CO-LESSEE: X

LESSOR: JAY PONTIAC BUICK SIGNATURE AND TITLE: [Signature] [Title]

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: JAY PONTIAC BUICK BY: X TITLE: [Signature]

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Address PO BOX 45025

JACKSONVILLE FL 32232-5025

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A  
Coverage limit \$ N/A

☒ Disability insurance (Lessee only) Premium \$ 577.71  
Coverage limit \$ 365.10

LESSEE'S SIGNATURE [redacted] Age N/A

CO-LESSEE'S SIGNATURE X Age N/A

**21. WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty checked below

☒ Standard manufacturer's warranty

☐ N/A

Warranty papers that are separate from this lease state any coverage limits.  
The law gives you a warranty that the vehicle conforms to the description in this lease.

**THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

**22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.**

Name N/A Term N/A months, N/A miles

Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.



# WARRANTY AND REPRESENTATIONS

THE WARRANTY IS THAT MA  
ONLY AS DESCRIBED ON THE MANUFACTURER'S DOCUMENTS. SELLER DISCLAIMS ALL WARRA  
THE TERMS OF ANY WARRANTY OR SERVICE CONTRACT, AND SELLER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMP  
INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE

IF THE VEHICLE SOLD SUBJECT TO THIS AGREEMENT IS NOT SUBJECT TO A MANUFACTURER'S WARRANTY, IT IS SOLD AS IS  
EXPRESSLY OR IMPLIEDLY WARRANTED OR GUARANTEED" UNLESS IT IS SUBJECT TO A SEPARATE WRITTEN INSTRUMENT SHO  
THE TERMS OF ANY WARRANTY OR SERVICE CONTRACT, AND SELLER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMP  
INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE

IN ALL TRANSACTIONS BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGE  
DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGE  
PURCHASER AGREES TO PAY THE BALANCE ON THE TERMS SPECIFIED AND ACCEPT DELIVERY OF VEHICLE WITHIN FORTY-FIVE  
(48) HOURS AFTER BEING NOTIFIED THAT SAID VEHICLE IS READY. FAILURE TO TIMELY ACCEPT DELIVERY BY PURCHASER O  
VEHICLE SHALL GIVE DEALER THE RIGHT TO DISPOSE OF ANY VEHICLE TRADED IN, TREATING ANY CASH CONSIDERATION  
RECEIVED AS A DEPOSIT AND RETAINING SAME, AND, AT DEALER'S OPTION, THE RIGHT TO RETAIN ANY DEPOSIT AND TO PURSUE  
ANY OTHER REMEDY AVAILABLE UNDER LAW

2. PURCHASER ACKNOWLEDGES THAT IF ANY TRADED-IN VEHICLE IS RETAINED BY PURCHASER UNTIL THE VEHICLE PURCHASED IS READY  
FOR DELIVERY THAT UPON DEMAND SAID VEHICLE WILL BE SURRENDERED

3. IF AT THE TIME OF EXECUTION OF THIS ORDER, THE USED MOTOR VEHICLE TO BE TRADED IS NOT DELIVERED SIMULTANEOUSLY WITH  
EXECUTION TO THE DEALER, SUCH USED MOTOR VEHICLE ALLOWANCE SHALL BE SUBJECT TO REAPPRAISAL AT TIME OF DELIVERY OF  
VEHICLE PURCHASED FOR PHYSICAL DAMAGES AND/OR CHANGES IN MARKET VALUATIONS. IF THERE IS ANY DISPUTE AS TO THE AMOUNT  
OF THE REAPPRAISAL TO DETERMINE THE USED VEHICLE ALLOWANCE, SAID DISPUTE SHALL BE SETTLED BY USING THE VALUE OF THE  
USED MOTOR VEHICLE AT TRADE-IN PRICE AS ESTABLISHED BY THE NATIONAL AUTOMOBILE DEALERS ASSOCIATION USED CAR GUIDE  
BOOK PUBLISHED EACH MONTH FOR THE MONTH IN WHICH THE DISPUTE ARISES.

4. PURCHASER AGREES THAT IF THE ORDER CALLS FOR A NEW MOTOR VEHICLE IT IS SUBJECT TO ITS AVAILABILITY AND THAT DELIVERY  
TO THE PURCHASER WILL TAKE PLACE WITHIN A REASONABLE TIME AFTER SAID VEHICLE IS RECEIVED BY DEALER FROM THE  
MANUFACTURER. DEALER CANNOT AND DOES NOT REPRESENT THAT THE VEHICLE WILL BE OBTAINED FROM THE MANUFACTURER  
WITHIN A SPECIFIED TIME

5. THE QUOTED PRICE IS THE PRICE IN EFFECT AS OF THE DATE OF ORDER. IF THE PRICE SHOULD BE INCREASED BY THE MANUFACTURER  
BEFORE VEHICLE HAS BEEN DELIVERED, THIS ORDER SHALL BE AMENDED BY SUCH INCREASED AMOUNT. PURCHASER SHALL NOT BE  
LIABLE FOR ANY INCREASE IN PRICE PROTECTION WAS GIVEN BY THE MANUFACTURER TO THE PURCHASER OR DEALER IF SUCH CASH  
DELIVERED PRICE IS INCREASED BY DEALER DUE TO A MANUFACTURER'S PRICE INCREASE. NOT SUBJECT TO PRICE PROTECTION.  
PURCHASER MAY AT HIS OR HER OPTION, CANCEL THIS ORDER

6. PURCHASER AGREES THAT NO STATEMENT HAS BEEN MADE AS TO THE NUMBER OF MILES ON ANY NEW, USED, DEMO OR RENTAL  
EXCEPT AS SET FORTH IN THE ODOMETER MILEAGE STATEMENT AS PROVIDED BY THE FEDERAL ODOMETER LAW AND ON THE FACE  
OF THIS AGREEMENT AS REQUIRED UNDER THE OHIO ODOMETER LAW WHICH DOES NOT CONSTITUTE A WARRANTY, EXPRESS OR  
IMPLIED, OR A CONTRACTUAL TERM OF THIS AGREEMENT. PURCHASER ACKNOWLEDGES RECEIPT OF SUCH FEDERAL ODOMETER  
STATEMENT

7. PURCHASER AGREES THAT THERE HAS BEEN NO AGREEMENT TO MODIFY ANY OF THE EMISSION CONTROL EQUIPMENT OR OTHER  
SAFETY DEVICES ON ANY VEHICLE AND THAT THERE HAS BEEN NO SUCH MODIFICATIONS WHILE VEHICLE TO BE TRADED-IN HAS BEEN  
IN PURCHASER'S POSSESSION

8. IF THERE HAS BEEN ANY MODIFICATION TO THE EMISSION EQUIPMENT OR SAFETY DEVICES OF THE VEHICLE TO BE TRADED-IN DEALER  
RESERVES THE RIGHT TO DEDUCT THE COST OF REPAIR OF SUCH EQUIPMENT OR DEVICES FROM THE USED VEHICLE ALLOWANCE  
GIVEN THE PURCHASER

9. PURCHASER AGREES TO DELIVER TO DEALER SATISFACTORY TITLE TO ANY USED MOTOR VEHICLE TRADED IN AS A PART OF THE  
CONSIDERATION FOR THE MOTOR VEHICLE ORDERED HEREUNDER AT THE TIME OF DELIVERY OF SUCH USED MOTOR VEHICLE TO  
DEALER, AND THAT PURCHASER WARRANTS ANY SUCH USED MOTOR VEHICLE TO BE HIS PROPERTY, FREE AND CLEAR OF ALL LIENS  
AND ENCUMBRANCES EXCEPT AS OTHERWISE NOTED HEREIN

10. DEALER AGREES TO DISCLOSE ANY PREVIOUS DAMAGE TO A NEW MOTOR VEHICLE WHEN DEALER HAS ACTUAL KNOWLEDGE OF THE  
DAMAGE WHERE THE RETAIL REPAIR COST OF THE DAMAGE EXCEEDS OR EXCEEDED 6% OF MSRP (MANUFACTURER'S SUGGESTED  
RETAIL PRICE) EXCLUDING DAMAGE TO GLASS, TIRES AND BUMPERS WHERE REPLACED BY IDENTICAL EQUIPMENT

11. PURCHASER ASSUMES RESPONSIBILITY TO COVER THE VEHICLE DESCRIBED ON FRONT OF THIS DOCUMENT WITH NECESSARY AND  
PROPER INSURANCE COVERAGE AND ALSO ASSUMES ALL LEGAL LIABILITY ARISING FROM THE OPERATION OF SAID VEHICLE FROM  
TIME OF DELIVERY

2. THE PURCHASER REPRESENTS THAT THE USED MOTOR VEHICLE TRADED IN AS PART OF THE CONSIDERATION FOR THE MOTOR VEHICLE  
ORDERED HEREIN IS NOT AND WAS NOT A SALVAGE VEHICLE AS THAT TERM IS DEFINED UNDER THE LAWS OF THE STATE OF OHIO  
ANY CONTROVERSY, DISPUTE OR CLAIM ARISING OUT OF OR RELATING TO THIS CONTRACT OR BREACH THEREOF SHALL BE SETTLED  
BY ARBITRATION IN ACCORDANCE WITH THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION

ANY CONTROVERSY, DISPUTE OR CLAIM ARISING OUT OF OR RELATING TO THIS CONTRACT OR BREACH THEREOF SHALL BE INTER-  
PRETED UNDER THE LAWS OF THE STATE OF OHIO, AND VENUE WILL BE IN THE STATE OF OHIO  
THIS VEHICLE IS BEING DELIVERED PRIOR TO FINANCE APPROVAL. BUYER SHALL HAVE 72 HOURS IN WHICH TO SECURE OR MEET  
FINANCE APPROVAL. BUYER WILL ASSUME FULL RESPONSIBILITY FOR ALL WEAR, TEAR AND/OR DAMAGE DURING THIS PERIOD AND  
WILL RETURN VEHICLE IN SAME CONDITION AT THE END OF THE 72 HOURS IF FINANCE APPROVAL IS NOT MET.  
THIS ORDER/CONTRACT, COMPRISING THE ENTIRE AGREEMENT BETWEEN THE PARTIES, AND NO OTHER AGREEMENTS OR REPRESENTATIONS SHALL BIND THE PARTIES

**RETAIL  
LEASE  
ORDER**

**JAY AUTO GROUP**  
**JAY PONTIAC-BUICK**      **JAY HONDA**  
 Phone (440) 232-5000      Phone (440) 439-1846  
 BEDFORD, OHIO 44146

LESSEE'S NAME [REDACTED] DATE 02/19/2005 STOCK NO 51517  
 ADDRESS [REDACTED] PHONE [REDACTED]  
 CITY CLEVELAND COUNTY CUYAHOGA STATE OH ZIP [REDACTED] SALESPERSON YVONNE OWENS

Pursuant to the terms and conditions listed herein, the undersigned lessee hereby agrees to lease the listed vehicle from or through a third party if Dealer can obtain third party approval

ENTER MY ORDER FOR ONE ☐ NEW ☒ USED ☐ CASH ☐ TRUCK ☐ DEMONSTRATOR ☐ RENTAL VEHICLE ☐ FACTORY OFFICIAL

YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>G6</b>	BODY TYPE <b>4DR</b>	COLOR <b>GRANITE</b>	TRIM <b>EBONY</b>
MY OR SERIAL NO <b>1 6 2 7 6 5 2 8 2 5 4</b>	TO BE DELIVERED ON OR ABOUT <b>02/19/2005</b>		STOCK NO <b>51517</b>		
REMARKS					
<input type="checkbox"/> SEE VEHICLE DELIVERY REPORT ATTACHED <input type="checkbox"/> SEE SPOT DELIVERY AGREEMENT ATTACHED <input type="checkbox"/> SEE USED VEHICLE LIMITED WARRANTY ATTACHED					
THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS: 1 The number of months this closed-end lease is for <b>48</b> 2 The number of miles you may drive per year is <b>15000</b> And over the entire lease without an additional charge is <b>60000</b> Charge you will pay for each mile over the amount listed \$ <b>.15</b> 3 Your approximate monthly payment will be \$ <b>365.10</b> 4 The approximate capitalized cost will be \$ <b>25539.85</b>					
TRADE-IN VEHICLE			DUE AT DELIVERY		AMOUNT
YEAR <b>2003</b>	MAKE <b>PONTIAC</b>	CAPITALIZED COST REDUCTION		<b>1561.79</b>	
MODEL <b>GRAND AM</b>	FIRST PAYMENT		<b>365.10</b>		
VIN <b>1G2NE52F23C</b>	SECURITY DEPOSIT		<b>N/A</b>		
MILEAGE <b>26434</b>	TITLE FEE				
PAYOFF TO <b>GMAC</b>	LICENSE FEE		<b>75.00</b>		
PAYOFF GOOD THRU	TAX ON CAPITAL COST REDUCTION		<b>124.94</b>		
ACCOUNT NO	USE TAX		<b>N/A</b>		
TRADE IN ALLOWANCE	<b>12619.27</b>				
PAYOFF AMOUNT	<b>12619.27</b>				
NET TRADE IN ALLOWANCE	<b>N/A</b>				
REBATE	<b>1561.79</b>				
DEPOSIT	<b>N/A</b>		TOTAL DUE AT DELIVERY	<b>2126.83</b>	
ODOMETER MILEAGE STATEMENT			TOTAL CREDIT		
The odometer of the above-described vehicle now reads <b>25</b> miles/kilometers and is accurate unless checked below <input type="checkbox"/> Odometer mileage is not accurate Refer to the Federal Mileage Statement for full disclosure			<b>GMAC</b> <b>1st pay</b> <b>365.10</b> <b>1926.89</b> <b>1926.89</b> <b>1926.89</b> <b>199.99</b> <b>199.99</b> <b>199.99</b>		
			BALANCE <b>See Above</b>		

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS. NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES LESSEE WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE LEASE OF THE VEHICLE AND THE SALE OF RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The front and back of this Document and any documents incorporated herein comprise the entire agreement affecting this Retail Lease Order and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Document. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

APPROVED

ACCEPTED BY

LESSEE'S SIGNATURE

DATE

02/19/2005



**ADDITIONAL TERMS AND CONDITIONS****1. DEFINITIONS**

As used in this Agreement, the terms (A) "Dealer" shall mean the person or company to whom this Agreement is addressed and who shall become a party to this Agreement by its acceptance (B) "Lessee" shall mean the party initiating this Agreement as stated on the face of the Agreement (C) "Manufacturer" shall mean the corporation that manufactured the vehicle or chassis, it being understood, by the Lessee and Dealer that the Dealer is in no respect the agent of the Manufacturer. The Dealer and Lessee are the sole parties to this Agreement and any reference to the Manufacturer is for the purpose of explaining generally certain contractual relationships existing between the Dealer and Manufacturer. (D) "Document" and Agreement shall mean this Retail Buyers Order plus any other writing relative in any way to the purchase transaction noted on the face of this Retail Buyers Order.

**2. PRICE CHANGES**

In the event the Manufacturer shall notify the Dealer of a change in price for new motor vehicles of the same style and type as the vehicle ordered by this Agreement, and prior to delivery of the vehicle ordered by Lessee, the Dealer shall have the right to adjust the cash price of the vehicle ordered, only in the amount of the increase. In the event of any such change in the cash price, the Lessee shall have the option of concluding the purchase at the adjusted price or canceling this Agreement. Should the Lessee elect to cancel this Agreement, the Dealer will refund to the Lessee all amounts previously paid, and if the Lessee has delivered to the Dealer a trade-in vehicle as all or part of the payment required, the Dealer shall deliver the trade-in vehicle to the Lessee. If the Dealer has sold the trade-in vehicle, the Dealer shall pay to the Lessee the trade-in allowance for the vehicle, less any negative equity adjustment.

**3. MANUFACTURER'S DESIGN CHANGES**

In the event the Manufacturer shall change or modify the design of or any part or accessory of the new motor vehicle after the Lessee's order for the new vehicle has been entered by the Dealer, the Lessee shall have no claim or right against the Dealer should the Lessee's new vehicle not contain such changes or modifications, nor shall the Dealer be required to effect such changes or modifications to the Lessee's new vehicle.

**4. DELAYS IN DELIVERY**

The Lessee understands that the Dealer shall not be liable for any damages resulting from a failure to deliver or other delays caused by the Manufacturer, accidents, fire or any other causes beyond the Dealer's control. This Agreement may be renegotiated or canceled by the Lessee with full refund of deposit if the vehicle is not delivered by the date specified on the face of this Agreement.

**5. CHANGES OTHER THAN MANUFACTURER'S DESIGN CHANGES**

If the ordered vehicle arrives at the Dealer's place of business not equipped in accordance with this Agreement, the Lessee may, at his option, accept the vehicle as delivered, or loss of deposit, or renegotiate a new purchase agreement.

**6. TRADE-IN VEHICLE APPRAISAL**

If the Lessee is delivering a trade-in vehicle as part of this Agreement and the delivery vehicle is made undelivered, the Dealer shall have the right to reappraise the Lessee's trade-in vehicle at the time of delivery of the ordered vehicle. The reappraised amount shall be the amount allowed for the trade-in vehicle in this Agreement. If the Lessee is dissatisfied with the appraisal, the Lessee may cancel this Agreement with full refund of deposit, provided that the cancellation occurs prior to the Lessee taking delivery of the ordered vehicle.

**7. BALANCE OWED ON TRADE-IN**

If the Lessee is delivering a trade-in vehicle or is turning in a leased vehicle as part of this transaction and the actual amount of the balance owed on the vehicle/lease turn-in is different than the amount of the balance owed as listed in this Agreement, the Lessee agrees to pay the difference to the Dealer. If the actual amount of the balance owed is greater than the amount listed and, if the actual amount is less than the amount listed, the Dealer shall refund the difference to the Lessee.

**8. TITLE TO THE TRADE-IN VEHICLE**

A trade-in vehicle delivered by the Lessee to the Dealer in connection with this Agreement shall be accompanied by documents sufficient to enable the Dealer to obtain a title to the trade-in vehicle in accordance with applicable state law. The Lessee warrants that any trade-in vehicle delivered to the Dealer is properly titled to the Lessee, has never been a salvage vehicle or lemon buyback, that the Lessee has the right to sell or otherwise convey such vehicle, that such vehicle is free and clear of all liens or encumbrances, except as may be noted on the front side of this Agreement, and that all emission control equipment is on the vehicle and in satisfactory working order and the odometer reading is accurate unless otherwise disclosed.

**9. TRADE-IN AND OTHER CREDITS**

Lessee agrees that no Trade-In or Other Credits have been provided by Dealer to Lessee in connection with this lease transaction except as appears in writing on the front side of this Agreement.

**10. LESSEE'S DEFAULT OR REFUSAL TO PERFORM**

In the event of any failure by the Lessee to perform the Lessee's obligations, including but not limited to, any failure to take delivery of or to pay the agreed purchase price for the ordered vehicle, the Dealer shall be permitted to retain an amount equal to any actual damages the Dealer incurred due to the Lessee's default. If the Lessee has delivered a trade-in vehicle to the Dealer as part of this Agreement, the Dealer may return the trade-in vehicle to the Lessee if the Dealer has not already sold the trade-in vehicle. If the Dealer has already sold the trade-in vehicle, the Dealer may refund to the Lessee the proceeds of said sale less any reasonable expenses incurred in connection with preparing or reconditioning the trade-in vehicle for sale and the Balance paid on Lessee's behalf to a Lienholder. If the vehicle was a lease turn-in and Dealer has already paid the Balance Owed, Lessee shall pay to Dealer the amount paid on Lessee's behalf.

**11. TAX LIABILITY**

The Lessee shall be liable for all sales, use or other taxes of a similar nature applicable to the transaction unless such payment otherwise is prohibited by law, provided that the Lessee shall in no event be liable for any taxes calculated on the Dealer's income.

**12. INSURANCE UNAVAILABILITY**

In the event this Agreement includes a charge for credit life or credit disability insurance and for any reason such insurance cannot be provided, the Lessee shall receive a credit for the amount charged for such insurance, which shall be applied to any outstanding balance owed to Dealer or any assignee of Dealer. The inability of the Dealer or any assignee of the Dealer to secure such insurance for the Lessee shall not relieve the Lessee from the Lessee's obligation to lease the vehicle described in this Agreement. Credit life and credit disability insurance are not mandatory.

**13. SIGNING OF OTHER DOCUMENTS**

Lessee agrees to sign any and all documents necessary to complete the terms of this transaction.

<b>OHIO</b>		<b>DRIVER LICENSE</b>	
BOB TAFT, GOVERNOR		DMV	
[REDACTED]			
<b>CLEVELAND, OH</b>		[REDACTED]	
<b>LICENSE NO.</b>		<b>D.S. NUMBER (optional)</b>	
[REDACTED]		[REDACTED]	
<b>SMITH DATE</b>		<b>ISSUE DATE</b>	
<b>03/18/1985</b>		<b>03/20/2001</b>	
<b>EXPIRATION BIRTHDAY</b>		<b>03/18/2006</b>	
[REDACTED]		[REDACTED]	
<b>Sex</b>	<b>Ht</b>	<b>Wt</b>	<b>Hair</b>
M			
<b>Eye</b>	<b>to Part</b>		
[REDACTED]	[REDACTED]		
<b>Res/A</b>	[REDACTED]		
[REDACTED]		[REDACTED]	

# Jay Auto Group

www.jayauto.com



**PONTIAC  
BUICK**



**HONDA**

18800 Rockside Road  
Bedford, OH 44146  
(440) 232-5000

175 Broadway Ave  
Bedford, OH 44146  
(440) 439-1846

TO WHOM IT MAY CONCERN:

I HEREBY AUTHORIZE JAY PONTIAC BUICK TO PAYOFF MY

2003 PONTIAC GRANDAM 1G2NE52F230 [REDACTED]  
YEAR MAKE MODEL VIN NUMBER

FURTHERMORE, I RELEASE ALL INTEREST IN THE AFOREMENTIONED VEHICLE. I FULLY UNDERSTAND THAT SHOULD THE PAY OFF BE HIGHER THAN THIS AMOUNT I WILL PAY THE DIFFERENCE TO JAY PONTIAC, WITHIN 48 HOURS OF NOTIFICATION.

NOTE: PLEASE DISCHARGE THE LIEN AND ALLOW JAY PONTIAC BUICK TO HAVE THE LIEN CANCELED BY THE APPROPRIATE COUNTY. PLEASE MAIL THE TITLE IMMEDIATELY AND DIRECTLY TO JAY PONTIAC BUICK, 18800 ROCKSIDE RD, BEDFORD OHIO 44146 UPON RECEIPT OF THE CHECK. [REDACTED]

[Signature]  
CUSTOMER SIGNATURE

BANK CITICORP

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_

ZIP \_\_\_\_\_

BANK PHONE 1-800-260-4622

ACCT # \_\_\_\_\_

PAYOFF AMOUNT 12,619.27

GOOD TILL 2-23-05

DAILY INTEREST 3.93

SPOKE WITH Automated

SALESPERSON [Signature]



FEB 21, 2005 GMAC - RECAP/RESERVE

Store 01 FANDI01 PORT 5032 4772

CUSTOMER: [REDACTED] STOCK #: 51517  
 F&I MGR : JOHN NEIBECKER DEAL DATE: 02/19/05  
 VEHICLE : NEW 2005 PONTIAC G6 1G2ZG528254 [REDACTED]  
 LIENHOLDER: G.M.A.C. SELL RATE: 3.95 BUY RATE:  
 VEHICLE PROFIT SALE COMMISSIONS F&I RESERVES  
 PRICE 24684.27 YVONNE DWENS 100.00 FINANCE 249.84 ✓  
 - COST 22166.83 BONUS LIFE INS 0.00 ✓  
 + HOLDBACK 708.15 0.00 A&H INS 288.86 ✓  
 + INCENTIVES BONUS WARRANTY 0.00  
 - TG/PAYOFF 0.00 SUBTOTAL 100.00 AFTMARKETS 0.00  
 - ADJUSTMENT -2643.81 JOHN NEIBECK 0.00 GAP 0.00  
 - TRADE O/A 4819.27 TRADE ALLOW: 12619.27 SUBTOTAL 538.70  
 + TRADE U/A 0 0.00 TRADE ACV : 7800.00  
 - PROFIT DRV 1260.13 THEFT GUARD 800 0.00 F&I COMMISSIONS  
 VEHICLE GROSS 1050.13 TRADE PAYOFF MISC ADJ AFTMARKETS 0.00  
 - PACK 295.06 SALE PROFIT 950.13 FINANCE 0.00  
 - HOLDBACK 708.15 TOTAL PROFIT 1488.83 LIFE/A&H 0.00  
 - INCENTIVES 246.92 NET F&I 538.70  
 GROSS PAYABLE 46.92  
 PRINTER OUTPUT Y/N Y

0A4

VIN#- 1G2ZG528254 [REDACTED]  
 ODOMETER- 25  
 SALESMAN SOC#- [REDACTED]  
 MANAGER SOC#- [REDACTED]  
 BUYER- [REDACTED]  
 BUYER ADDRESS- [REDACTED]  
 BUYER CITY- CLEVELAND OH [REDACTED]  
 HOME PHONE-# [REDACTED]  
 WORK PHONE-# [REDACTED]  
 LEASE TERM- 48 G.M.A.C.  
 LEASE RATE- 3.95 25000 GREAT NORTHERN BLVD  
 RESIDUAL- 10925.20 N OLMSTED OH 44070  
 LEASE MILES- 60000  
 GMPP-YES GMPP  
 WARRANTY TERM- NE WARRANTY PRICE- NONE  
 WARRANTY MILES- SERV CONT TAX- NONE  
 WARRANTY DED- NONE WARRANTY TOTAL- NONE

1800.06 money from Cust  
 843.75 refund from GAPP

2643.81

5+10=15

## MOTOR VEHICLE PURCHASE CONTRACT

## JAY PONTIAC, INC.

566 Broadway  
BEDFORD, OHIO 44146  
(216) 232-5000

DEAL # 38731



CUSTOMER # 37635

PURCHASER G. M. A. C RES. PHONE \_\_\_\_\_ BUS. PHONE \_\_\_\_\_ DATE 02/19/05  
 ADDRESS 3849 E 143RD ST CITY & STATE CLEVELAND OH ZIP 44128  
 STATE 25

## ODOMETER MILEAGE \_\_\_\_\_

☐ ODOMETER MILEAGE IS ACCURATE.☐ ODOMETER MILEAGE IS NOT ACCURATE.

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED

XX

MOTOR VEHICLE - NEW ☐ USED ☐ DEMO ☐ RENTAL ☐ SERIAL NO. 1G2TG528254

	MAKE	YR.	MODEL	BODY TYPE	COLOR	TRIM	STK. NO.
VEHICLE SOLD	PONTIAC	2005	G6	4DR	GRANITE	EBONY	51517
VEHICLE TRADED IN WILL BE	PONTIAC	2003	GRAND AM	4 DOOR SEDAN		1G2NE52F230	

NET CAP COST (BEFORE BANK FEE)

24944.85

- UP FRONT MONEY PAID BY JAY

565.04

+ CUSTOMER CASH (CAP REDUCTION ONLY)

565.04

+ GM CARD REBATE AND GM EMPLOYEE 5% *GM CARD PLATES*

N/A

+ TRADE EQUITY (+ FOR POSITIVE)

N/A

- TRADE EQUITY (- FOR NEGATIVE)

-4819.27

+ TRADE CYCLE REBATE MONEY AND RETAIL REBATE

1561.79

+ TAX ON CASH (TRADE CYCLE CASH ECT)

1244.66

- LIFE OR DISABILITY OR ANY INSURANCE

577.71

TOTAL TO BILL OUT

= 22508.81 *22708.81*

CUSTOMER NAME

ADDRESS

CLEVELAND OH

C.S.Z.

PHONE

TRADE ACV

PAYOFF

TRADE EQUITY

FIRST MO PAYMENT

SECURITY

PLATES

TOTAL

DEPOSIT

C O D

365.10

N/A

75.00

124.94

565.04

YVONNE OWENS

SALESMAN

BRANCH DEALER

ACCOUNT NO

**GMAC- Insurance Information Form**

To be completed by Branch

**1 - LESSEE**

LESSEE - FIRST NAME

MI LAST NAME

OR LESSEE BUSINESS NAME

CITY

ST

ZIP CODE

CLEVELAND

OH

ADDRESS

BRAINARD INS AGENCY

Agency

5650 MAYFIELD RD

Street Address

LYNDHURST

OH

44124

City

State Zip

**INTERNAL USE ONLY**☐ Lease Assignment☐ Flat Cancellation Replaces Lease☐ Employee Lease Used  
Vehicles☐ Multiple Leases☐ Physical Damage Waived

Comp Coll

☐ Substitution of Vehicle

AGENCY CONTACT - FIRST INITIAL AND LAST NAME

440-461-7311

AGENCY PHONE

BRAINARD INS AGENCY

440 461 7311

INSURED - MUST BE NAMED ON LEASE - FIRST NAME MI LAST NAME

INSURANCE COMPANY

HARTFORD

POLICY NUMBER

EFFECTIVE DATE (MM, DD, YY)

EXPIRATION DATE (MM, DD, YY)

1 1 0 4 0 4

0 5 0 4 0 5

I agree to maintain insurance as described in the "Coverage Requirements" section below and as required by my vehicle lease agreement. I understand that coverages as described must be maintained until termination of the vehicle lease agreement, and agree that GMAC or PDP Services may request proof of such insurance. I understand that failure to keep such insurance in force will be an event of default under the vehicle lease agreement, entitling GMAC to take action under the Lease. I also acknowledge receipt of a copy of this Agreement and authorize the agent to place coverages as required.

02/19/05

Lessee's Signature

Date

**2 - COVERAGE REQUIREMENTS****PASSENGER CAR/LIGHT DUTY TRUCK****TRUCKS OF 10,000 LBS. GVW OR MORE**

Liability

\$100,000/\$300,000 Bodily Injury,

\$100,000/\$300,000 Bodily Injury and \$1,000,000 umbrella,

\$50,000 Property Damage (minimum)

\$50,000 Property Damage (minimum)

or \$300,000 (\$500,000 in FL) Combined Single Limit

or \$1,000,000 Combined Single Limit

\$500 Deductible (maximum)

\$1,000 Deductible (maximum)

Comprehensive/Collision

**ENDORSEMENT NAME**"Additional Insured" and "Loss Payee" endorsement is **GMAC and its successors and assigns**

XX

**ENDORSEMENT MAILING ADDRESS**

It is imperative that this address be used for all insurance notifications

c/o PDP Services

P.O. BOX 650100

Hunt Valley, MD 21065-0100

**3 - DEALER**

VEHICLE IDENTIFICATION NUMBER

1 6 2 7 6 5 2 8 2 5 4

Liability Confirmed

☒ Yes ☐ No

Comprehensive Confirmed

☒ Yes ☐ No

Collision Confirmed

☒ Yes ☐ No

Endorsements Confirmed

☒ Yes ☐ No

PDP Address Confirmed

☒ Yes ☐ No

Person Contacted at Agency:

MIKE

Dealer Verification By:

YVONNE OWENS

Date:

02/19/05

Dealership Name:

JAY PONTIAC BUICK (440) 232-5000

**4 - AGENT**

Please attach a Certificate of Insurance to this form, including the coverages and endorsements noted in Section 2 and as authorized by your insured in Section 1. The certificate should then be mailed to **PDP Services, P.O. Box 650100, Hunt Valley, MD 21065-0100**. Failure to include coverages and endorsements as required or failure to use the notification address above will result in processing delays and may result in additional requests for information.

### About Your Sales Consultant - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7 How satisfied were you with the explanation of						
- Your vehicle's features and operations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Benefits of Buick's Premium 24-hour Roadside Assistance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 At the time of delivery, how satisfied were you with						
- The appearance of your Buick?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The operation of your Buick?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Since taking delivery of your new vehicle, has your Sales Consultant contacted you to thank you for your purchase and resolve any concerns?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know/Not Sure <input type="checkbox"/>			
10 Overall, how satisfied were you with the assistance you received from your Sales Consultant? . . . . .	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>	

**PASS** **FAIL**

### About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11 How satisfied were you that						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 How satisfied were you with the review and explanation of all the paperwork?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 Overall, how satisfied were you with how the financial process was handled by your dealership? . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PASS** **FAIL**

### Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
14 Based on your overall purchase/lease and delivery experience, how satisfied are you with Hometown Motors? . . . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 Based on your overall purchase/lease and delivery experience, would you recommend this dealership? . . . . .	Definitely Would <input type="checkbox"/>	Probably Would <input type="checkbox"/>	Might/Might Not <input type="checkbox"/>	Probably Not <input type="checkbox"/>	Definitely Not <input type="checkbox"/>
16 Based on your experience to date, how satisfied are you with your 1999 Park Avenue UI? . . . . .	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>
17 Do you have any comments / recommendations about your Dealership _____					
Vehicle _____					

**PASS** **FAIL**

- 18 Are you ☐ Male ☐ Female
- 19 Your age ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older
- 20 May we include your name when providing this information to your dealership? ☐ Yes ☐ No

**If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact Buick Motor Division directly by calling the Buick Customer Relations Center: 1-800-521-7300**

**THANK YOU! YOUR OPINIONS WILL HELP US SERVE YOU BETTER.**

**Please return this questionnaire in the self-addressed, postage-paid envelope to:**  
**BUICK MOTOR DIVISION, P.O. BOX 10057, TOLEDO, OH 43682-4076**

I HAVE REVIEWED THIS SURVEY WITH MY SALESPERSON.

X





## DISCLOSURE FORM

### OPTIONAL CREDIT INSURANCE

Credit life or credit accident and health insurance is protection for both the buyer and seller.

You are entitled to a copy of the policy or certificate of insurance within thirty days after credit is extended.

You ARE NOT required to buy credit life insurance or credit accident and health insurance from any particular company or agent. You may use existing policies if insurance is required as additional security.

If you buy credit life insurance, the proceeds will be used to reduce or pay off your unpaid loan or indebtedness when you die. Any insurance proceeds in excess of the amount required to pay off the loan will be paid to your beneficiary or estate.

READ your policy or certificate CAREFULLY for what the policy DOES NOT cover. For example: Some policies do not pay disability benefits unless you are disabled for 14 or 30 days or if you have a pre-existing condition. Some policies will not provide coverage if you are over age 65. See the policy for details on these.

You may not be eligible for credit accident and health insurance unless you now work at least thirty hours per week.

The customer, debtor or lessee, shall use this mandated disclosure form and shall initial the appropriate boxes below.

By initialing below, the customer, debtor or lessee acknowledges that he has accepted or declined credit life or credit accident and health insurance.

<input type="checkbox"/>	ACCEPTS CREDIT LIFE INSURANCE
<input checked="" type="checkbox"/>	DECLINES CREDIT LIFE INSURANCE
<input checked="" type="checkbox"/>	ACCEPTS CREDIT ACCIDENT AND HEALTH INSURANCE
<input type="checkbox"/>	DECLINES CREDIT ACCIDENT AND HEALTH INSURANCE

IT IS THE INTENT OF THIS FORM THAT THE DISCLOSURES ARE EASILY SEEN.

OH-1701 Rev. 2/84

# DISCLOSURE FORM

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You may not be eligible for credit accident and health insurance unless you now work at least thirty hours per week.

The customer, debtor or lessee, shall use this mandated disclosure form and shall initial the appropriate boxes below.

By initialing below, the customer, debtor or lessee acknowledges that he has accepted or declined credit life or credit accident and health insurance.

ACCEPTS CREDIT LIFE INSURANCE

☐

DECLINES CREDIT LIFE INSURANCE

☒

ACCEPTS CREDIT ACCIDENT AND HEALTH INSURANCE

☒

DECLINES CREDIT ACCIDENT AND HEALTH INSURANCE

☐

IT IS THE INTENT OF THIS FORM THAT THE DISCLOSURES ARE EASILY SEEN.

OH-1707 Rev. 2/84

**Jay Auto Group**

www.jayauto.com



**PONTIAC  
BUICK**



**HONDA**

18800 Rockside Road  
Bedford, OH 44146  
(440) 232-5000

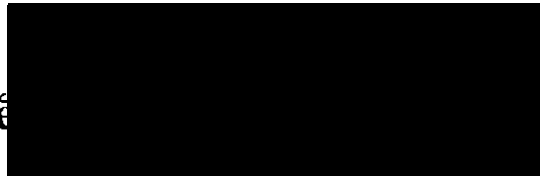
175 Broadway Ave  
Bedford, OH 44146  
(440) 439-1846

## **Mechanical Service Contract Declination Form**

**I do not wish to purchase a Mechanical Service  
Contract at this time.**

**Customer Signature**

**Date:** 02/19/05



**Dealership Authorized**

**Signature:**

**Date:**

[Signature]  
2/19/05

*This form may be reproduced locally.*



# TIRE & WHEEL PROTECTION AGREEMENT

## REGISTERED CUSTOMER INFORMATION

Last Name [REDACTED] Middle Initial [REDACTED]  
 Street [REDACTED] Apt. No. [REDACTED]  
 City **CLEVELAND** State **OH** Zip [REDACTED]  
 Home [REDACTED] E-mail Address [REDACTED]

## COVERED VEHICLE INFORMATION

Year **2005** Make **PONTIAC** Model **G6**  
 VIN **16276528254** ☒ NEW ☐ USED Odometer Reading **25**  
 Purchase Price or Agreed Upon Value \$ **24684.27**  
 Program Selling Price \$ **299.00**

## DEALER INFORMATION

Dealer Name **JAY PONTIAC BUICK** Dealer No. [REDACTED]  
 Street Address **18800 ROCKSIDE RD.**  
 City **BEDFORD** State **OH** Zip **44146**

Registered Customer, whose signature appears below, acknowledges that the information contained above is true and accurate. Registered Customer has read and understands the terms and conditions of the Agreement and understands that this is not an insurance policy.

Registered Customer Signature [REDACTED] Date **02/19/05**  
 Dealer Signature [REDACTED] Date **02/19/05**

**THE PURCHASE OF THE TIRE & WHEEL PROTECTION IS NOT A REQUIREMENT FOR THE PURCHASE, LEASE OR FINANCING OF A COVERED VEHICLE**

## TIRE & WHEEL PROTECTION COVERAGE TERM

Please check (✓) one box only. ☐ 2 YEARS ☐ 3 YEARS ☐ 4 YEARS ☐ 5 YEARS

**IF NO BOX IS CHECKED (✓), MAXIMUM COVERAGE WILL APPLY UNLESS COVERAGE IS DECLINED AS SHOWN BELOW.**

## TERMS AND CONDITIONS ON REVERSE SIDE.

### INSURANCE ADMINISTRATION

This plan is insured for its liability under a Service Contract Reimbursement Insurance Policy issued by Great American Assurance Company. If **WE** do not settle **Your** claims as an administrator within sixty (60) days of **Our** receipt of **Your** proof of loss, you may make a claim directly from **GREAT AMERICAN ASSURANCE COMPANY**, Premier Lease & Loan Services Division at 580 Walnut St., Cincinnati, OH 45202, (800) 280-0352.

### TERMS AND CONDITIONS

This warranty is between the Agreement Holder (You) and Beacon Industries Worldwide, Inc. It provides for the repair or replacement of the listed vehicle's tires which, during the term of this agreement, become unserviceable because of a puncture caused by a road hazard. A road hazard is a condition on a public roadway which should not exist there, such as potholes, nails, glass, etc. The maximum aggregate coverage provided by this contract is \$2,000.00. Contract must be in effect for a minimum of 30 days before coverage becomes effective.

### COVERAGE PERIOD

The term of this Agreement is continuous from the date of sale for a period of time as indicated in the declarations, not to exceed 5 years.

### DECLINATION OF TIRE & WHEEL PROTECTION

☒ I choose NOT to purchase the Tire & Wheel Protection. By not purchasing the Tire & Wheel Protection, I fully understand that in the event my vehicle is involved in a road hazard incident, I am not entitled to any of the Limited Agreement protection provisions under the terms of this Agreement.

Registered Customer Signature [REDACTED] Date **2/19/05**  
 Dealer Signature [REDACTED] Date **2/19/05**

Vehicle Service Agreement Company

**Beacon Industries Worldwide, Inc.**

• PO Box 5827, Fort Lauderdale, 33310 •

## TIRE & WHEEL PROTECTION PROGRAM LIMITED AGREEMENT TERMS, CONDITIONS AND CLAIM PROCEDURES

### COVERAGES AND LIMITATIONS OF LIABILITY

**FLAT TIRES:** You will be reimbursed for the charges incurred to repair a flat tire caused by a road hazard while operating the vehicle on public streets and in a legal manner.

**TIRE REPLACEMENT:** You will be reimbursed for the costs incurred to replace a tire, if a tire covered by this agreement becomes unrepairable due to a road hazard such as cut, snag, bruise, impact (not collision), tear or puncture. This coverage is valid through the tread life of a tire (down to 3/32") and will be replaced with a tire of the kind, quality and cost of the original tire, not to exceed \$250 per tire. Tire inspection may be required to validate claim approval. Fraudulent Claims will be prosecuted to the fullest extent of the law. **Beacon Industries Worldwide, Inc. will not use remanufactured or used replacement parts.**

**WHEELS (RIMS):** You will be reimbursed for the repair or replacement of wheels rendered unserviceable due to the road hazard failure of a wheel covered under this warranty, not to exceed \$400 per wheel (rim). Wheel inspection may be required for claim approval. **Beacon Industries Worldwide, Inc. will not use remanufactured or used replacement parts.**

**24-HOUR ROADSIDE ASSISTANCE:** In the event of a flat tire or damaged wheel caused by a Road Hazard, call our toll-free number, and an emergency hotline will dispatch prompt service to help in changing an inflated spare or to the closest service station.

**EMERGENCY TRAVEL EXPENSE:** We will reimburse you for emergency living expenses up to three (3) days for cost of local lodging and meals not to exceed \$50.00 per day while your vehicle is being repaired provided the disablement results from a Tire & Wheel Road Hazard at least 250 miles from your residence.

**MOUNTING, BALANCING AND TIRE DISPOSAL:** You will be reimbursed for the cost of mounting, balancing, valve stems and tire disposal for one tire replaced under this agreement.

**TAXES:** You will be reimbursed for the cost of local and state taxes, as directed by state agencies.

### CONDITIONS NOT COVERED

This agreement does not cover the following: a) damage incurred outside the United States or Canada, b) vehicles used for commercial purposes, c) damage resulting from off-road use, racing, collision with curb or another vehicle, misuse, abuse, lack of proper maintenance, misalignment, suspension problems, use on a construction site, malicious mischief, vandalism, fire, theft, chain damage, manufacturer defects, driving on tires which are improperly inflated, d) tires and/or wheels which are undersized, oversized, or otherwise not recommended by the manufacturer, e) tires and/or wheels transferred from another vehicle, f) tires and/or wheels when the tires have less than 3/32 inch tread depth remaining, g) tires and/or wheels mounted on vehicles other than on-road use private passenger cars and light duty trucks, motorcycles, and any vehicle exceeding 13,500 lb gross vehicle weight, h) tires and/or wheels that do not affect their performance or safety, i) damage to tires in either the side wall or tread area due to dry rot, j) replacement covered by a warranty issued by the manufacturer, k) Any tire and wheel damage, which is covered by the contract holder's primary insurance coverage, l) Any consequential loss or damage whatsoever, including loss, damage or injury to person or property resulting from the failure of any of the parts of the vehicle described herein, the replacement of which are covered under the terms of this contract.

### 24 HOUR ROADSIDE ASSISTANCE

We will dispatch a vehicle as long as this contract is in effect by use of our toll free number (866-378-3488), please provide the dispatcher with your Registered Customer and Covered Vehicle Information written on the reverse side. This Emergency Hotline will dispatch prompt service to help in changing an inflated spare or to the closest service station (up to \$50 per occurrence) if vehicle is not equipped with a spare tire.

### CLAIMS PROCEDURES

Prior authorization must be received before replacement can be made. Call Claims at 1-888-722-3824 for a claim authorization number and a claim form. Mail to the address listed on the claim form, within thirty (30) days from the purchase date of the covered repairs or replacement of tire and/or wheel, the following:

- A Copy of this guarantee with the completed claim form
- B Copy of the replacement tire and/or wheel sales invoice which must document:
  - 1) the tread depth of the damaged tire, xx
  - 2) the damaged tire and/or wheel was not repairable and
  - 3) the damage was not due to a manufacturers defect
- C Copy of invoice for covered repairs and/or road service (up to \$50 per occurrence) if applicable
- D Copy of buyer's order, insurance policy and service contract if applicable
- E Any other information reasonably requested

Claims Administrator reserves the right to inspect all damaged tires and/or wheels.

### AGREEMENT HOLDER'S RESPONSIBILITIES:

Proper tire care is necessary to obtain the maximum mileage and wear from a tire. It is YOUR obligation to see that YOUR tire/wheel assemblies are kept in balance and that YOUR tires are operated at the proper inflation pressures. Tires should be checked monthly for proper pressure, signs of dry rot, improper wear, and tread depth less than 3/32". Any conditions that cannot be corrected demands replacement for the safety of the vehicles occupants. Replaced tires are covered for time remaining on the warranty.

### TRANSFER AGREEMENT

This Agreement may be transferred by YOU to a subsequent private purchaser of the identified vehicle for the remainder of the original term (licensed dealers excluded). This Plan is not transferable to another vehicle. To transfer this Plan, YOU must submit to US the following within thirty (30) days from the date of sale:

- A) a letter containing the name and address of the new owner and YOUR authorization to transfer,
- B) a copy of the bill of sale or other evidence showing change in ownership, and
- C) a check for \$40 payable to Beacon Industries Worldwide, Inc. for the transfer fee.

### CANCELLATION BY THE CUSTOMER

This plan may be canceled by YOU at any time. To cancel, YOU must return this Plan to US. If canceled during the term of the premium paid, less a fee of up to 5% of the premium paid less claims. After the first 60 days, YOU will be refunded, less a fee of 10% of the refund amount or \$30, whichever fee is less, less claims. The unearned premium within 60 months remaining, relative to the original Plan. Refund will be payable to YOU or the lienholder, where applicable.

### CANCELLATION BY THE COMPANY AND/OR LIENHOLDER

We may cancel this Plan: 1) If there has been a material misrepresentation or fraud at the time of sale of the Plan, 2) For nonpayment of premium by YOU in which case WE shall provide YOU notice of cancellation by certified mail. The refund will be based upon the months remaining relative to the original Plan and figured on a 100% pro-rated basis. The lienholder will be named on the check when financing had been provided for the Plan's premium. In the event of repossession or total loss, the lienholder may request cancellation of this Plan and shall be the sole named payee.



## THE HARTFORD'S OMNI AUTO PLAN

SERVICE CENTER Atlanta  
 ADDRESS PO Box 105021  
 CITY, STATE, ZIP Atlanta GA 30348

## OHIO Private Passenger Auto Application

POLICY NUMBER. [REDACTED]  
 PRODUCER NUMBER 340333  
 PRODUCER NAME Brainard Insurance Agency Inc  
 WRITING AGENT  
 ADDRESS 5650 Mayfield Rd  
 CITY, STATE, ZIP Lyndhurst, Ohio 44124-  
 440-461-7311

## POLICY INFORMATION

EFFECTIVE DATE 11/04/2003 TIME OF APPLICATION 02 00 PM REWRITE OF POLICY#  
 INSURANCE SCORE (Required for Named Insureds 19 or older) N VERIFICATION CODE  
 1 POLICY TERM 12 AMOUNT SUBMITTED 375.00 CARDHOLDER [REDACTED]  
 PAYMENT PLAN 9 PAYMENT TYPE MasterCard CREDIT CARD # [REDACTED] EXPIRATION 06/06/2006  
 COMPANY TRUMBULL INSURANCE COMPANY PROGRAM Standard

## APPLICANT INFORMATION

2 NAMED INSURED (Last, First, M.I.) [REDACTED]  
 MAILING ADDRESS Same CITY EUCLID STATE OH ZIP [REDACTED]  
 GARAGING ADDRESS [REDACTED] CITY Euclid STATE OH ZIP [REDACTED]  
 HOME PHONE # [REDACTED] WORK PHONE # ( ) - SPOUSE'S WORK PHONE #

## DISCOUNTS &amp; RESIDENT STATUS MUST BE COMPLETED &amp; PROOF MUST BE ATTACHED OR FAXED TO RECEIVE DISCOUNTS

Yes PRIOR INSURANCE (6 mo. continuous prior coverage with no more than 30 days lapse) EFFECTIVE 05/04/2003 EXPIRATION 11/04/2003  
 No IN-AGENCY (Prior coverage written through your agency with no more than 7 days lapse) PREVIOUS BI LIMITS 12500/25000  
 No DID COVERAGE CANCEL PRIOR TO EXPIRATION? IF YES, SHOW CANCELLATION DATE Reason:  
 No HOMEOWNER (Must own home or condominium) X RENT LIVE WITH PARENTS OTHER Describe  
 3 No MULTI-POLICY (Named Insured has a Home, Life or Commercial policy with The Hartford OR if a related household resident has a preferred auto policy with The Hartford)  
 MULTI-POLICY INFO - LIST HARTFORD POLICY NUMBER AND INSURED'S NAME Policy # Name  
 Submit acceptable proof for Proof of Prior & In-Agency discounts. All proof must show 6 mo. coverage, dec. page, renewal dec. page, renewal billing, company print out. If effective date of policy is prior to expiration date of previous coverage, please provide cancellation request or proof of cancellation. Submit acceptable proof for Homeowner & Multi-policy Discounts, dec. page, mortgage bill, tax bill.  
 IMPORTANT! PREMIUM MAY BE SURCHARGED IF THIS SECTION IS NOT COMPLETED AND PROOF IS NOT PROVIDED!

## DRIVER INFORMATION List all household residents over age 14 and any person that drives any listed vehicles regularly

	1	2	3	4	5
DRIVER NUMBER					
LAST NAME	[REDACTED]				
FIRST NAME	[REDACTED]				
MIDDLE INITIAL	[REDACTED]				
RELATIONSHIP (Parent, Spouse, Child, Other)	INSURED	Spouse			
OCCUPATION	Student				
EMPLOYER (If self-employed, explain in Notes)	Cleve State				
# OF YEARS IN OCCUPATION	0				
SEX & MARITAL STATUS	Sex: Male Marital: Married	Sex: Female Marital: Married	Sex: Marital:	Sex: Marital:	Sex: Marital:
DATE OF BIRTH	11/03/1985	11/04/1985			
SOCIAL SECURITY #	[REDACTED]	[REDACTED]			
DRIVERS LICENSE #	[REDACTED] OH	[REDACTED]			
SR-22 INFORMATION	State: OH Case #	State: Case #	State: Case #	State: Case #	State: Case #
SR-22 AGENCY ISSUED?	No				
EXCLUDED DRIVER?	No	Yes			
>19, LICENSED < 3 YEARS?	No				
SNR DRVR DEF COURSE?	No				

## DRIVER VIOLATIONS / AT-FAULT ACCIDENTS / NOT AT-FAULT ACCIDENTS / COMPREHENSIVE CLAIMS

List all accidents and/or violations during past 36 months. All accidents will be considered At-Fault unless Proof is provided (copy of police report or statement from insurance company)

	Driver #	Date	Description	Driver #	Date	Description
5		10/03/2003	Speeding			

## Summary Worksheet

Page 1 of 1

## Summary Worksheet

Dealership: JAY PONTIAC BUICK

Stock #: 51517

New 2005 Pontiac G6 4Dr sedan 6 Cyl AT [ZZG69]

GMAC / NORTH CENTRAL / SP / 48 / BASIC

Deal Number: 4774

Salesperson: TIMEN, MARK

Customer:

Customer Phone:

Credit Score: N/A

Update Version: 10314, G484g

STOCK #	51517	SOURCE	GMAC	MONTHLY PAYMENT	350.82
DMS #	N/A	DATE	2/19/05	SEC DEPOSIT	0.00
DEAL TYPE	LEASE	VEH MSRP/CRV	24,230.00	TOTAL DIA	1,695.00
ORIGINAL MSRP	24,230.00	GAS GUZZLER TAX AMT	0.00	CASH BACK	0.00
BASE INVOICE	22,483.87	VALUE ADD OPT	600.00	REBATE	1,500.00
DEALER CASH	0.00	ADD OPTS	0.00	TRADE	0.00
VEH PRICE	24,683.87	DELETE OPTS	0.00	INITIAL PAYMENT	195.00
SOFT ADDS	0.00	REMOVE OPTS	0.00	INITIAL MILES	0
SRVC CONTRACT	0.00	DEALER OPTS	0.00	ALLOWABLE MILES/YR	15,000
GAP INSURANCE	0.00	TOTAL MSRP/CRV:	24,830.00	CENTS/MILE/START	0.10
SALES TAX C	1,240.40	RESID % (BOOK)	44.000%	CENTS/MILE/END	0.15
FLAT TAX	0.00	RESID % (NET)	44.000%	DEMO MILES	0
LUXURY TAX C	0.00	RESID \$ (NET)	10,925.20	ADV SALES TAX	1,240.40
DMV MISC FEE	0.00	MONEY FACTOR	3.78000	ADV SALES TAX %	8.000%
CREDIT INS	0.00	BUY FACTOR	3.50000	OTHER RETAIL TAX	0.00
ACQ FEE C	595.00	CREDIT TIER	Tier 5	OTHER RETAIL TAX %	0.000%
VSI FEE P	0.00	FRNT-END PROFIT	2,200.00	MONTHLY USE TAX	0.00%
OTHER	0.00	BACK-END-PROFIT	0.00	MONTHLY USE TAX %	0.000%
GROSS CAP COST	26,519.27	RESERVE PROFIT	202.28	CAP REDUC TAX	120.00
CASH REDUC	0.00	TOTAL PROFIT	2,402.28	CAP REDUC TAX %	8.000%
CAP RED REBATE	1,500.00	DMV FEES	C=CAP P=PAID	LUXURY TAX	0.00
CAP RED TRADE	0.00	DOC FEE P:	0.00	LUXURY TAX %	0.000%
NET CAP COST	25,019.27	TITLE FEE P:	0.00	1ST PAYMENT DUE	2/19/05
REBATE	1,500.00	REG FEE P:	0.00	2ND PAYMENT DUE	3/19/05
TRADE ACV	0.00	LICENSE FEE P:	75.00		
TRADE ALLOW	0.00	LIEN FEE P:	0.00		
TRADE PAYOFF	0.00	Misc Fee 1 P:	0.00		
		Misc Fee 2 P:	0.00		
		Misc Fee 3 P:	0.00		
		TOTAL :	75.00		

LEASELINK PROUDLY GUARANTEES THIS DATA (SEE GUARANTEE RULES FOR DETAILS)

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VIN: 1G2ZG528254 [REDACTED] (or see attached list\*)

## Reynolds + Reynolds 10/99

## ***Electronic Payment Request***

IN ACCORDANCE WITH OUR EXISTING AGREEMENTS, PLEASE USE ELECTRONIC MEANS TO PAY ME FOR ASSIGNMENT, TO YOU AND GM, OF THE CHATTEL PAPER AND ANY APPLICABLE GM RETAIL RATE INCENTIVE DESCRIBED BELOW.

DEALER NAME: JAY PONTIAC, INC.

ACCOUNT NUMBER:

(5 Digits)

(4 Digits)

### RETAIL/LEASE PROCEEDS

[illegible]

Authorized Dealer Signature: \_\_\_\_\_

Date: 2/22/05

101902023300000

Ref: 1-01902-02330-0000 02/19/2005 TID:1-01902-02330 02/19/2005 10:52:42  
 CREDIT Instant Merge Credit Report Acct: [REDACTED]  
 Prepared for: JAY HONDA Notes:  
 Requested: TUC - I Delivered: TUC

App: [REDACTED] Dob: 03/18/85 Ssn: [REDACTED]  
 Curr Addr: [REDACTED] CLEVELAND, OH [REDACTED]

## INSTANT MERGE SUMMARY

ACCOUNT DISTRIBUTION		CURRENT STATUS(tradelines)							
Account Type	Count	Balance	Payments	Curr	Clsd	Unrt	30	60	90+
Real Estate	0	\$0	\$0	-	-	-	-	-	-
Installment	3	\$19,302	\$502	3	-	-	-	-	-
Revolving	9	\$1,410	\$85	7	2	-	-	-	-
Other	0	\$0	\$0	-	-	-	-	-	-
Total	12	\$20,712	\$587	10	2	-	-	-	-

INQUIRIES		PUBLIC RECORDS		HISTORICAL DELINQUENCIES(count)				
				Account Type	Last Dlg	30	60	90+
6 Month Total	7	EFX	N/A	Real Estate		-	-	-
Elig. same day	- 0	XPN	N/A	Installment		-	-	-
Adjusted Total	7	TUC	N/A	Revolving	10/01	3	-	-
New Trades(6 mon)	6	Last 2yrs N		Other		-	-	-
Oldest Trd: 12/96		On File: 08/01		Total		3	-	-

Only Applicant/Co-applicant information included in the Summary.

## BUREAU SCORE INFORMATION

TUC FICO Classic AU 04 (APP)= 652 Factor: 014, 012, 030, 003  
 014 LENGTH OF TIME ACCOUNTS HAVE BEEN ESTABLISHED  
 012 LENGTH OF TIME REVOLVING ACCOUNTS HAVE BEEN ESTABLISHED  
 030 TIME SINCE MOST RECENT ACCOUNT OPENING IS TOO SHORT  
 003 PROPORTION OF LOAN BALANCES TO LOAN AMOUNTS IS TOO HIGH

## \*\*\*\*\* DEROGATORY ITEMS \*\*\*\*\*

## Public Record Information:

No Public Record Information found

Account Name/Number (Sources)		Past due		Last
Open	High	Payment	Balance MDP	Status Rptd 30 60 90+ MR Dlg

## Accounts under Applicant:

1. CBUSASEARS/80605XXXX (TUC-D06256443\*)  
 T 12-96 863 0 -0- R-1 CURRENT 07-03 03 00 00 79 10-01  
 Hist: 07-03 1-----1111211 LACT 02-03 APP  
 Ctg: CHARGE ACCOUNT Term: REV Lnt: 900

\*\*\*\*\* END OF DEROGATORY ITEMS \*\*\*\*\*

Ref: 1-01902-02330-0000 02/19/2005 TID:1-01902-02330 02/19/2005 10:52:42

Account Name/Number (Sources)					Past due	Last
Open	High	Payment	Balance	MOP	Status	Rptd 30 60 90+ MR Dlg

Accounts under Applicant:

2. GMAC/48890395XXXX (TUC-002592927)

I 07-03 15739 326 12660 I-1 CURRENT 01-05 00 00 00 18  
 Hist: 01-05 1111111111111111 LACT 12-04 APP  
 Ctg: AUTO Term: 66 MON

3. KEYBANK NA/10150020XXXX (TUC-002730133)

I 08-04 6099 154 5886 I-1 CURRENT 02-05 00 00 00 7  
 Hist: 02-05 11111111 LACT 12-04 APP  
 Ctg: UNSECURED Term: 60 MON

4. BALLY'S/260215059XXXX (TUC-F01FQV002)

I 10-04 802 22 756 I-1 CURRENT 01-05 00 00 00 3  
 Hist: 01-05 111 LACT 01-05 APP  
 Ctg: INSTALLMENT SALES CONTRACT Term: 36 MON

5. ASSOC/CITI/54197200XXXX (TUC-00282E021)

I 07-03 1200 20 457 R-1 CURRENT 01-05 00 00 00 19  
 Hist: 01-05 1111111111111111 LACT 12-04 APP  
 Ctg: CREDIT CARD Term: REV Lat: 1200

6. BANK ONE/426604102293XXXX (TUC-00260K001)

I 12-04 264 10 264 R-1 CURRENT 01-05 00 00 00 1  
 Hist: 01-05 1 APP  
 Ctg: CREDIT CARD Term: REV Lat: 700

7. HMD BANK/54994410XXXX (TUC-0092WL001)

I 07-03 732 20 259 R-1 CURRENT 01-05 00 00 00 19  
 Hist: 01-05 1111111111111111 LACT 12-04 APP  
 Ctg: CREDIT CARD Term: REV Lat: 1000

8. CBUSSEARS/51210797XXXX (TUC-006256450)

I 07-02 5801 10 198 R-1 CURRENT 01-05 00 00 00 31  
 Hist: 01-05 1111111111111111 LACT 12-04 APP  
 Ctg: CREDIT CARD Term: REV Lat: 6600

9. GEMB/WALMART/603220316405XXXX (TUC-D0235057X)

I 11-04 306 15 186 R-1 CURRENT 02-05 00 00 00 4  
 Hist: 02-05 1111 LACT 01-05 APP  
 Ctg: CHARGE ACCOUNT Term: REV Lat: 700

10. GEMB/GAP/601859532215XXXX (TUC-C0235050F)

I 01-05 51 10 46 R-1 CURRENT 02-05 00 00 00 2  
 Hist: 02-05 11 APP  
 Ctg: CHARGE ACCOUNT Term: REV Lat: 1000

Ref: 1-01902-02330-0000 02/19/2005 TID:1-01902-02330 02/19/2005 10:52:42

Account Name/Number (Sources)		Past due	Last
Open	High Payment Balance MDP Status Rptd	30 60 90+ MR	DIq

#### Accounts under Applicant (continued):

##### 11. ASSOC/CITI/54197200XXXX (TUC-B0202E021)

I 12-04 500 0 CLOSED R-1 CURRENT 02-05 00 00 00 3  
 Hist: 02-05 111 CLSD 12-04 APP  
 Ctg: CREDIT CARD Term: REV Lat: 500  
 CLOSED BY CONSUMER

##### 12. WALD BANK/54000100XXXX (TUC-B07991189)

I 08-03 -0- 0 CLOSED R-1 CURRENT 10-04 00 00 00 16  
 Hist: 10-04 1111111111111111 CLSD 10-04 APP  
 Ctg: CREDIT CARD Term: REV Lat: 500  
 CLOSED

#### Identification Information:

1. [REDACTED] Ssn: [REDACTED] Dob: 03-01-85 (TUC)

#### Inquiries made in the last 180 days:

- 02-19-05 CREDITC INS (TUC-208256078) (APP)
- 12-31-04 METRO TOYOTA (TUC-A00209158) (APP)
- 12-21-04 AMEX (TUC-B03236957) (APP)
- 12-15-04 FUSA (TUC-B00006675) (APP)
- 12-07-04 ASSOC/CITI (TUC-B01217520) (APP)
- 11-15-04 VERIZON (TUC-U03078537) (APP)
- 10-27-04 AVIS (TUC-N00001001) (APP)

#### Address Information:

- 3849 E 143RD ST  
CLEVELAND, OH 44128 Rptd 08-04 (TUC) (APP)
- 9626 PLYMOUTH AV  
GARFIELD HEIGHTS, OH 44125 (TUC) (APP)
- 6901 ROCKSIDE RD  
INDEPENDENCE, OH 44131 Rptd 11-04 (TUC) (APP)

#### AKA Information:

- [REDACTED] (TUC) (APP)

#### Miscellaneous Information:

- Variation between Inquiry and Onfile address (TUC) (APP)

#### Consumer Referral Information:

TUC - TRANS UNION, PHONE: (800) 916-8800  
 P.O. BOX 34012, FULLERTON, CA 92834

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Ref: 1-01902-02330-0000 02/19/2005 TID:1-01902-02330 02/19/2005 10:52:42  
-----

Prepared By: First American CREDCO  
12395 First American Way  
Poway, CA 92064-0495  
Contact: 800 637 2422 Fax: 800 237 6526

This report contains information supplied by the repositories named above. Its contents have not been verified by First American CREDCO and may contain duplicate information. While this report is being used for some real estate lending purposes, it is not a Residential Mortgage Credit Report as defined by FNMA, FHLMC, and FHA/VA guidelines.

\*\*\*\*\* END OF INSTANT MERGE REPORT \*\*\*\*\*

End of Credit Report

-----

OWNER'S COPY

## STATE OF OHIO - BUREAU OF MOTOR VEHICLES

ELECTRONIC POA

## REGISTRATION CARD FIRST

APPLICATION NO

TYPE	VEH CLASS	CODE	CODE (1)	TYPE	RESERVE	CODE	REG DATE	LATE	OFFLINE	GVW	APPLICATION NO	
PASSENGER	PC	A						N	N			
WEIGHT	DATE VEH PURCHASED	TAX DIST	AGENCY NO	ISSUE DATE		EXPIRATION DATE		VALIDATION NO		LICENSE NO		
	02/22/05	1614	1851	M 02 D 28 Y 05		M 03 D 20 Y 06		6030716847				
FEE	REFLICO FEE	OWNER NAME				VEH YR	MAKE	TYPE (VEH)	CODE (2)	CODE (3)		
44.00	0.75	GNAC				05	PONT	45	NV	PC		
COUNTY		ADDITIONAL NAME				VEH SERIAL NO		APPLICATION NO				
OLD CU18 NEW CU18						1G2ZG528254						
CITY/TOWNSHIP		OWNER HOME ADDRESS				CODE (4)	CERTIFICATE TITLE NO		SEATING CAP	OLD LIC NO		
CLEVELAND						L						
LOCAL TAX	INSIDE CORP LIMIT?	Y/N	POST OFFICE		STATE	ZIP	RESTRICTION CODE-APV ONLY			TOTAL STATE FEE*		
30.00		Y	CLEVELAND		OH	44128	1 DAY 2 NIGHT 8 DAY			74.75		
IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW?		Y/N	25000 GRT HRTM CORP				EQUIPMENT STANDARDS MET? APV ONLY			OLD APP* NO		
		N					Y/N <input type="checkbox"/> BRAKES <input type="checkbox"/> MUFFLER SYSTEM <input type="checkbox"/>					
HAS THE MOTOR VEHICLE BEING REGISTERED BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION?		Y/N	N N OLWSTED		OR	44070	DEPUTY NAME					
		N					ANNETTE HAYNES					
IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID?		Y/N	Y		ODOMETER READING		DEPUTY TOWN					
		Y			25		SOUTH EUCLID VV					

BMV 3800 Rev 7/02



BARS Document Display2005 G6 - 6CYL SEDAN

PONTIAC/GMC

DIVISION

59U GRANITE METALLIC

/V6G

GENERAL MOTORS CORPORATION

19B EBONY

100 RENAISSANCE CENTER

ORDER NO. HVCHKB/TRE

STOCK NO.

DETROIT

MI 48243-1114

VIN 1G2 ZG52 82 54

VEHICLE INVOICE 2AD50267655

\*\*\*\*\*16\*09706S

MODEL &amp; FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

2ZG69 G6 - 6CYL SEDAN

20675.00

18917.63

INVOICE 02/01/05

AP3 REMOTE VEHICLE STARTER SYSTEM

150.00

133.50

SHIPPED 02/01/05

FE9 50-STATE EMISSIONS

N/C

N/C

EXP I/T 02/08/05

F83 AXLE RATIO 3.05

N/C

N/C

INT COM 02/08/05

JL9 BRAKES, 4-WHEEL DISC ANTILOCK

400.00

356.00

PRC EFF 01/31/05

W/TRACTION CONTROL

KEYS G0341 G0341

LX9 ENGINE, 3.5L V6 SFI

0.00

0.00

WFP-S QTR OPT-1

MX0 4-SPEED AUTOMATIC TRANSMISSION

0.00

0.00

BANK: GMAC - 010

PCH PREMIUM VALUE PACKAGE INCLUDES 2375.00

2113.75

CHG-TO 09-706

\* (4) WHEELS, 16" CAST ALUMINUM

PAINTED

SHIP WT: 3404

\* AM/FM STEREO 6 DISC CD PLAYER

HP: 32.9

(REPLACES STD/OPT/PKG RADIO)

GMS: 21533.68

\* PANORAMIC ROOF, POWER

SUPPLR: 22499.32

PDD CONVENIENCE PACKAGE INCLUDES:

375.00

333.75

MRM: 24830.00

\* MANUAL DRIVERS SEAT LUMBAR

MEMO 1105.25

\* SEATBACK MAP POCKETS

\* POWER SEAT HEIGHT ADJUSTER

\* ADJUSTABLE PEDALS

\* FLOOR MATS

\* CONVENIENCE NET

R6J CUSTOMER DIALOG NETWORK

0.00

16.50

T43 SPOILER

225.00

200.25

VK3 LICENSE PLATE BRACKET, FRONT

5.00

4.45

1SZ 6-CYL, PCH OPTION PKG DISCOUNT 600.00-

534.00-

TOTAL MODEL &amp; OPTIONS

23605.00

21541.83

ACT 231 21458.68

DESTINATION CHARGE

625.00

625.00

H/B 261 708.15

LAM DEALER CONTRIBUTION

59.01

ADV 261 59.01

LAM GROUP CONTRIBUTION

236.05

EXP 65A 236.05

TOTAL

24230.00

22461.89

PAY 310 22461.89

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

21443.61

\*\*\*\*\*  
 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.

JAY PONTIAC-BUICK

REMIT TO GMAC NO. 010

VIN 1G2ZG528254

\$ 22461.89 INV 2AD50267655

DUE 02/08/05 DEALER 09-706

SIS17

## VEHICLE INVOICE



## JAY PONTIAC BUICK

18800 Rockside Road Phone 232-5000  
BEDFORD, OHIO 44146

NICHOLAS KINSEY

SOLD TO G. M. A. C  
ADDRESS 25000 GREAT NORTHERN BLVD  
N OLMSTED OH 44070

DATE 02/19/2005

SALESPERSON

YVONNE OWENS

	YEAR	MAKE	NEW OR USED	STOCK NUMBER	MODEL OR SERIES	VEHICLE IDENTIFICATION NO.	KEY NUMBER						
VEHICLE SOLD	2005	PONTIAC	NEW	51517	G6	1G2ZG528254	60341						
TRADE IN	2003	PONTIAC	USED	51517A	GRAND AM	1G2NE52F230							
<b>INSURANCE COVERAGE INCLUDES</b> <input type="checkbox"/> FIRE AND THEFT <input type="checkbox"/> COLLISION - AMT DEDUCT <input type="checkbox"/> PUBLIC LIABILITY - AMT <input type="checkbox"/> PROPERTY DAMAGE - AMT						SELLING PRICE  SALES TAX LICENSE AND TITLE <b>TOTAL CASH PRICE</b>  FINANCING INSURANCE  <b>TOTAL TIME PRICE</b>  <b>SETTLEMENT</b> DEPOSIT CASH ON DELIVERY TRADE IN \$ _____ LESS LIEN \$ _____ PAYMENTS _____ AT \$ _____ _____ AT \$ _____ <b>TOTAL</b>	25928.93 595.00  577.71  1561.79  25539.85						
<b>OPTIONAL EQUIPMENT AND ACCESSORIES</b> <table border="1"> <thead> <tr> <th>GROUP</th> <th>DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td>FACTORY INSTALLED</td> <td></td> </tr> <tr> <td>DEALER INSTALLED</td> <td></td> </tr> </tbody> </table>						GROUP	DESCRIPTION	FACTORY INSTALLED		DEALER INSTALLED			
GROUP	DESCRIPTION												
FACTORY INSTALLED													
DEALER INSTALLED													

CAPITALIZED  
ACQUISITION

INSURANCE

CAP RED. C

TOTAL CAP C

19:04 FEB 14, 2005

#69070 PAGE: 1/1

# General Motors Acceptance Corporation

Cleveland Business Center  
Cleveland Cincinnati/Dayton Columbus Indianapolis Indianapolis North Toledo Youngstown

February 14, 2005

To All Buick, Cadillac, Chevrolet, Hummer (excluding H1), Pontiac-GMC,  
and Saturn Dealers

Subject GMAC 'D' Tier Supported APR/Lease Rate Opportunity

In an effort to assist GM dealers with additional sales opportunities, GMAC is pleased to offer a unique opportunity for 'D' tier transactions

Effective for retail contracts/lease agreements dated February 14, 2005 through March 31, 2005, 'D' tier transactions that are acceptable for purchase by GMAC will be eligible to receive the S, A, B, C tier rate applicable with the GM incentivized (including Combo) rate program being utilized. All incentivized Retail, SmartLease, and SmartBuy programs with contract/lease agreement dates during this time period are included.

GM Administrative Messages announcing incentivized APR/Lease Rates do not address this GMAC opportunity for 'D' tier transactions.

Please direct any questions to your GMAC Sales Representative

GMAC Sales & Service Team

JAY PONTIAC BUICK

## GMAC SMARTLEASE® Worksheet

Dealership Name

NICHOLAS KINSEY

Lessee Name

 New ☐ Used ☒ Prior Demo ☐ Prior PEP ☐ GM Employee ☐ Low Mileage Lease ☐  
 Monthly ☐ Single ☐ Term (Months) 48 Effective Rate (to be completed by GMAC)

## Maximum Agreed Upon Value of the Vehicle and Residualizable Amount

(Lines 1,2,3 and 5 Apply Only to New Vehicles)

	Agreed Upon Value	Residualizable Amount
1 MSRP from Factory Invoice	\$ 24230.00	\$ 24230.00
A Times Markup Factor	x 1.10	
B Marked Up MSRP	= \$ 26653.00	
2 Preferred Equipment Group Discounts (PEG)		+ \$ 600.00
3 Dealer Installed Options		
A Capitalized and Residualized	+ \$ N/A	+ \$ N/A
B Capitalized Only	+ \$ N/A	
C MSRP of Removed Equipment	- \$ N/A	- \$ N/A
D Total of Dealer Installed Options	= \$ N/A	
4 Maximum Agreed Upon Value (Lines 1B + 3D if New Vehicle, Line R5 or R7 if Used)	= \$ 26653.00	
5 Max Residualizable Amount		= \$ 24830.00

## Net Trade-in Value

6 Gross Trade-in Value	\$ 12619.27
A Less Payoff	- \$ 12619.27
B Net Trade-in Value (Positive or Negative)	= \$ N/A
C Less Amount Used Towards Fees/Taxes/1st Pmt/Sec Dep	- \$ N/A
D Less Amount Allocated To Capitalized Cost Reduction	- \$ N/A
E Amount Retained by Lessee	= \$ N/A

## Capitalized Cost

7 Agreed Upon Value of the Vehicle (Not to Exceed Line 4)	\$ 24684.27
8 GMAC Administrative Fee (if Capitalized)	+ \$ 595.00
9 A Optional Service Contract (if Capitalized)	+ \$ N/A
B Optional Maintenance Contract (if Capitalized)	+ \$ N/A
10 Optional Life Insurance (if Capitalized)	+ \$ N/A
11 Optional Disability Insurance (if Capitalized)	+ \$ 577.71
12 Other amounts Levied at Lease Inception Not Included in Amount Due at Signing or Delivery	
A Title Fees	\$ N/A
B License Fees	+ \$ N/A
C Registration Fees	+ \$ N/A
D Sales/Use Tax	+ \$ 1244.66
E Other Tax (describe)	+ \$ N/A
F Other (describe)	+ \$ N/A
G Total	→ + \$ 1244.66
13 Gross Capitalized Cost	= \$ 27101.64
14 Less Capitalized Cost Reduction	
A Cash	\$ N/A
B Trade-in Value Allocation (Line 6D)	+ \$ N/A
C Other (describe) <u>MPG REBATE</u>	+ \$ 1561.79
D Total Capitalized Cost Reduction	→ - \$ 1561.79
15 Adjusted Capitalized Cost	= \$ 25539.85

## Mileage Factors

	Extra Mileage Calculation	Allowed Mileage
16 Starting Odometer Mileage		25
A Expected Miles to be Driven for Term	- 60000	
B Standard or Low Mileage Allowance for Term	= 60000	+ 60000
C Extra Mileage for Term	= N/A	+ N/A
D Refundable Extra Mileage Cost (per mile)	x \$ N/A	
E Total Refundable Extra Mileage Cost	= \$ N/A	
17 Total Allowed Lease End Odometer Mileage		50025
18 Annual Mileage ((Line 16A - Term) x 12)		15000

## Residual Value

19 Maximum Residualizable Amount (New Vehicles Only, Line 5)	\$ 24830.00
20 Times Residual Percentage (New Vehicle Only)	
Base 44 % + Low Mileage N/A % = x 44 %	
21 Base Residual Value (for Used Vehicles obtain from Line R10 if Certified, Line R12 if Non-Certified)	= \$ 10925.20
22 Less Total Cost for Refundable Extra Miles (Line 16E)	= \$ N/A
23 A Beginning Mileage Adjustment (New Vehicles Only)	= \$ N/A
B Other Factors Affecting Depreciation (describe) <u>N/A</u>	= \$ N/A
24 Residual Value	= \$ 10925.20

## Monthly Payments/Single Periodic Payment (If ID/ WA, Complete R14 - R18 Instead)

25 Base Monthly/Single Periodic Payment	\$ 365.10
A Service Charge	N/A % + \$ N/A
B Total Base Monthly/Single Periodic Payment	= \$ 365.10
26 Additions to Base Monthly/Single Periodic Payment	
A Monthly Sales/Use Tax	N/A % + \$ N/A
B Personal Property Tax	N/A % + \$ N/A
C Other (describe) <u>N/A</u>	N/A % + \$ N/A
27 Total Monthly/Single Periodic Payment	= \$ 365.10
28 Total of Monthly Payments (Line 27 x Term)	= \$ 17524.80

## Depreciation and Other Amortized Amounts

29 Adjusted Capitalized Cost (Line 15)	\$ 25539.85
30 Less Residual Value (Line 24)	= \$ 10925.20
31 Depreciation and Other Amortized Amounts	= \$ 14614.65

## Rent Charge

32 Total Base Monthly/Single Periodic Payment (Line 25B or Line R16)	\$ 365.10
33 Times Number of Periodic Payments	x 48
34 Total Base Monthly/Single Periodic Payments for Lease Term	= \$ 17524.80
35 Less Depreciation and Other Amortized Amounts (Line 31)	= \$ 14614.65
36 Total Rent Charge	= \$ 2910.15

37 Capitalized Cost Reduction

A Cash (Line 14A)	\$	N/A
B Trade-In Allocation (Line 6D)	+	N/A
C Capitalized Cost Reduction Allowance	+	N/A
D College Graduate Allowance	+	N/A
E GM Card Rebate Allocation	+	N/A
F Other (describe) <u>MPG REBATE</u>	+	1561.79
G Other (describe) <u>N/A</u>	+	N/A

38 Total Capitalized Cost Reduction (equal to Line 14D) → = \$ 1561.79

39 First Monthly/Single Periodic Payment (Line 27) + \$ 365.10

40 Refundable Security Deposit + \$ N/A

41 Additional Amounts

A Title Fees	\$	N/A
B License Fees	+	75.00
C Registration Fees	+	N/A
D GMAC Administrative Fee	+	N/A
E Selective Due Date Fee	+	N/A
F Sales/Use Tax	+	124.94
G Offset if Negative Trade Equity (equal to Line 6B)	+	N/A
H Total	→ +	199.94

42 Other (describe) N/A + / - \$ N/A

43 Total Amount Due at Lease Signing or Delivery = \$ 2126.83

**Purchase Option at End of Lease Term**

44 Residual Value (Line 24) = \$ 10925.20

45 Purchase Option Increment + \$ 500.00

46 Purchase Option at End of Lease Term = \$ 11425.20

47 Adjusted Capitalized Cost (Line 15) \$ 25539.85

48 Less Cash Adjustments

A First Monthly/ Single Periodic Payment (Line 39)	\$	<u>365.10</u>
B Refundable Security Deposit (Line 40)	+	N/A
C Total	→	365.10

49 A Other (describe) N/A + / - \$ N/A

B Other (describe) N/A + / - \$ N/A

50 Less GMAC Administrative Fee (Line 8 or 41D) 500 + 365.10 = \$ 865.10

51 Amount Due Dealer 25444.85 = \$ 24579.75

## New Vehicle Beginning Mileage Adjustment if Over 500 Miles

Mileage and Term Parameters		
	Current Series	Prior Model Year
Maximum Term (months)	60	48
Standard Beginning Mileage	0	0
Unadjusted Beginning Miles May Not Exceed	500	500
501 or more	Not Demo or PEP	Enter Actual Odometer Mileage on Line 52A
501 - 7,500	Prior Demo Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Lines 17 and Line 16B on Line 52A
501 - 25,000	Prior PEP/GM Employee Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Line 17 and Line 16B on Line 52A

52 Beginning Mileage Adjustment

A Actual Odometer Mileage		
B Times Beginning Mileage Adjustment Rate	x	N/A
C Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A)	=	N/A

Salesperson YVONNE OWENS Submitted to GMAC 02/19/2005 Time 02/19/2005 Date 02/19/2005 Application Number 3.50

G010KAW

Approved By \_\_\_\_\_ Time \_\_\_\_\_ Date \_\_\_\_\_

Vehicle Description Year 2005 Make PONTIAC Model G6 VIN 1G27G528254

Administrative Message # \_\_\_\_\_

Security Deposit Waiver No ☐ Yes ☒ If Yes, Customer Rate Increase? No ☒ Yes ☐ →

Loyalty Program? No ☐ Yes ☒ If Yes, Authorization # \_\_\_\_\_

Other Reason for Security Deposit Waiver (describe) SIGN & DRIVE

MEMO Program Lease Factor	N/A
Rate Decrement	N/A
Single Payment Lease Decrement	N/A
Dealer Lease Factor	3.95
Security Deposit Waiver	N/A
Federally Tax Exempt	N/A
Other Increment	N/A
Total Lease Factor	3.95

SEE REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS

SEE REVERSE (LINES R14 - R18) FOR WA AND ID SALES TAX EXEMPTION CALCULATIONS

**GMAC SmartCash <sup>SM</sup>**

## TRANSACTION LIST

DEALER NAME: JAY PONTIAC, INC.

**ACCOUNT NUMBER:**

(5) 5000

(2019)

**TRANSACTION TYPES - AMOUNTS DUE GMAC**

**CUSTOMER PAYMENTS/PAYOFFS (EXAMPLES: STANDARD RETAIL, SMARTBUY, FFP)**

CUSTOMER PAYMENTS/PAYOFFS (EXAMPLES: STANDARD RETAIL, SMARTBUY, FTM)					
Vehicle Identification Number	Customer Account Number <small>(SEE CHECK OR STATEMENT)</small>	Customer Name	Amount of Payment		GMAC Use Only
B2NE GF230	[REDACTED]	[REDACTED]	12	6 19 27	
<b>TOTAL (\$)</b>					

3763-

## SMARTLEASE PAYMENTS/BUYOUTS

[illegible]

Authorized Dealer Signature \_\_\_\_\_

Date: 7/6/1

GMAC Approval \_\_\_\_\_

Date: \_\_\_\_\_

# Jay Auto Group

www.jayauto.com



**PONTIAC  
BUICK**



**HONDA**

18800 Rockside Road  
Bedford, OH 44146  
(440) 232-5000

175 Broadway Ave  
Bedford, OH 44146  
(440) 439-1846

TO WHOM IT MAY CONCERN:

I HEREBY AUTHORIZE JAY PONTIAC BUICK TO PAYOFF MY

2003 PONTIAC GRANDAM 1G2NE52F230 [REDACTED]  
YEAR MAKE MODEL VIN NUMBER

FURTHERMORE, I RELEASE ALL INTEREST IN THE AFOREMENTIONED VEHICLE. I FULLY UNDERSTAND THAT SHOULD THE PAY OFF BE HIGHER THAN THIS AMOUNT I WILL PAY THE DIFFERENCE TO JAY PONTIAC, WITHIN 48 HOURS OF NOTIFICATION.

NOTE, PLEASE DISCHARGE THE LIEN AND ALLOW JAY PONTIAC BUICK TO HAVE THE LIEN CANCELED BY THE APPROPRIATE COUNTY. PLEASE MAIL THE TITLE IMMEDIATELY AND DIRECTLY TO JAY PONTIAC BUICK, 18800 ROCKSIDE RD, BEDFORD OHIO 44146 UPON RECEIPT OF THE CHECK.

[REDACTED]  
CUSTOMER SIGNATURE

BANK GMAC

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_

STATE \_\_\_\_\_

ZIP \_\_\_\_\_

BANK PHONE 1-800-260-4622

ACCT # [REDACTED]

PAYOFF AMOUNT 12,619.27

GOOD TILL 2-23-05

DAILY INTEREST 3.93

SPOKE WITH Automated

SALESPERSON Yvonne

**GMAC FINANCIAL SERVICES**

BRANCH NUMBER

CSG NUMBER

DEALER NUMBER

555

693

Business Type ☐ Corp ☐ Part  
☐ LLC ☐ Prop

DATE OF BIRTH (MM/DD/YY)

03/18/85

LAST NAME OR BUSINESS NAME

FIRST NAME

MI

PO BOX NUMBER

CURRENT STREET NUMBER

CURRENT STREET NAME (MAILING ADDRESS)

CITY

STATE

ZIP CODE

CLEVELAND

OH

(AREA CODE)

HOME PHONE

MTG PAYMENT OR RENT

☐ Own ☐ Other  
☐ Rent ☒ Family

19 YRS

MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application)

OCCUPATION

OWNER

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation

(AREA CODE)

BUSINESS PHONE

GROSS ANNUAL INCOME (ALL SOURCES)

TIME EMPLOYED

20,000

1 YRS

MOS

☐ Car☐ Light Truck☐ Med Duty Truck☐ Conversion Van☐ Demo☐ Off-Lease☐ College Grad Plan☐ Lease Loyalty☐ Single Pmt Lease☐ SmartBeginnings☐ Custom Pmt Plan☐ Lease to Retail☐ Finance☐ SmartLease☐ SmartBuy☐ ComTRAC☐ New☐ Used☐ Certified Used☐ AuctionPRODUCT USE ☐ Personal ☐ Commercial

CASH SELLING PRICE

MSRP

TERM

EST PAYMENT

SEC DEP

NET TRADE

(yr)

TRADE-IN

(make)

MILEAGE (thousands)

UPFIT COST

CASH/CAP RED/REBATE

VEHICLE YR

MAKE

CYL

# of UNITS

COST OF CHASSIS

CAP COST OR UNPAID BAL

MODEL CODE

MODEL DESCRIPTION

USED VEHICLE

OPTIONS

☐ W/O Air☐ Sunroof☐ Tape/Disc☐ Cruise☐ Pwr Windows☐ Pwr Seats☐ Leather Seats☐ 4 WD☐ Manual Trans☐ Alum/Wire Wheels☐ TTops☐ Third Door

LAST NAME OR BUSINESS NAME

DATE OF BIRTH (MM/DD/YY)

FIRST NAME

MI

SOCIAL SECURITY NUMBER or (TAX ID #)

PO BOX NUMBER

CURRENT STREET NUMBER

CURRENT STREET NAME (MAILING ADDRESS)

CITY

STATE

ZIP CODE

(AREA CODE)

HOME PHONE

MTG PAYMENT OR RENT

☐ Own ☐ Other  
☐ Rent ☐ Family

TIME AT ADDRESS

MOS

EMPLOYED BY or TYPE OF BUSINESS (if business application)

OCCUPATION

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation

(AREA CODE)

BUSINESS PHONE

GROSS ANNUAL INCOME (ALL SOURCES)

TIME EMPLOYED

This application will be submitted to GMAC (GMAC North America for Ohio Dealers) GMAC Automotive Bank, and C O L Trust (if this is a lease application), all at P O Box 5192 Southfield MI 48086, and (if this is a purchase application) to Nuvel Credit Corp (a GMAC affiliate) at P O Box 242510 Little Rock, AR 72223 so that they may decide whether or not to purchase the transaction

**Your Opt-Out Right** If you want GMAC's and GMAC Automotive Bank's vehicle financing operations not to share non-public personal information about you related to this application with affiliates and non-affiliated third parties, you may opt out of information sharing, that is, you may direct us not to share information (other than as permitted by law) See the GMAC Privacy Notice for more information☐ To opt-out now -- Fill in this circle to opt out of information sharing related to this application with affiliates and nonaffiliated third parties (other than sharing permitted by law) This opt-out covers applicant and any co-applicant

We intend to apply for joint credit Applicant \_\_\_\_\_ Co-Applicant \_\_\_\_\_ (initials only)

See the other side for more information. I certify that (1) I have read and agree to the terms of this application, including terms on the other side, and (2) I have

Applicant's Signature

Date 2/19/2006

Co-Applicant's Signature

Date



**Jay Auto Group**

www.jayauto.com



**PONTIAC  
BUICK**



**HONDA**

18800 Rockside Road  
Bedford, OH 44146  
(440) 232-5000

175 Broadway Ave  
Bedford, OH 44146  
(440) 439-1846

## **Mechanical Service Contract Declination Form**

**I do not wish to purchase a Mechanical Service  
Contract at this time.**

**Customer Signature:** \_\_\_\_\_

**Date:** 02/19/05

**Dealership Authorized**

**Signature:** \_\_\_\_\_

**Date:** 2/19/05

*This form may be reproduced locally.*

## **DISCLOSURE FORM**

### **OPTIONAL CREDIT INSURANCE**

Credit life or credit accident and health insurance is protection for both the buyer and seller.

You are entitled to a copy of the policy or certificate of insurance within thirty days after credit is extended.

You **ARE NOT** required to buy credit life insurance or credit accident and health insurance from any particular company or agent. You may use existing policies if insurance is required as additional security.

If you buy credit life insurance, the proceeds will be used to reduce or pay off your unpaid loan or indebtedness when you die. Any insurance proceeds in excess of the amount required to pay off the loan will be paid to your beneficiary or estate.

READ your policy or certificate **CAREFULLY** for what the policy **DOES NOT** cover. For example: Some policies do not pay disability benefits unless you are disabled for 14 or 30 days or if you have a pre-existing condition. Some policies will not provide coverage if you are over age 65. See the policy for details on these

You may not be eligible for credit accident and health insurance unless you now work at least thirty hours per week.

The customer, debtor or lessee, shall use this mandated disclosure form and shall initial the appropriate boxes below.

By initialing below, the customer, debtor or lessee acknowledges that he has accepted or declined credit life or credit accident and health insurance.

<input type="checkbox"/>	ACCEPTS CREDIT LIFE INSURANCE
<input checked="" type="checkbox"/>	DECLINES CREDIT LIFE INSURANCE
<input type="checkbox"/>	ACCEPTS CREDIT ACCIDENT AND HEALTH INSURANCE
<input type="checkbox"/>	DECLINES CREDIT ACCIDENT AND HEALTH INSURANCE

IT IS THE INTENT OF THIS FORM THAT THE DISCLOSURES ARE EASILY SEEN.

OH-1701 Rev. 2/84



# DISCLOSURE FORM

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You may not be eligible for credit accident and health insurance unless you now work at least thirty hours per week.

The customer, debtor or lessee, shall use this mandated disclosure form and shall initial the appropriate boxes below.

By initialing below, the customer, debtor or lessee acknowledges that he has accepted or declined credit life or credit accident and health insurance.

ACCEPTS CREDIT LIFE INSURANCE

☐

DECLINES CREDIT LIFE INSURANCE

☒

ACCEPTS CREDIT ACCIDENT AND HEALTH INSURANCE

☒

DECLINES CREDIT ACCIDENT AND HEALTH INSURANCE

☐

IT IS THE INTENT OF THIS FORM THAT THE DISCLOSURES ARE EASILY SEEN

OH-1701 Rev. 3/84



# TIRE & WHEEL PROTECTION AGREEMENT

## REGISTERED CUSTOMER INFORMATION

Last [REDACTED] Middle Initial [REDACTED]  
 Street [REDACTED] Apt. No. [REDACTED]  
 City **CLEVELAND** State **OH** Zip [REDACTED]  
 Home [REDACTED] E-mail Address [REDACTED]

## COVERED VEHICLE INFORMATION

Year **2005** Make **PONTIAC** Model **G6**  
 VIN **16276528254** ☒ NEW ☐ USED Odometer Reading **25**  
 Purchase Price or Agreed Upon Value \$ **24684.27**  
 Program Selling Price \$ **299.00**

## DEALER INFORMATION

Dealer Name **JAY PONTIAC BUICK** Dealer No. [REDACTED]  
 Street Address **18800 ROCKSIDE RD.**  
 City **BEDFORD** State **OH** Zip **44146**

Registered Customer whose signature appears below acknowledges that the information contained above is true and accurate. Registered Customer has read and understands the terms and conditions of the Agreement and understands that this is not an insurance policy.

Registered Customer Signature [REDACTED] Date **02/19/05**  
 Dealer Signature [REDACTED] Date **02/19/05**

**THE PURCHASE OF THE TIRE & WHEEL PROTECTION IS NOT A REQUIREMENT FOR THE PURCHASE, LEASE OR FINANCING OF A COVERED VEHICLE**

## TIRE & WHEEL PROTECTION COVERAGE TERM

Please check (X) one box only. ☐ 2 YEARS ☐ 3 YEARS ☒ 4 YEARS ☐ 5 YEARS

**IF NO BOX IS CHECKED (X), MAXIMUM COVERAGE WILL APPLY UNLESS COVERAGE IS DECLINED AS SHOWN BELOW.**

## TERMS AND CONDITIONS ON REVERSE SIDE.

### INSURANCE ADMINISTRATION

This plan is insured for its liability under a Service Contract Reimbursement Insurance Policy issued by Great American Assurance Company. If **WE** do not settle **Your** claims as an administrator within sixty (60) days of **Our** receipt of **Your** proof of loss, you may make a claim directly from **GREAT AMERICAN ASSURANCE COMPANY**, Premier Lease & Loan Services Division at 580 Walnut St., Cincinnati, OH 45202, (800) 280-0352.

### TERMS AND CONDITIONS

This warranty is between the Agreement Holder (You) and Beacon Industries Worldwide, Inc. It provides for the repair or replacement of the listed vehicle's tires which, during the term of this agreement, become unserviceable because of a puncture caused by a road hazard. A road hazard is a condition on a public roadway which should not exist there, such as potholes, nails, glass, etc. The maximum aggregate coverage provided by this contract is \$2,000.00. Contract must be in effect for a minimum of 30 days before coverage becomes effective.

### COVERAGE PERIOD

The term of this Agreement is continuous from the date of sale for a period of time as indicated in the declarations, not to exceed 5 years.

### DECLINATION OF TIRE & WHEEL PROTECTION

☒ I choose NOT to purchase the Tire & Wheel Protection. By not purchasing the Tire & Wheel Protection, I fully understand that in the event my vehicle is involved in a road hazard incident, I am not entitled to any of the Limited Agreement protection provisions under the terms of this Agreement.

Registered Customer Signature [REDACTED] Date **2/19/05**  
 Dealer Signature [REDACTED] Date **2/19/05**  
 Vehicle Service Agreement Company

**Beacon Industries Worldwide, Inc.**

• PO Box 5827, Fort Lauderdale, 33310 •

## TIRE & WHEEL PROTECTION PROGRAM LIMITED AGREEMENT TERMS, CONDITIONS AND CLAIM PROCEDURES

### COVERAGES AND LIMITATIONS OF LIABILITY

**FLATTIRES:** You will be reimbursed for the charges incurred to repair a flat tire caused by a road hazard while operating the vehicle on public streets and in a legal manner.

**TIRE REPLACEMENT:** You will be reimbursed for the costs incurred to replace a tire, if a tire covered by this agreement becomes unrepairable due to a road hazard such as cut, snag, bruise, impact (not collision), tear or puncture. This coverage is valid through the tread life of a tire (down to 3/32") and will be replaced with a tire of the kind, quality and cost of the original tire, not to exceed \$250 per tire. Tire inspection may be required to validate claim approval. Fraudulent Claims will be prosecuted to the fullest extent of the law. **Beacon Industries Worldwide, Inc. will not use remanufactured or used replacement parts.**

**WHEELS (RIMS):** You will be reimbursed for the repair or replacement of wheels rendered unserviceable due to the road hazard failure of a wheel covered under this warranty, not to exceed \$400 per wheel (rim). Wheel inspection may be required for claim approval. **Beacon Industries Worldwide, Inc. will not use remanufactured or used replacement parts.**

**24-HOUR ROADSIDE ASSISTANCE:** In the event of a flat tire or damaged wheel caused by a Road Hazard, call our toll-free number and an emergency hotline will dispatch prompt service to help in changing an inflated spare or to the closest service station.

**EMERGENCY TRAVEL EXPENSE:** We will reimburse you for emergency living expenses up to three (3) days for cost of local lodging and meals not to exceed \$50.00 per day while your vehicle is being repaired provided the disablement results from a Tire & Wheel Road Hazard at least 250 miles from your residence.

**MOUNTING, BALANCING AND TIRE DISPOSAL:** You will be reimbursed for the cost of mounting, balancing, valve stems and tire disposal for any tire replaced under this agreement.

**TAXES:** You will be reimbursed for the cost of local and state taxes, as directed by state agencies.

### CONDITIONS NOT COVERED

This agreement does not cover the following: a) damage incurred outside the United States or Canada, b) vehicles used for commercial purposes, c) damage resulting from off-road use, racing, collision with curb or another vehicle, misuse, abuse, lack of proper maintenance, misalignment, suspension problems, use on a construction site, malicious mischief, vandalism, fire, theft, chain damage, manufacturer defects, driving on tires which are improperly inflated, d) tires and/or wheels which are undersized, oversized, or otherwise not recommended by the manufacturer, e) tires and/or wheels transferred from another vehicle, f) tires and/or wheels when the tires have less than 3/32 inch tread depth remaining, g) tires and/or wheels mounted on vehicles other than on-road use private passenger cars and light duty trucks, motorcycles, and any vehicle exceeding 13,500 lb. gross vehicle weight, h) tires and/or wheels that do not affect their performance or safety, i) damage to tires in either the side wall or tread area due to dry rot, j) replacement covered by a warranty issued by the manufacturer, k) Any tire and wheel damage, which is covered by the contract holder's primary or secondary coverage or any other service contract, l) Any consequential loss or damage whatsoever, including loss, damage or injury to person or property resulting from the failure of any of the parts of the vehicle described herein, the replacement of which are covered under the terms of this contract.

### 24 HOUR ROADSIDE ASSISTANCE

We will dispatch a vehicle as long as this contract is in effect by use of our toll free number (866-378-3488). Please provide the dispatcher with your Registered Customer and Covered Vehicle Information written on the reverse side. This Emergency Hotline will dispatch prompt service to help in changing an inflated spare or to the closest service station (up to \$50 per occurrence) if vehicle is not equipped with a spare tire.

### CLAIMS PROCEDURES

Prior authorization must be received before replacement can be made. Call Claims at 1-888-722-3824 for a claim authorization number and a claim form. Mail to the address listed on the claim form, within thirty (30) days from the purchase date of the covered repairs or replacement of tire and/or wheel, the following:

- A) Copy of this guarantee with the completed claim form
- B) Copy of the replacement tire and/or wheel sales invoice which must document:
  - 1) the tread depth of the damaged tire, xx
  - 2) the damaged tire and/or wheel was not repairable and
  - 3) the damage was not due to a manufacturer's defect.
- C) Copy of invoice for covered repairs and/or road service (up to \$50 per occurrence) if applicable
- D) Copy of buyer's order, insurance policy and service contract if applicable
- E) Any other information reasonably requested

Claims Administrator reserves the right to inspect all damaged tires and/or wheels.

### AGREEMENT HOLDER'S RESPONSIBILITIES:

Proper tire care is necessary to obtain the maximum mileage and wear from a tire. It is YOUR obligation to see that YOUR tire/wheel assemblies are kept in balance and that YOUR tires are operated at the proper inflation pressures. Tires should be checked monthly for proper pressure, signs of dry rot, improper wear, and tread depth less than 3/32". Any conditions that cannot be corrected demands replacement for the safety of the vehicles occupants. Replaced tires are covered for time remaining on the warranty.

### TRANSFER AGREEMENT

This Agreement may be transferred by YOU to a subsequent private purchaser of the identified vehicle for the remainder of the original term (licensed dealers excluded). This Plan is not transferable to another vehicle. To transfer this Plan, YOU must submit to US the following within thirty (30) days from the date of sale:

- A) a letter containing the name and address of the new owner and YOUR authorization to transfer,
- B) a copy of the bill of sale or other evidence showing change in ownership, and
- C) a check for \$40 payable to Beacon Industries Worldwide, Inc. for the transfer fee.

### CANCELLATION BY THE CUSTOMER

This plan may be canceled by YOU at any time. To cancel, YOU must return this Plan to US. If canceled during the first 60 days, YOU will receive a refund of the premium paid, less a fee of up to 5% of the premium paid less claims. After the first 60 days, YOU will receive a refund of the premium paid, less a fee of 10% of the refund amount or \$30, whichever fee is less, less claims. The unearned premium will be payable to YOU or the lienholder, where applicable.

### CANCELLATION BY THE COMPANY AND/OR LIENHOLDER

We may cancel this Plan: 1) If there has been a material misrepresentation or fraud at the time of sale of the Plan, 2) For nonpayment of premium by YOU in which case WE shall provide YOU notice of cancellation by certified mail. The refund will be based upon the months remaining relative to the original Plan and figured on a 100% pro-rated basis. The lienholder will be named on the check when financing had been provided for the Plan's premium. In the event of repossession or total loss, the lienholder may request cancellation of this Plan and shall be the sole named payee.



# Completely Satisfied New Vehicle Delivery System

Vehicle Identification Number

1G1ZC528259

BAC Code

X10003

PDI Date: \_\_\_\_\_ Delivery Date: \_\_\_\_\_ Dealership's hours of operation Sales: \_\_\_\_\_ Service: \_\_\_\_\_

**Pre-Delivery Check** (Sales consultant performs these checks prior to delivery date)

I reviewed the completed GM Pre-Delivery Inspection form, verified that the correct Regular Production Accessories (RPAs) are installed, prepared the Dealer Disclosure of Non-GM Products Used form, inspected the body and paint surfaces for fit and appearance, and confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract)

Completed \_\_\_\_\_ (Initial)

**Consultation at Delivery**

Present all glovebox material including the Owner Manual, warranty information, XM Radio and OnStar literature, if equipped. Emphasize the importance that the customer reviews the material.

- Review Roadside Assistance and Courtesy Transportation procedures
- Provide state required Lemon Law information, if applicable



Remind customer that, in order to better serve them, they will be receiving the Purchase and Delivery Satisfaction Survey, and if applicable, the Service Satisfaction Survey from GM.

- Advise the customer of a potential follow-up call to ensure that they are completely satisfied
- Invite the customer to the next New Owner Orientation, if available

**Vehicle Presentation with Customer**

Review and demonstrate all vehicle features and controls using the Owner Manual and "Getting to Know Your" vehicle guide or other supplemental feature information. Customer understanding of the following features is key to their satisfaction with the vehicle.



Review body and paint to make sure they are clean and damage-free.



Review exterior items, including

- Location of hood latch, prop rod and trunk release, if applicable (Section 5)
- Location and checking procedure for all fluids (oil levels, etc.) (Section 5)
- Fuel filler door and cap operation (Section 5)
- Spare tire removal and jack location (Section 5)
- Remote Keyless Entry and Remote Start operation, if equipped (Section 2)



Review interior to make sure it is clean and damage-free.

- Reset Fuel Economy on DIC, if equipped
- Help the customer set personalized, programmable, and memory functions, including HomeLink, if equipped (Sections 2 & 3)
- Seat, steering wheel, mirror, and power adjustable pedal positioning, if equipped (Sections 1 & 2)
- Climate Control system: automatic, dual zone, and recirculation functions, heated/cooled seats, if equipped (Section 3)
- Audio/Infotainment systems: clock, radio, RDS, XM, CD, DVD, MP3 and Navigation functions, as equipped (Section 3)
- Safety features, safety belts, child restraints and LATCH system (Section 1)
- Inform customer of OnStar benefits and operation, if equipped (Section 2)



Offer orientation drive.

**Service Introduction and Orientation**

Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.

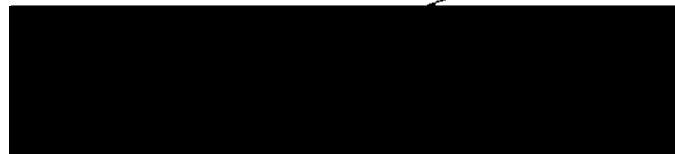
- Present dealership service benefits (e.g., shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
- Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires, etc.)



Explain the GM Oil Life System (as equipped) and the Maintenance Schedule.

- Discuss the initial dealership service and, if requested, offer to schedule the first visit.

The above items were inspected, explained and demonstrated to my complete satisfaction.



*Chonni Owens* 7-19-05  
Salesperson's signature Date

NAME

ADDRESS

CITY

C/RE

STATE

OH

ZIP

HOME PHONE

WORK PHONE

I hereby represent and guarantee the following regarding my 2003 (year) PONTIAC (make),

GRAND AM (model), 26,434 (odometer miles),

1G2NE52F33C (VIN #)

which is being traded in and for which I am receiving consideration:

- 1) Is the mileage on the odometer accurate? Yes ☒ No ☐
- 2) Has the odometer on the vehicle ever been repaired or replaced? Yes ☒ No ☐
- 3) Is the mileage on the odometer in excess of its mechanical limits of (99,000) miles? Yes ☐ No ☒
- 4) Has the vehicle ever been a salvage vehicle? Yes ☐ No ☒
- 5) Has the title to the vehicle ever been branded as a salvage, rebuilt, reconstructed, reconditioned, flood vehicle, or any other verbiage that would indicate the vehicle has been damaged in any way? Yes ☐ No ☒
- 6) Has the vehicle ever been in a flood or flood like condition? Yes ☐ No ☒
- 7) Has the vehicle ever been used as a rental, commercial, police, or taxi vehicle? Yes ☐ No ☒
- 8) Have the air bags ever been repaired, replaced or deployed? Yes ☐ No ☒
- 9) Have you or anyone else ever disconnected, altered, removed or disabled the air bags or lap and shoulder belts so they do not function properly or deploy? Yes ☐ No ☒
- 10) Has the vehicle ever been in an accident? Yes ☐ No ☒
- 11) Does the vehicle have a welded, bent, cracked or repaired frame, chassis, motor block or cylinder heads? Yes ☐ No ☒
- 12) Has the vehicle ever been a manufacturer buy-back "lemon" vehicle? Yes ☐ No ☒
- 13) Has the vehicle emissions or exhaust system ever been removed, disconnected, or modified? Yes ☐ No ☒
- 14) Has the vehicle ever been modified for, or used in any competitive race or competition? Yes ☐ No ☒
- 15) Did you purchase the vehicle from Jay Pontiac-Buick? Yes ☒ No ☐

Date

Salesperson

Customer Signature

ID

Reynolds and Reynolds FO600018 O (06/04)

## ODOMETER DISCLOSURE STATEMENT

FEDERAL LAW (AND STATE LAW IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT

I, [REDACTED] STATE THAT THE ODOMETER  
(TRANSFEROR'S NAME - PRINT)

NOW READS 26434 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED

- ☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS
- ☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS **NOT** THE ACTUAL MILEAGE  
(WARNING - ODOMETER DISCREPANCY)

YEAR <b>2003</b>	MAKE <b>PONTIAC</b>	MODEL <b>GRAND AM</b>
BODY TYPE <b>4 DOOR SEDAN</b>		VEHICLE IDENTIFICATION NUMBER <b>1G2NE52F23C</b> [REDACTED]

TRANSFEROR'S STREET ADDRESS [REDACTED]		
CITY <b>CLEVELAND</b>	STATE <b>OH</b>	ZIP CODE [REDACTED]
TRANSFEROR'S SIGNATURE <i>[Signature]</i>		DATE OF STATEMENT <b>02/19/05</b>
X		
PRINT NAME OF ABOVE SIGNATURE [REDACTED]		

TRANSFEEE'S NAME (PRINT) <b>JAY PONTIAC INC.</b>		
TRANSFEEE'S STREET ADDRESS <b>18800 ROCKSIDE RD.</b>		
CITY <b>BEDFORD</b>	STATE <b>OH</b>	ZIP CODE <b>44146</b>
TRANSFEEE'S SIGNATURE <i>[Signature]</i>		I HEREBY CERTIFY THAT I HAVE RECEIVED A COPY OF THIS ODOMETER DISCLOSURE STATEMENT
X		
PRINT NAME OF ABOVE SIGNATURE <b>JOHN NEIBECKER</b>		



<p>  CATA - OFF </p>	<p>  Title Copy </p>	<p>  Buyers Copy </p>	<p>  Sellers Copy </p>
---	---	--	---

TRANSFEREE'S NAME (PRINT) \_\_\_\_\_  
 JAY PONTIAC INC.  
 TRANSFEREE'S STREET ADDRESS \_\_\_\_\_  
 18800 ROCKSIDE RD.  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE 44142  
 BEDFORD OH  
 TRANSFEREE'S SIGNATURE \_\_\_\_\_  
 I HEREBY CERTIFY THAT I HAVE RECEIVED A COPY OF THE DOCUMENT DISCLOSED STATEMENT  
 PRINT NAME OF ABOVE SIGNATURE \_\_\_\_\_  
 1/17/76 12:50 PM

TRANSFERSOR'S STREET ADDRESS  
[REDACTED]  
CITY  
STATE  
OH  
CLEVELAND  
TRANSFERSOR'S SIGNATURE  
[REDACTED]  
DATE OF STATEMENT  
05/12/02  
PRINT NAME OF ABOVE SIGNATURE  
[REDACTED]

4 DOOR SEDAN	1G8N2SFS3	VEHICLE IDENTIFICATION NUMBER	5003	PONTIAC	BRAND AM	MODEL
BODY TYPE						

(a) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE

(b) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

(c) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED

LOW READING (NO TRADING) MILES AND TO THE BEST OF MY

(TRAFFIC STOP - PRIVATE)

STATE THAT THE ODOMETER

IN A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.  
THE USE OF UNLAWFUL OR UNLAWFUL TO COMPLETE OR PROVIDE  
FEDERAL LAW (AND STATE LAW IF APPLICABLE) REQUIRES THAT YOU STATE THE

DATE OF BIRTH: 1940-01-01

## ODOMETER DISCLOSURE STATEMENT

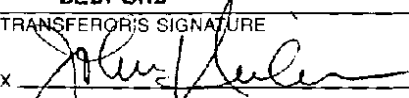
FEDERAL LAW (AND STATE LAW IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT

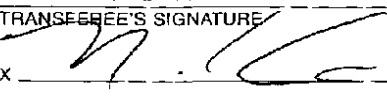
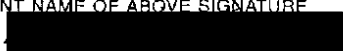
I, JAY PONTIAC BUICK STATE THAT THE ODOMETER  
(TRANSFEROR'S NAME - PRINT)

NOW READS 25 (NO TENTHS) MILES AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

- ☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS
- ☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS **NOT** THE ACTUAL MILEAGE  
(WARNING - ODOMETER DISCREPANCY)

YEAR	MAKE	MODEL
2005	PONTIAC	G6
BODY TYPE	VEHICLE IDENTIFICATION NUMBER	
4DR	1G2ZG528254	

TRANSFEROR'S STREET ADDRESS		
18800 ROCKSIDE RD.		
CITY	STATE	ZIP CODE
BEDFORD	OH	44146
TRANSFEROR'S SIGNATURE		DATE OF STATEMENT
x 		02/19/05
PRINT NAME OF ABOVE SIGNATURE		
LTB HW PERBECQ		

TRANSFeree'S NAME (PRINT)		
GENERAL MOTORS ACCEPTANCE CORP.		
TRANSFeree'S STREET ADDRESS		
25000 GREAT NORTHERN BLVD		
CITY	STATE	ZIP CODE
N OLMSTED	OH	44070
TRANSFeree'S SIGNATURE		I HEREBY CERTIFY THAT I HAVE RECEIVED A COPY OF THIS ODOMETER DISCLOSURE STATEMENT
x 		
PRINT NAME OF ABOVE SIGNATURE		
		

DATA - ONE

Title Copy  
WhiteBuyer's Copy  
YellowSeller's Copy  
Pink

PRINT NAME OF ABOVE SIGNATURE		
X	[REDACTED]	DISCLOSURE STATEMENT RECEIVED A COPY OF THIS DOCUMENT I HEREBY CERTIFY THAT I HAVE
19		44010
CITY	STATE	ZIP CODE
52000 WEST NORTHERN BLVD		
TRANSFEREE'S STREET ADDRESS		
GENERAL MOTORS ACCEPTANCE CORP.		
TRANSFEREE'S NAME (PRINT)		

PRINT NAME OF ABOVE SIGNATURE		
X	[REDACTED]	05/12/02
TRANSFEROR'S SIGNATURE		DATE OF STATEMENT
BEFORE	ON	[REDACTED]
CITY	STATE	ZIP CODE
[REDACTED]		
TRANSFEROR'S STREET ADDRESS		

4DB	5952+1P0130
BODY TYPE	VEHICLE IDENTIFICATION NUMBER
5002	BUICK
YEAR	MODEL

## (BUYER'S - ODOMETER DISCLOSURE)

☐ (S) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE

☐ (D) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING

BELOW NUMBERS ONE OF THE FOLLOWING STATEMENTS IS CHECKED  
KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED  
MILE READING (NO TENTHS) MILES AND TO THE BEST OF MY

52  
(IF APPLICABLE - PRINT)

I, RAY BUICK STATE THAT THE ODOMETER

ING A FALSE STATEMENT MAY RESULT IN FINE \$ 1000 OR IMPRISONMENT  
MILEAGE FROM TRANSFER OF OWNERSHIP FAILURE TO COMPLETE OR PROVIDE  
FEDERAL LAW AND STATE LAW IS APPLICABLE) BEFORE YOU SIGN THE

ODOMETER DISCLOSURE OF ACTUAL



18800 Rockside Road  
**BEDFORD, OHIO 44146**  
(440) 232-5000

DATE				INVOICE NO				STOCK NO		KEY	
02/19/05				11875				51517		I	
SOURCE	100	120	200	VOLUME		I		C	81854	-	
P R I C E O F C A R	DESCRIPTION			COST		A		SALE			
	N/C RETAIL			C		40		25539.85		-	
	N/T RETAIL			C		4				-	
	N/C FLEET			C		41				-	
	N/T FLEET			C		437				-	
	N/C PROTECTION			C		44				-	
				C						-	
				C		44				-	
				C						-	
				C		45				-	
				C						-	
				C						-	
	N/C N/T RETAIL			C		230				-	
	N/C N/T FLEET			C		231				-	
	INVENTORY USED CARS			C		240				-	
N/C TAX			C		324A				-		
N/C N/T FLEET			C		905A		75.00		-		
<div style="display: flex; align-items: center;"> <div style="width: 100px; height: 20px; background: black; margin-right: 10px;"></div> <div style="font-size: 24px; font-weight: bold;">→</div> </div>				CAR DEAL NO.						I	
						300A					
						300B					
						321					
<b>TOTAL CASH PRICE</b>								<b>25614.85</b>			
FINANCING						80					
INSURANCE						80		577.71			
S E T T L E M E N T	<b>TOTAL TIME PRICE</b>								<b>26192.56</b>		
	REBATE						220A		N/A		+
	CASH ON DELIVERY						220A		N/A		+
	MEMO SALES COMM										+
	USED CAR ALLOWANCE PAYMENTS MONTHS DOLLARS								N/A		
	48 365.10 MONTH								17524.80		
<b>TOTAL</b>											
PAY OFF BAL OWING FINANCE CO						220A		12619.27			
WARRANTY						905				-	
FINANCE RECEIVABLE						262				+	
FINANCE CONTRACT						220A				+	
RECONDITIONING-USED CARS RETAIL						647				+	
										+	
COST OF SALES USED CARS RETAIL						646				+	
WARRANTY						300		N/A			
RESERVE INCOME						80		249.84			
CL + OH INCOME						80		298.86			
VALUE OF TRADE						240				+	
STOCK NO										+	

## OPTIONAL EQUIPMENT AND ACCESSORIES

1/26/2006 1:45 PM FROM: Fax TO: 1-866-226-3933 PAGE: 055 OF 055

PAGE: 055 OF 055

by Reynolds and Reynolds



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 26, 2006

Ron Richnavsky – Service Manager  
Jay Pontiac  
18800 Rockside Rd.  
Bedford, OH 44146-2054

Re: [REDACTED]  
Siebel Request: 1-384350305  
2005 Pontiac G6  
VIN # 1G2ZG528254 [REDACTED]

Dear Mr. Richnavsky:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

David Quase  
BRC Customer Relationship Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 57367  
FAX# 866-226-3933

## Motorcars Pontiac

307 Mayfield Rd  
Cleveland Hts., Ohio 44128  
216-331-2552

# Fax

To: Dave Quere From: Bob Barts  
Fax: 866-226-3933 Pages: 6  
Phone: \_\_\_\_\_ Date: 01-25-06  
Re: [REDACTED] CC: \_\_\_\_\_

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

• Comments: \_\_\_\_\_



KEVIN

MOTORCARS

PONTIAC

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*

WARRANTY AND LABOR GUARANTEED FOR THE LESSOR OF 2 MONTHS OR 2,000 MILES, WHICHEVER COMES FIRST, UNLESS OTHERWISE NOTED.

### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ	PREMIUM OIL CHANGE	MI	36.95	01PNZC	"LOF" COUPON SPECIAL	MI	19.95

### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

### SALESPERSON NO.

### SERVICE

### STATE REG#

VEHICLE I.D. NO. <b>1G2ZG528254</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. <b>43683</b>
CUSTOMER NO. <b>14973</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE <b>01/16/06</b>
COLOR <b>GRAY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>929</b>	
TURBO <b>PNZZ</b>	M/MC <b>Y</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>	TRANS <b>A</b>	MILEAGE <b>17,378</b>
RESIDENCE PHONE	BUSINESS PHONE	ADVISOR NO. <b>281</b>	ADVISOR <b>SHANNON</b>		
TIME RECEIVED <b>03:43pm</b>	DATE/TIME PROMISED <b>01/16/06 05:00pm</b>	PRIORITY			
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No					

ORIGINAL CUSTOMER ESTIMATE	PARTS	LABOR	TOTAL
<b>X</b>			
<b>C</b> 01PNZ19			
<b>3000 MILE SERVICE</b>			
CHANGE ENGINE OIL & FILTER, INSTALL KREX ENGINE LUBRICANT, LUBE & INSPECT SUSPENSION, PERFORM SAFETY INSPECTION, TOP OFF FLUID LEVELS			
<b>W</b> 10PNZ			
<b>MISCELLANEOUS</b>			
CUSTOMER STATES VEHICLE IS STALLING			
<b>W</b> 25PNZ			
<b>ELECTRICAL MINOR</b>			
CUSTOMER STATES LOCKS ARE GOING ON AND OFF REPEATEDLY			
<b>W</b> 20PNZ			
<b>RENTAL CAR</b>			
RENTAL			
<b>Mike Sherman 210089011B</b>			
<b>Case 8704560</b>			

ANY DISCREPANCY OF CLAIM ARISING OUT OF OR RELATING TO THIS CONTRACT OR BREACH THEREOF, INCLUDING FRAND AND/OR TRADIN IN THE FUTURE, SHALL BE SETTLED BY ARBITRATION IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE ARBITRATION ASSOCIATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

"Motorcars Pontiac labor charges are based on flat rate hour guides which we have developed. The flat rate hours charged for any specific job may be more or less than the actual clock time required to perform the operation."

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE:

WRITTEN ESTIMATE \_\_\_\_\_  
ORAL ESTIMATE \_\_\_\_\_

I DO NOT REQUEST AN ESTIMATE \_\_\_\_\_

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

☐ DISCARD ☐ INITIAL

ORIGINAL ESTIMATE <b>\$31.45</b>	CUSTOMER'S ACCEPTANCE <b>NA</b>
AUTHORIZED ADDITIONS <b>\$</b>	SIGNATURE <b>NA</b>
	DATE <b>NA</b>
	TIME <b>BY</b>

"DISCLAIMER OF WARRANTIES"  
"All warranties on this vehicle are the manufacturer's. The seller, MOTORCARS PONTIAC, hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and MOTORCARS PONTIAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms. This disclaimer by the seller, MOTORCARS PONTIAC, in no way affects the terms of the manufacturer's warranty."

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

# Tech 325

10376291 FP Model

Mike Glavin Tech Cont # 8704560

✓ Water Intrusion in Door ✓  
Leaking Power Feeds @ Ignition Switch

STRAIGHT TIME (HRS)	FLAT RATE PRICE	P.O. NO.	DATE	TIME ON	TIME OFF
2	5	335	43083	8	1-18-80

Fuel Pressure ~~Fluctuating~~ & Fluctuating  
Dropping at Spec - 50psi - 60psi  
Fuel Pres. Fluctuating Between 65psi - 70psi  
ON Right Turns Vehicle Hesitates  
Rec. Fuel Pump Assy

Test Drive AFTER Assy Performance Restored

Spoke with Customer 1-17-80 Dry Power  
Stalled hard Start. Customer states doesn't  
have more Power Acceleration & Smooth Take off.





WE PROUDLY EMPLOY  
ASE CERTIFIED TECHNICIANS

3077 Mayfield Road • Cleveland Heights, Ohio 44118 • (216) 321-2552

\*\*\*\*\*  
\* PARTS AND LABOR GUARANTEED FOR THE LESSER OF 12 MONTHS OR 12,000 \*  
\* MILES AGAINST DEFECTS AND FAULTY WORKMANSHIP, UNLESS OTHERWISE NOTED. \*  
\*\*\*\*\*

**Castrol GTX** Maximum protection against  
viscosity and thermal breakdown.

CUSTOMER NO.	14973	ADVISOR	SHANNON	TAG NO.	281 929	INVOICE DATE	01/19/06	INVOICE NO.	PNC543683
GARFIELD HEIGHTS, OH		LABOR RATE	LICENSE NO.	MILEAGE	17,378	COLOR	GRAY/	STOCK NO.	
		YEAR / MAKE / MODEL				DELIVERY DATE		DELIVERY MILES	
		05/PONTIAC/G6/4 DOOR SEDAN							
		VEHICLE I.D. NO.				SELLING DEALER NO.		PRODUCTION DATE	
		1 G 2 Z G 5 2 8 2 5 4							
		F.T.E. NO.		P.O. NO.		R.P. DATE		REPRINT# 1	
						01/16/06			
BUSINESS PHONE		COMMENTS							

LABOR & PARTS  
J# 1 01PNZ19 3000 MILE SERVICE TECH(S): 325 15.75  
CHANGE ENGINE OIL & FILTER, INSTALL KREX ENGINE LUBRICANT,  
LUBE & INSPECT SUSPENSION, PERFORM SAFETY INSPECTION,  
TOP OFF FLUID LEVELS  
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25010792	OIL FLTR 1.836 G	5.95	
				JOB # 1 TOTAL PARTS	5.95
				JOB # 1 TOTAL LABOR & PARTS	21.70

J# 2 10PNZ MISCELLANEOUS TECH(S): 325 WARRANTY  
CUSTOMER STATES VEHICLE IS STALLING  
FOUND FUEL PRESSURE FLUTTERING BETWEEN 65PSI-70PSI  
REPLACE FUEL PUMP ASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	10376291	MODULE 3.900 * G		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 25PNZ ELECTRICAL MINOR TECH(S): 325 WARRANTY  
CUSTOMER STATES LOCKS ARE GOING ON AND OFF REPEATEDLY  
CUSTOMER CONCERN NOT DUPLICATED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 20PNZ RENTAL CAR TECH(S): 325 WARRANTY  
RENTAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES					
JOB # 1	1.0	5 QRT MOBIL 10W/30	@	9.100 /UNIT	9.10
JOB # 1	1.0	GASOLINE	@	10.000 /UNIT	10.00
TOTAL - GOG					19.10

COMMENTS  
DELETED OPERATION(S)  
27PNZC DOORS



**WE PROUDLY EMPLOY  
ASE CERTIFIED TECHNICIANS**

**3077 Mayfield Road • Cleveland Heights, Ohio 44118 • (216) 321-2552**

\*\*\*\*\*  
 \* PARTS AND LABOR GUARANTEED FOR THE LESSER OF 12 MONTHS OR 12,000 \*  
 \* MILES AGAINST DEFECTS AND FAULTY WORKMANSHIP UNLESS OTHERWISE NOTED. \*  
 \*\*\*\*\*

**Castrol GTX** Maximum protection against viscosity and thermal breakdown.

CUSTOMER NO. 14973		ADVISOR SHANNON		TAG NO. 281 929		INVOICE DATE 01/19/06		INVOICE NO. PNC543683	
[REDACTED] GARFIELD HEIGHTS, OH		LABOR RATE		LICENSE NO.		MILEAGE 17,378		COLOR GRAY/	
		YEAR / MAKE / MODEL		05/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE		DELIVERY MILES	
		VEHICLE I.D. NO.		1 G 2 Z G 5 2 8 2 5 4 [REDACTED]		SELLING DEALER NO.		PRODUCTION DATE	
RES. [REDACTED]		F.T.E. NO.		P.O. NO.		R.O. DATE 01/16/06		REPRINT# 1	
BUSINESS PHONE		COMMENTS							

```
*****  
**          THANK YOU FOR DOING BUSINESS WITH MOTORCARS          **  
**          PONTIAC OLDSMOBILE                                   **  
*****  
** PLEASE RESPOND COMPLETELY SATISFIED ON ANY                   **  
** SURVEYS YOU RECEIVE OR CONTACT US PERSONALLY                 **  
** SO WE CAN CORRECT ANY CONCERNS YOU MAY HAVE                  **  
** ASK FOR ANY OF US BY NAME                                     **  
** SHANNON LANDI, CASHIER                                       **  
**          * * * * *                                           **  
*****  
** BOB BANKS.SERVICE MANAGER KEN PITMAN ADVISOR                **  
** PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES              **  
** LIMITED LIFETIME SERVICE GUARANTEE                           **  
** APPLIES FOR CUSTOMER PAID REPAIRS ONLY                       **  
*****
```

TOTAL LABOR....	15.75
TOTAL PARTS....	5.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	19.10
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.06

<b>TOTAL INVOICE \$</b>	<b>43.86</b>
-------------------------	--------------

CUSTOMER SIGNATURE

DUPLICATE INVOICE \*\*\*\*\*

## Customer Assistance Request Information Page

CARS Main Page Help

user: bbanks  
bac: 00000116987  
name: MOTORCARS PONTIAC

Detail

Delete

Customer and Vehicle Information							
Request Number:	1-384350305 Information Only						
Customer Name:					Phone Number:		
Street Address:							
City:	GARFIELD HEIGHTS			State:	OH	Zip Code:	
VIN:	1G2ZG528254						
Make:	PONTIAC	Model:	G6	Model Year:	2005	Mileage:	15,323

Claim Information					
Call Type:	VARIOUS PROBLEMS				
File Status:	OPEN	File Create Date:	01/18/2006	File Sent To Dealer:	01/18/2006

Remarks

Work History - First Request Comments	
Date:	12/30/2005
Time:	01:34:56 PM
CUST STS: HIS SALESMAN ADVISED HIM TO CALL CAC BECAUSE HIS CAR IS A LEMON. THE SERVICE DEPT AT THE DEALER - THE DIRECTOR IS RUDE AND THEY CANT DUPLICATE THE PROBLEMS PROBLEMS. NOW THE GAS PEDAL WON'T EVEN ACCELERATE AND CUST DOES NOT WANT TO GO TO THE DEALER ANYMORE. OWNER SPECIFIC: ORIG OWNER? Y PRIMARY DRIVER? Y PERSONAL OR BUSINESS USE? P VEH SPECIFIC: WHERE PURCHASED? DEALER CURRENT APPROX MLG? 15323 EXT SVC PLAN? CONCERN SPECIFIC: CONCERN? HESITATES LACK OF ACCELERATION SUNROOF DOESNT CLOSE RADIO BROKE POWER STEERING HARD TO TURN WHEN 1ST NOTICE CONCERN? FOR A YEAR CUST. SKS: REPURCHASE CRM ADV: ADVISED CUST HE SHOULD TAKE CAR TO ANOTHER DEALER AND GET A 2ND OPINION. LOOKED UP DEALERS AND CUST WILL MAKE APPT AT DEALER CLOSE TO HIS MOTHERS. CUST REFUSED TRANSFER TO DEALER. HE WILL LET CRM KNOW WHEN GOING TO DEALER. CRM ADVISED SR NO, NAME AND EXT AND IF CUST DOES NOT CALL, SHE WILL CALL HIM 2-4 PM ON THURS 1/5 CRM SIGNATURE LINE TWILA MIHAS/CAC/TPA	

Work History - Latest Request Comments	
Date:	01/18/2006
Time:	01:48:21 PM
THE DEALER IS GREAT - EFFICIENT , POLITE FRIENDLY AND HE JUST LOVES THEM. TWILA MIHAS/CAC/TPA	

Detail

Delete

Fax Server

1/26/2006 12:58

PAGE 001/001

Fax Server

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 26, 2006

Ror Richnavsky - Service Manager  
Jay Pontiac  
18800 Rockside Rd.  
Bedford, OH 44146-2054

Re: [REDACTED]  
Siebel Request: 1-384350305  
2005 Pontiac G6  
VIN # 1G2ZG528254 [REDACTED]

Dear Mr. Richnavsky:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

David Quase  
BRC Customer Relationship Manager  
Ph# 800-231-1841, prompt 9, prompt 5, extension 57367  
FAX# 866-226-3933



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000

#572



231420

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/25/05	229948	8193	56	572	C	51PNZ	BODY ELECTRICAL
				572	C	11PNZ	ENGINE MINOR
				572	C	99PNBK8	8 MM REMAINING
				572	C	99PNTIRE8	8/32 TREAD DEPTH
06/13/05	226223	5216	56	99	W	99PNZ7901	ONE DAY WRO RENTAL
				56	W	99PNZ7200	FREIGHT CLAIM

SALESPERSON NO. 547 YVONNE OWENS

## SERVICE

VEHICLE NO. <b>1GZZG528254</b>		YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4DR</b>		PRODUCTION DATE <b>51517</b>	STOCK NO. <b>231420</b>	LICENSE NO. <b>880905</b>	SALE NO. <b>880905</b>
CUSTOMER NO. <b>37635</b>		SERVICE CONTRACT <b>GMPP</b>		DELIVERY DATE <b>02/19/05</b>	DELIVERY MILES <b>25</b>	SELLING DEALER NO. <b>880905</b>	
CITY <b>CLEVELAND, OH</b>		COLOR <b>GRANITE/EBONY</b>		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAB NO. <b>730</b>
TURBO <b>PNZZ</b>	AIR COND <b>P 8</b>	TRANS <b>6</b>	MILEAGE <b>8,698</b>	ADVISOR NO. <b>56</b>	ADVISOR <b>LOUIS MERKER</b>		
I hereby authorize the repair work thereon set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employee may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.							
RECEIVED <b>07:10am</b>		DATE/TIME PROMISED <b>08/09/05 06:00pm</b>		PRIORITY			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		LABOR RATE		<b>KEY DROP</b>			

ORIGINAL CUSTOMER ESTIMATE: TOTAL <b>31.40</b>		ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE		ORIGINAL ESTIMATE \$	CUSTOMER'S ACCEPTANCE INITIAL HERE
<b>1 C* 99PNKREX L.O.F WITH KREX</b> CHANGE ENGINE OIL AND FILTER, COMPLETE LUBRICATION SERVICE TOP OFF ALL FLUIDS AS NECESSARY, INSTALL KREX GRAPHITE ENGINE LUBRICANT, CHECK AND RESET TIRE PRESSURE TO SPECIFICATIONS. PERFORM MULTI-POINT INSPECTION. INCLUDES 120 DAYS OF COMPLIMENTARY NATIONWIDE ROADSIDE ASSISTANCE PLUS ROAD HAZARD TIRE PROTECTION.		WRITTEN ESTIMATE ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE		AUTHORIZED ADDITIONS \$	DATE TIME BY
<b>2 W* 51PNZ BODY ELECTRICAL</b> SUNROOF WILL NOT CLOSE AT TIMES/INSTALL SOP PART		In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.		REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE Parts replaced pursuant to manufacturer's warranty, and core parts are retained by JAY PONTIAC - BUICK for inspection by manufacturer.	
The Seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.		ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.		Service Hours Monday - Friday 7:30 am - 6:00 pm SATURDAY 8:00 am - 4:00 pm Parts Hours Monday - Friday 8:00 am - 5:30 pm SATURDAY 8:00 am - 4:00 pm	
SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.		<b>JAY PONTIAC - BUICK</b> 18800 Rockside Road Phone (440) 232-5000 BEDFORD, OHIO 44146 "COMPLETE CUSTOMER SATISFACTION IS OUR BUSINESS" 231420			



0101J231420

(440)  
232-5000

JAY PONTIAC BUICK 18800 ROCKSIDE RD., BEDFORD, OH 44146

REPAIRS PERFORMED		ESTIMATE OF NEEDED REPAIRS			
JOB#	CAUSE	PART NUMBER	PRICE	LABOR	TOTAL
	LOF				
CORRECTION					
JOB#	CAUSE				
BEFORE ANY REPAIR'S NOTICE RIGHT FRONT SEAT IS SOILED AND RIGHT REAR HEADLINER IS DIRTY					
JOB#	CAUSE				
	8/9/05 Ben Richards SM Edmund A. TECH				
CORRECTION					
JOB#	CAUSE				
	found motor trap In sunroof Replaced Sunroof removed headliner and installed motor for sunroof and reinstalled AND Re initialized				
CORRECTION					
TIME TICKET					
ON					
OFF					
ON					
OFF					
ON					
OFF					

CUSTOMER CALL

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 SPOKE WITH \_\_\_\_\_  
 ESTIMATE \_\_\_\_\_  
☐ LEFT MESSAGE \_\_\_\_\_  
 BY \_\_\_\_\_

SERVICE CONTRACT

CONTRACT # \_\_\_\_\_  
 SPOKE TO \_\_\_\_\_  
 DATE \_\_\_\_\_  
 TIME \_\_\_\_\_  
 AUTH # \_\_\_\_\_  
 AUTH AMOUNT \$ \_\_\_\_\_  
 DEDUCTIBLE \_\_\_\_\_  
 FAX # \_\_\_\_\_  
 PHONE # \_\_\_\_\_

PARTS ORDERED

DATE \_\_\_\_\_  
 TIME \_\_\_\_\_  
 TECH \_\_\_\_\_  
 COUNTER \_\_\_\_\_  
 SHIPPER \_\_\_\_\_  
 PART # \_\_\_\_\_

PARTS RETURNED

DATE 8-9-05 TIME 10:46  
 Senoof  
 Motu



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000

215991



215991

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO

P D I

STATE REG# 3

VEHICLE ID NO <b>1G2ZG528254</b>		YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4DR</b>		PRODUCTION DATE <b>51517</b>	STOCK NO <b>51517</b>	LICENSE NO <b>215991</b>	R O NO <b>215991</b>
JAY PONTIAC INC 18800 ROCKSIDE RD BEDFORD, OHIO 44146		CUSTOMER NO <b>100</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R O DATE <b>02/10/05</b>
mail@jayauto.net		COLOR <b>GRANITE/EBONY</b>	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAQ NO <b>730</b>	
RESIDENCE PHONE		TURBO <b>PNZZ</b>	AIR COND <b>P S</b>	TRANS	MILEAGE <b>2</b>	ADVISOR NO <b>101</b>	ADVISOR <b>FRANK J. LOCKTISH</b>
BUSINESS PHONE <b>440-232-5000</b>		I hereby authorize the repair work therein set forth to be done by you together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither endorse or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle's on streets, highways or elsewhere for the purpose of loading and/or inspecting such vehicle.					
TIME RECEIVED <b>11:57am</b>	DATE/TIME PROMISED <b>02/10/05 06:00pm</b>	PRIORITY					
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE		X <i>Wayne Ford</i>				

ORIGINAL CUSTOMER ESTIMATE. TOTAL  
0.00

X  
75PNZ01 PDI  
PERFORM NEW VEHICLE INSPECTION

ESTIMATE  
(UNDER OHIO LAW) YOU HAVE THE  
RIGHT TO AN ESTIMATE IF THE  
EXPECTED COST OF REPAIRS OR  
SERVICES WILL BE MORE THAN  
TWENTY-FIVE DOLLARS INITIAL  
YOUR CHOICE

WRITTEN  
ESTIMATEORAL  
ESTIMATEI DO NOT REQUEST  
AN ESTIMATEORIGINAL  
ESTIMATECUSTOMER'S  
ACCEPTANCE

INITIAL HERE

AUTHORIZED  
ADDITIONS

DATE

TIME

BY

In the event that you, the customer,  
authorize commencement but do not  
authorize completion of a repair or  
service, a charge will be imposed for  
disassembly, reassembly of partially  
completed work. Such charge will be  
directly related to the actual amount  
of labor or parts involved in the  
inspection, repair or service.

The Seller, JAY PONTIAC - BUICK,  
hereby expressly disclaims all war-  
ranties, either express or implied,  
including any implied warranty of  
merchantability or fitness for a particu-  
lar purpose, and JAY PONTIAC -  
BUICK neither assumes nor author-  
izes any other person to assume for  
it any liability in connection with the  
sale of the parts and/or accessories.

SERVICE WORK PURCHASED IS UNDER  
LIMITED WARRANTY OF 12 MONTHS OR  
12,000 MILES BY THE MANUFACTURER.  
THE TERMS OF THE WARRANTY ARE  
AVAILABLE FOR YOUR INSPECTION.

REPLACED PARTS  
WILL BE RETURNED  
UNLESS  
SPECIFIED OTHERWISE  
DISCARD  
Parts replaced pursuant to  
manufacturer's warranty and  
core parts are retained by  
JAY PONTIAC - BUICK  
for inspection by manufacturer.

ALL PARTS ARE  
NEW OR FACTORY  
REBUILT UNLESS  
SPECIFIED OTHERWISE

Service Hours:  
Monday - Friday  
7:30 am - 6:00 pm  
SATURDAY  
8:00 am - 4:00 pm  
Parts Hours  
Monday - Friday  
8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

## JAY PONTIAC - BUICK

18800 Rockside Road Phone (440) 232-5000  
BEDFORD, OHIO 44146

"COMPLETE CUSTOMER SATISFACTION  
IS OUR BUSINESS"

215991



0101J215991

(440)  
232-5000

**JAY PONTIAC BUICK 18800 ROCKSIDE RD., BEDFORD, OH 44146**

## REPAIRS PERFORMED

### ESTIMATE OF NEEDED REPAIRS

[illegible]

**CUSTOMER CALLED**

DATE \_\_\_\_\_ TIME \_\_\_\_\_

SPOKE WITH \_\_\_\_\_

ESTIMATE \_\_\_\_\_

☐ LEFT MESSAGE \_\_\_\_\_

BY \_\_\_\_\_

## SERVICE CONTRACT

CONTRACT # \_\_\_\_\_

SPOKE TO \_\_\_\_\_

DATE \_\_\_\_\_

TIME \_\_\_\_\_

AUTH # \_\_\_\_\_

AUTH AMOUNT \$ \_\_\_\_\_

DEDUCTIBLE \_\_\_\_\_

FAX 傳 \_\_\_\_\_

PHONE # \_\_\_\_\_

## PARTS ORDERED

DATE \_\_\_\_\_

TIME

TECH

COUNTER \_\_\_\_\_

SHIPPER

PART #

## PARTS RETURNED

DATE \_\_\_\_\_ TIME \_\_\_\_\_



(440)  
232-5000

JAY PONTIAC BUICK 18800 ROCKSIDE RD., BEDFORD, OH 44146

REPAIRS PERFORMED		ESTIMATE OF NEEDED REPAIRS			
JOB#	CAUSE	PART NUMBER	PRICE	LABOR	TOTAL
		15243188			
CORRECTION	#55 - CD Player inop at times Ordered new radio				
JOB#	CAUSE - LOF				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
TIME TICKET					
ON					
OFF					
ON					
OFF					
ON					
OFF					

## CUSTOMER CALLED

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 SPOKE WITH \_\_\_\_\_  
 ESTIMATE \_\_\_\_\_  
☐ LEFT MESSAGE \_\_\_\_\_  
 BY \_\_\_\_\_

## SERVICE CONTRACT

CONTRACT # \_\_\_\_\_  
 SPOKE TO \_\_\_\_\_  
 DATE \_\_\_\_\_  
 TIME \_\_\_\_\_  
 AUTH # \_\_\_\_\_  
 AUTH AMOUNT \$ \_\_\_\_\_  
 DEDUCTIBLE \_\_\_\_\_  
 FAX # \_\_\_\_\_  
 PHONE # \_\_\_\_\_

## PARTS ORDERED

DATE \_\_\_\_\_  
 TIME \_\_\_\_\_  
 TECH \_\_\_\_\_  
 COUNTER \_\_\_\_\_  
 SHIPPER \_\_\_\_\_  
 PART # # 560427 AJR  
 RADIO # 15243188

## PARTS RETURNED

DATE \_\_\_\_\_ TIME \_\_\_\_\_



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000

229948



229948

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/13/05	226223	5216	56	56	W	99PNZ7200	FREIGHT CLAIM
06/02/05	225328	5216	101	99	W	99PNZ7901	ONE DAY WRO RENTAL
				641	W	51PNZ	BODY ELECTRICAL
				641	C	51PNZ01	BODY ELECT CONCERN
				641	C	10PNZ	DRIVEABILITY
04/25/05	222179	3268	527	55	W	85PNZ13	SOUND SYSTEM

SALESPERSON NO. 547 YVONNE OWENS

## S E R V I C E

VEHICLE NO. <b>1G2ZG528254</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4DR</b>	PRODUCTION DATE <b>02/19/05</b>	STOCK NO <b>51517</b>	LICENSE NO <b>229948</b>
CUSTOMER NO. <b>37635</b>	SERVICE CONTRACT <b>CMPP</b>	DELIVERY DATE <b>07/25/05</b>	DELIVERY MILES <b>25</b>	SELLING DEALER NO <b>07/25/05</b>
COLOR <b>GRANITE/EBONY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	LABOR <b>730</b>
TURBO <b>PNZZ</b>	AIR COND <b>P S</b>	TRANS <b>56</b>	MILEAGE <b>8,193</b>	ADVISOR NO <b>36</b>
ADVISOR <b>LOUIS MERKER</b>				
<p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle or articles left therein, in case of fire, theft or other cause beyond your control, that on express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.</p>				
TIME RECEIVED <b>07:42am</b>	DATE/TIME PROMISED <b>07/25/05 06:00pm</b>	PRIORITY	LABOR RATE <b>216-214-7812</b>	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				

ORIGINAL CUSTOMER ESTIMATE	TOTAL <b>0.00</b>	ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
<b>X</b>		WRITTEN ESTIMATE		INITIAL HERE
<b>1 W* 51PNZ BODY ELECTRICAL</b>		ORAL ESTIMATE		DATE
<b>SUN ROOF AT TIMES WILL NOT CLOSE</b>		I DO NOT REQUIRE AN ESTIMATE		TIME
<b>2 W 11PNZ ENGINE MINOR</b>		In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD	BY
<b>REMOTE START AT TIMES WILL NOT START ENGINE</b>		The Seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, other express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.	Parts replaced pursuant to manufacturer's warranty and core parts are retained by JAY PONTIAC - BUICK for inspection by manufacturer.	
		SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	
			Service Hours Monday - Friday 7:30 am - 6:00 pm SATURDAY 8:00 am - 4:00 pm Parts Hours Monday - Friday 8:00 am - 5:30 pm SATURDAY 8:00 am - 4:00 pm	



## JAY PONTIAC - BUICK

18800 Rockside Road Phone (440) 232-5000  
BEDFORD, OHIO 44146

"COMPLETE CUSTOMER SATISFACTION  
IS OUR BUSINESS" 229948

(440)  
232-5000

JAY PONTIAC BUICK 18800 ROCKSIDE RD., BEDFORD, OH 44146

## REPAIRS PERFORMED

## ESTIMATE OF NEEDED REPAIRS

JOB#	CAUSE	PART NUMBER	PRICE	LABOR	TOTAL
	Inspected found motor assembly bad and position switch				
	CORRECTION Ordered motor				
	Target works as designed after window and hard gas tank must be closed				
	CORRECTION - and have to hit lock button make hard chime				
	CAUSE then activate Remote Start				
	Technical Service Advice that after market window that reflects signal with that - 7 sec				
	CAUSE after market tint - disturbs the Remote Start Signal not door lock				
	CORRECTION				
<div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>TIME TICKET</b> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> ON OFF ON OFF ON OFF </div> <div style="text-align: right;"> JUN 25 2:33 </div> </div>					

## CUSTOMER CALL

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
SPOKE WITH \_\_\_\_\_  
ESTIMATE \_\_\_\_\_  
☐ LEFT MESSAGE \_\_\_\_\_  
BY \_\_\_\_\_

## SERVICE CONTRACT

CONTRACT # \_\_\_\_\_  
SPOKE TO \_\_\_\_\_  
DATE \_\_\_\_\_  
TIME \_\_\_\_\_  
AUTH # \_\_\_\_\_  
AUTH AMOUNT \$ \_\_\_\_\_  
DEDUCTIBLE \_\_\_\_\_  
FAX # \_\_\_\_\_  
PHONE # \_\_\_\_\_

## PARTS ORDERED

DATE 7-26-05  
TIME 2:45  
TECH ELLIOTT  
COUNTER Dennis  
SHIPPER CAM  
PART # 22714598

## PARTS RETURNED

DATE \_\_\_\_\_ TIME \_\_\_\_\_



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000

240353



240353

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## REPAIR HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/13/05	234655	9636	101	572 572 572 99	W W C W	10PNZ 99PNY0042 51PNZ 99PNZ7902 99PNKREX 51PNZ	DRIVEABILITY 05548 BODY ELECTRICAL TWO DAY WRO RENTAL LOF WITH KREX BODY ELECTRICAL
10/09/05	231420	8698	56	572 572	C W		

PERSON NO 547 YVONNE OWENS

## SERVICE

VEHICLE NO. 1G2ZG528254		YEAR/MAKE/MODEL 05/PONTIAC/C6/4DR		PRODUCTION DATE	STOCK NO 51517	LICENSE NO	FINO NO 240353
CUSTOMER NO 37635		SERVICE CONTRACT GMPP		DELIVERY DATE 02/19/05	DELIVERY MILES 25	SELLING DEALER NO	R.O. DATE 11/18/05
ADDRESS GARFIELD HTS, OH		CONTRACT NO		EXPIRATION DATE	EXPIRATION MILES	TAB NO 730W	
TURBO	PNZZ	AIR COND	P 8	TRANS	MILEAGE 13,610	ADVISOR NO 56	ADVISOR LOUIS MERKER
<p>I hereby authorize the repair work thereon set forth to be done by you together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle or engine left therein in case of fire theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle</p>							
TIME RECEIVED 07:37am	DATE/TIME PROVIDED 11/18/05 06:00pm	PRIORITY	LABOR RATE				
CELL: 216-214-7812		X					

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

\*\* 99PNZ2109 APPRECIATION/LOF  
OWNER APPRECIATION DAYS COMPLIMENTARY LUBE,OIL & FILTER  
CHANGE AND VEHICLE INSPECTION  
LID FROM 10-21-05 TO 11-30-05 ONLY

45PNZ STEERING/SUSPENSION  
TIMES THE STEERING IS HARD TO TURN LEFT OR RIGHT

WAITER

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE	ORIGINAL ESTIMATE \$	CUSTOMER'S ACCEPTANCE INITIAL HERE
WRITTEN ESTIMATE	AUTHORIZED ADDITIONS	DATE
ORAL ESTIMATE		TIME
I DO NOT REQUEST AN ESTIMATE	\$	BY

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD  
Parts replaced pursuant to manufacturer's warranty and core parts are retained by JAY PONTIAC - BUICK for inspection by manufacturer

The Seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

Service Hours  
Monday - Friday  
7:30 am - 6:00 pm  
SATURDAY  
8:00 am - 4:00 pm  
Parts Hours  
Monday - Friday  
8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

## JAY PONTIAC - BUICK

18800 Rockside Road Phone (440) 232-5000  
BEDFORD, OHIO 44146

"COMPLETE CUSTOMER SATISFACTION IS OUR BUSINESS" 240353



0101J240353

SERVICE FILE COPY

## REPAIRS PERFORMED (617)

## ESTIMATE OF NEEDED REPAIRS

## CUSTOMER CALLED

JOB#	CAUSE	PART NUMBER	PRICE	LABOR	TOTAL
	(1) LOF			.5	
CORRECTION					
	(2) NO WDGS, NO BULLGINS				
TEST DRIVE - FELT LITTLE TIGHT. FOUND TIRES					
ALL AT 19 PSI. FEELS GOOD NOW					
JOB#	CAUSE				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
TIME TICKET					
ON					
OFF					
ON					
OFF					
ON					
OFF					

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 SPOKE WITH \_\_\_\_\_  
 ESTIMATE \_\_\_\_\_  
☐ LEFT MESSAGE \_\_\_\_\_  
 BY \_\_\_\_\_

## SERVICE CONTRACT

CONTRACT # \_\_\_\_\_  
 SPOKE TO \_\_\_\_\_  
 DATE \_\_\_\_\_  
 TIME \_\_\_\_\_  
 AUTH # \_\_\_\_\_  
 AUTH AMOUNT \$ \_\_\_\_\_  
 DEDUCTIBLE \_\_\_\_\_  
 FAX # \_\_\_\_\_  
 PHONE # \_\_\_\_\_

## PARTS ORDERED

DATE \_\_\_\_\_  
 TIME \_\_\_\_\_  
 TECH \_\_\_\_\_  
 COUNTER \_\_\_\_\_  
 SHIPPER \_\_\_\_\_  
 PART # \_\_\_\_\_

## PARTS RETURNED

DATE \_\_\_\_\_ TIME \_\_\_\_\_



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000

234655



234655

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/09/05	231420	8698	56	572	C	99PNKREX	LOF WITH KREX
				572	W	51PNZ	BODY ELECTRICAL
				572	C	99PNBK8	8 MM REMAINING
				572	C	99PNTIRE8	8/32 TREAD DEPTH
07/25/05	229948	8193	56	572	C	51PNZ	BODY ELECTRICAL
				572	C	11PNZ	ENGINE MINOR

SALESPERSON NO. 547 YVONNE OWENS

## SERVICE

VEHICLE NO. <b>1GZZG528254</b>		YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4DR</b>		PRODUCTION DATE	STOCK NO <b>51517</b>	LICENSE NO	R.O. NO <b>234655</b>
CUSTOMER NO. <b>37635</b>		SERVICE CONTRACT <b>GMPP</b>		DELIVERY DATE <b>02/19/05</b>	DELIVERY MILES <b>25</b>	SELLING DEALER NO	B.O. DATE <b>09/13/05</b>
COLOR <b>GRANITE/EBONY</b>		CONTRACT NO		EXPIRATION DATE	EXPIRATION MILES	TAX NO <b>730W</b>	
TURBO <b>PNZZ</b>		AIR COND	P. 8	TRANS	MILEAGE <b>9,636</b>	ADVISOR NO <b>101</b>	ADVISOR <b>FRANK J. LOCKTISH</b>
RECEIVED <b>12:08pm</b>		DATE/TIME PROMISED <b>09/13/05 06:00pm</b>		PRIORITY			
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		LABOR RATE		CELL: 216-214-7812			

I hereby authorize the repair work therein set forth to be done by you together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

ORIGINAL CUSTOMER ESTIMATE: TOTAL <b>0.00</b>		ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE		ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
X <b>#572</b>		WRITTEN ESTIMATE		AUTHORIZED ADDITIONS	INITIAL HERE
1. <b>W 10PNZ DRIVEABILITY</b>		ORAL ESTIMATE			DATE
OWNER STATES THAT ENGINE HESITATES WHEN ATTEMPTING TO ACCELERATE AT TIMES WHEN HOT OR COLD.		I DO NOT REQUEST AN ESTIMATE			TIME
2. <b>W 99PNY0042 TORQUE HARMONIC BALANCER BOLT PER BULLETIN 05548 THIS PROGRAM IS IN EFFECT UNTIL JUNE 2006</b>		In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.		REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD Parts replaced pursuant to manufacturer's warranty and core parts are retained by JAY PONTIAC - BUICK for inspection by manufacturer	
3. <b>W 51PNZ ELECTRICAL</b>		The Seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.		ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE	
4. <b>W 99PNZ7901 ONE DAY W/OUT RENTAL ONE DAY COURTESY RENTAL</b>		SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12 000 MILES BY THE MANUFACTURER THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION		Service Hours Monday - Friday 7 30 am - 6 00 pm SATURDAY 8 00 am - 4 00 pm Parts Hours Monday - Friday 8 00 am - 5 30 pm SATURDAY 8 00 am - 4 00 pm	



0101J234655

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BEDFORD, OHIO 44146

"COMPLETE CUSTOMER SATISFACTION  
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(440)  
232-5000

JAY PONTIAC BUICK 18800 ROCKSIDE RD., BEDFORD, OH 44146

## REPAIRS PERFORMED

## ESTIMATE OF NEEDED REPAIRS

JOB#	CAUSE	PART NUMBER	PRICE	LABOR	TOTAL
1	Hesitation at Stop cold. Hot * Could not duplicate (NO codes) Reflashed Computer for 1-2 shudder - may also be traction control normal				
2	performed recall Retorqued crankshaft bolt				
3	Gear won't shift close 2nd time - Could not duplicate - Resyncronized				
	note with powersteering make sure dial is on the position will not move if not locked into place - and don't flick switch really fast				
TIME TICKET					
ON					
OFF					
ON					
OFF					
ON					
OFF					

## CUSTOMER CALL

DATE \_\_\_\_\_ TIME \_\_\_\_\_

SPOKE WITH \_\_\_\_\_

ESTIMATE \_\_\_\_\_

☐ LEFT MESSAGE \_\_\_\_\_

BY \_\_\_\_\_

## SERVICE CONTRACT

CONTRACT # \_\_\_\_\_

SPOKE TO \_\_\_\_\_

DATE \_\_\_\_\_

TIME \_\_\_\_\_

AUTH # \_\_\_\_\_

AUTH AMOUNT \$ \_\_\_\_\_

DEDUCTIBLE \_\_\_\_\_

FAX # \_\_\_\_\_

PHONE # \_\_\_\_\_

## PARTS ORDERED

DATE \_\_\_\_\_

TIME \_\_\_\_\_

TECH \_\_\_\_\_

COUNTER \_\_\_\_\_

SHIPPER \_\_\_\_\_

PART # \_\_\_\_\_

## PARTS RETURNED

DATE \_\_\_\_\_ TIME \_\_\_\_\_



# JAY PONTIAC - BUICK

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Bedford, Ohio 44146  
(440) 232-5000

222179



222179

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ003	3000 MILE SERVICE	MI					

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/20/05	221829	3092	56	55	W	51PNZ	BODY ELECTRICAL CP Hood
				55	I	99PNLOFF	LOF
				55	C	99PNBK10	10 MM REMAINING
				55	C	99PNTIRE9	9/32 TREAD DEPTH
02/10/05	215991	2	101	55	I	75PNZ01	PDI

SALESPERSON NO. 547 YVONNE OWENS

## S E R V I C E

VEHICLE ID NO <b>1G2ZG528254</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4DR</b>	PRODUCTION DATE <b>51517</b>	STOCK NO <b>222179</b>
CUSTOMER NO <b>37635</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>02/19/05</b>	DELIVERY MILES <b>25</b>
COLOR <b>GRANITE/EBONY</b>	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES
TURBO <b>PNZZ</b>	MMAC <b>PNZZ</b>	AIR COND <b>3.268</b>	P S <b>527</b>
TRANS <b>527</b>	MILEAGE <b>527</b>	ADVISOR NO <b>JOHN HRUBY</b>	ADVISOR <b>JOHN HRUBY</b>
RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein. In case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	
TIME RECEIVED <b>07:46am</b>	DATE/TIME PROMISED <b>04/25/05 06:00pm</b>	PRIORITY	LABOR RATE
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X		

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE

WRITTEN ESTIMATE

ORAL ESTIMATE

I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE

AUTHORIZED ADDITIONS

\$

CUSTOMER'S ACCEPTANCE

INITIAL HERE

DATE

TIME

BY

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

The Seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.

SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

Parts replaced pursuant to manufacturer's warranty and core parts are retained by JAY PONTIAC - BUICK for inspection by manufacturer.

ALL PARTS ARE NEW OR FACTORY REBUILT, UNLESS SPECIFIED OTHERWISE

Service Hours  
Monday - Friday  
7:30 am - 6:00 pm  
SATURDAY  
8:00 am - 4:00 pm  
Parts Hours  
Monday - Friday  
8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

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**JAY PONTIAC BUICK 18800 ROCKSIDE RD., BEDFORD, OH 44146**

REPAIRS PERFORMED			ESTIMATE OF NEEDED REPAIRS			
JOB#	CAUSE		PART NUMBER	PRICE	LABOR	TOTAL
CORRECTION	#55 INSTALL SOP RADIO + Relearn			-U66 -U26 -U77		
JOB#	CAUSE					
CORRECTION						
JOB#	CAUSE					
CORRECTION						
JOB#	CAUSE					
CORRECTION						
TIME TICKET						
ON						
OFF						
ON						
OFF						
ON						
OFF						

**CUSTOMER CALLED**

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
SPOKE WITH \_\_\_\_\_  
ESTIMATE \_\_\_\_\_  
☐ LEFT MESSAGE \_\_\_\_\_  
BY \_\_\_\_\_

## SERVICE CONTRACT

CONTRACT # \_\_\_\_\_  
SPOKE TO \_\_\_\_\_  
DATE \_\_\_\_\_  
TIME \_\_\_\_\_  
AUTH # \_\_\_\_\_  
AUTH AMOUNT \$ \_\_\_\_\_  
DEDUCTIBLE \_\_\_\_\_  
FAX # \_\_\_\_\_  
PHONE # \_\_\_\_\_

## PARTS ORDERED

DATE \_\_\_\_\_  
TIME \_\_\_\_\_  
TECH \_\_\_\_\_  
COUNTER \_\_\_\_\_  
SHIPPER \_\_\_\_\_  
PART # \_\_\_\_\_  
\_\_\_\_\_

## PARTS RETURNED

DATE 4-25-05 TIME 9:00  
 Radio [Signature] C05201 M

CCBY



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		<b>Service Hours:</b> Monday - Friday 7:30 am - 6:00 pm SATURDAY 8:00 am - 4:00 pm	<b>Parts Hours:</b> Monday - Friday 8:00 am - 5:30 pm SATURDAY 8:00 am - 4:00 pm	
		Hours shown does not always reflect total time to complete service.		CUSTOMER SIGNATURE _____
CUSTOMER NO. 37635	ADVISOR LOUIS MERKER	GARD NO. 56	INVOICE DATE 04/20/05	INVOICE NO. PNWS221829
	LABOR RATE	LICENSE NO.	COLOR GRANITE/EBO	STOCK NO. 51517
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR	MILEAGE IN 3092	DELIVERY DATE 02/19/05	DELIVERY MILES 25
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 2 5 4		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		R.O. DATE 04/20/05	
CLEVELAND, OH	COMMENTS			MO: 3092
<b>LABOR &amp; PARTS</b> J# 1 51PNZ BODY ELECTRICAL HOURS: 1.10 TECH(S):55 79.89 CD PLAYER INOP SPECIAL ORDERED CD PLAYER #15243188 <b>PARTS</b> QTY--FP--NUMBER--DESCRIPTION--U/COST--E/COST--U/PRICE JOB # 1 0 RADIO 0 0.00 0.00 0.00 0.00 ** QUANTITY 1 IS SPECIAL ORDERED ** JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 79.89 R/O TAX 0.00 R/O TOTALS 79.89				
<b>WARRANTY CLAIM DETAIL TOTALS</b> CLAIM#..... TOTAL..... 221829 79.89 CLAIM TOTALS 79.89				
APPROVED BY SIGNATURE _____ DCS AUDIT SLIP DCS DATA FILE: GMGMWF.263 04/20/2005 0944 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR # 221829 04/20/2005 1G2ZG528254 6 09706 3092 CUSTOMER NAME; FIRST: MIDDLE: LAST: PHONE;WORK: HOME: LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT. 1 01 0J 79.89 TECH SSN: 6C R0762 1.1 79.89 COMMENTS: CD PLAYER INOP AUTH CODE: AUTH. AUTHOR: SPECIAL O RDERED CD PLAYER #15243188 NA R.O. TOTAL: 79.89				



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		Hours shown does not always reflect total time to complete service.		<b>CUSTOMER SIGNATURE</b>				
CUSTOMER NO. 37635	ADVISOR LOUIS MERKER 56	CARD NO. 730	INVOICE DATE 07/29/05	INVOICE NO. PNWS229948				
	LABOR RATE	LICENSE NO.	MILEAGE IN 8193	COLOR GRANITE/EB0	STOCK NO. 51517			
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR		DELIVERY DATE 02/19/05	DELIVERY MILE 25				
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 2 5 4		SELLING DEALER NO.	PRODUCTION DATE				
	F.T.S. NO.		R.O. DATE 07/25/05					
CLEVELAND, OH	COMMENTS		MO: 8193					
<b>LABOR &amp; PARTS</b>								
J# 1	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
PARTS	0			RADIO	0.00	0.00	0.00	0.00
JOB # 1	0		22714598	MOTOR 14.550	108.32	0.00	151.65	0.00
JOB # 1	0		** QUANTITY 1 IS SPECIAL ORDERED **					
							JOB # 1 TOTAL PARTS	0.00
							JOB # 1 TOTAL LABOR & PARTS	0.00
J# 5+99PNZ7901	ONE DAY WRO RENTAL		HOURS:	TECH(S) :99				0.00
ONE DAY COURTESY RENTAL								
ENTERPRISE								
							JOB # 5 TOTAL LABOR & PARTS	0.00
<b>SUBLET</b>								
JOB # 5	PO#	VEND	INV#	INV DATE	DESCRIPTION			
	124613			07/29/05	RENTAL CAR			59.13
							TOTAL - SUBLET	59.13
							R/O TAX	0.00
							R/O TOTALS	59.13
<b>WARRANTY CLAIM DETAIL TOTALS</b>								
CLAIM#	TOTAL							
229948	59.13							
CLAIM TOTALS	59.13							
<b>APPROVED BY SIGNATURE</b>								
<b>DCS AUDIT SLIP</b>								
DCS DATA FILE: GMGMWF.701								
07/29/2005								
1630								
WARRANTY NEW CLAIM								
RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE	ADVISOR #	
229948	07/25/2005	1G2ZG528254	6	09706	8193			
CUSTOMER NAME: FIRST: LAST: MIDDLE: PHONE: WORK: HOME:								
LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP
1	05		MA				98	Z7902
LN-TOT:	59.13		TECH SSN:	AUTH CODE:		AUTH. AUTHOR:		
COMMENTS: ONE DAY COURTESY RENTAL ENTERPRISE								
							R.O. TOTAL:	59.13



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		<b>Service Hours:</b> Monday - Friday 7:30 am - 6:00 pm SATURDAY 8:00 am - 4:00 pm	<b>Parts Hours:</b> Monday - Friday 8:00 am - 5:30 pm SATURDAY 8:00 am - 4:00 pm	
		Hours shown does not always reflect total time to complete service.		CUSTOMER SIGNATURE _____

CUSTOMER NO. 37635	ADVISOR LOUIS MERKER 56	CARD NO. 730	INVOICE DATE 06/13/05	INVOICE NO. PNWS226223
	LABOR RATE	LICENSER NO.	COLOR GRANITE/EBO	STOCK NO. 51517
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR	MILEAGE IN 5216	DELIVERY DATE 02/19/05	DELIVERY MILE 25
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 2 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		R.O. DATE 06/13/05	
REGIONAL PHONE	BLINDFOLD PHONE	COMMENTS	MO: 5216	

LABOR & PARTS-----			
J# 1 99PNZ7200	FREIGHT CLAIM	HOURS:	TECH(S) :56
	PART OR RO RETURN REQUEST FROM GM		
	GM REQUESTED PART OR RO		
		JOB # 1 TOTAL LABOR & PARTS	14.90
		R/O TAX	0.00
		R/O TOTALS	14.90

## WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#.....	TOTAL.....
226223	14.90
CLAIM TOTALS	14.90

## APPROVED BY SIGNATURE

## DCS AUDIT SLIP-----

DCS DATA FILE: GMGMWF.988  
06/13/2005  
1158

## WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
226223	06/13/2005	1G2ZG528254	6	09706	5216	

CUSTOMER NAME: FIRST:	MIDDLE:
LAST:	PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	F	MD					Z7200	.2		.37	14.53
LN-TOT: 14.90 TECH SSN: AUTH CODE: AUTH. AUTHOR: GM REQUEST												
COMMENTS: PART OR RO RETURN REQUEST FROM GM												
ED PART OR RO												

R.O. TOTAL: 14.90



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CUSTOMER NO. 37635		ADVISOR FRANK J. LOCKTISH 101		CARD NO. 730		INVOICE DATE 06/06/05		INVOICE NO. PNWS225328	
[REDACTED]		LABOR RATE		LICENSE NO.		MILEAGE IN 5216		COLOR GRANITE/EB0	
[REDACTED]		YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR		DELIVERY DATE 02/19/05		STOCK NO. 51517		DELIVERY MILES 25	
[REDACTED]		VEHICLE ID. NO. 1 G 2 Z G 5 2 8 2 5 4		SELLING DEALER NO.		PRODUCTION DATE			
[REDACTED]		F.T.E. NO.		R.O. DATE 06/02/05					
[REDACTED]		COMMENTS						MO: 5219	
<p><b>LABOR &amp; PARTS</b></p> <p>J# 1 99PNZ7901 ONE DAY WRO RENTAL HOURS: TECH(S): 99 35.00</p> <p>ONE DAY COURTESY RENTAL</p> <p>JAY RENTAL #4</p> <p>VIN #2G2ZG548254</p> <p>JOB # 1 TOTAL LABOR &amp; PARTS 35.00</p> <p>J# 2 51PNZ BODY ELECTRICAL HOURS: 1.00 TECH(S): 641 72.63</p> <p>CUSTOMER STATES POWER SUN ROOF WONT CLOSE</p> <p>COULD NOT VERIFY OWNERS CONCERN.</p> <p>INSPECT WIRE HARNESS CONNECTION AT POWER SUNROOF MODULE &amp;</p> <p>CONTROL SWITCH RESECURE &amp; REINITIALIZE POWER SUNROOF MODULE.</p> <p>JOB # 2 TOTAL LABOR &amp; PARTS 72.63</p> <p>R/O TAX 0.00</p> <p>R/O TOTALS 107.63</p>									
<p><b>WARRANTY CLAIM DETAIL TOTALS</b></p> <p>CLAIM#..... TOTAL....</p> <p>225328 107.63</p> <p>CLAIM TOTALS 107.63</p>									
<p>APPROVED BY SIGNATURE</p>									
<p><b>DCS AUDIT SLIP</b></p> <p>DCS DATA FILE: GMGMWF.882</p> <p>06/06/2005 WARRANTY NEW CLAIM</p> <p>0952</p> <p>RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #</p> <p>225328 06/02/2005 1G2ZG528254 6 09706 5216</p> <p>CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: [REDACTED]</p> <p>LAST: [REDACTED] PHONE/WORK: [REDACTED] HOME: [REDACTED]</p> <p>LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.</p> <p>1 02 0J 7L N6646 .5 .5 72.63</p> <p>LN-TOT: 72.63 TECH SSN: [REDACTED] AUTH CODE: E AUTH. AUTHOR: 0090</p> <p>COMMENTS: CUSTOMER STATES POWER SUN ROOF WONT CLOSE COULD NOT VERIFY OWNERS CONCERN.</p> <p>RE HARNESS CONNECTION AT POWER SUNROOF MODULE - CONTROL SWITCH RESECURE</p> <p>LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.</p> <p>2 01 0J 7L Z7901 35.00</p> <p>LN-TOT: 35.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR: [REDACTED]</p> <p>COMMENTS: ONE DAY COURTESY RENTAL JAY RENTAL #4</p> <p>548254 [REDACTED] VIN #2G2ZG 1</p> <p>R.O. TOTAL: 107.63</p>									



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*Plus*  
"COMPLETE CUSTOMER  
SATISFACTION IS OUR BUSINESS"

COMPUTERIZED  
PRICING  
GUIDE  
ESTIMATE  
AVAILABLE  
UPON  
REQUEST

Thank you for bringing your vehicle to Jay Pontiac - Buick for service.

**Service Hours:**  
Monday - Friday  
7:30 am - 6:00 pm  
SATURDAY  
8:00 am - 4:00 pm

**Parts Hours:**  
Monday - Friday  
8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

Hours shown does not always reflect total time to complete service.

The seller, JAY PONTIAC - BUICK, hereby  
expressly disclaims all warranties, either  
express or implied, including any implied  
warranty of merchantability or fitness for a  
particular purpose, and JAY PONTIAC -  
BUICK neither assumes nor authorizes any  
other person to assume for it any liability in  
connection with the sale of the parts and/or  
accessories.  
SERVICE WORK PURCHASED IS UNDER LIM-  
ITED WARRANTY OF 12 MONTHS OR 12,000  
MILES BY THE MANUFACTURER. THE TERMS  
OF THE WARRANTY ARE AVAILABLE FOR  
YOUR INSPECTION.

CUSTOMER SIGNATURE

CUSTOMER NO. 37635	ADVISOR LOUIS MERKER 56	CARD NO. 730	INVOICE DATE 08/09/05	INVOICE NO. PNWS231420
	LABOR RATE	LICENSE NO.	COLOR GRANITE/EBQ	STOCK NO. 5151.7
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR	MILEAGE IN 8698	DELIVERY DATE 02/19/05	DELIVERY MILES 25
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 2 5 4		SELLING DEALER NO.	PRODUCTION DATE
CLEVELAND, OH	F.T.E. NO.		R.O. DATE 08/09/05	
ARRIVAL DATE	COMMENTS			MO: 8698

LABOR & PARTS				
J# 2	SLPNZ	BODY ELECTRICAL	HOURS: 1.90 TECH(S): 572	138.00
SUNROOF WILL NOT CLOSE AT TIMES/INSTALL SOP PART				
REPLACE SUN ROOF MOTOR ASSEMBLY/SHORTING OUT AT TIMES				
PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST-E/COST-U/PRICE
JOB # 2	1	22714598	MOTOR 14.550	108.32 108.32 151.65
JOB # 2 COST TOTAL				108.32
JOB # 2 TOTAL PARTS				151.65
JOB # 2 TOTAL LABOR & PARTS				289.65
R/O TAX				0.00
R/O TOTALS				289.65

## WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	TOTAL....
231420	289.65
CLAIM TOTALS	289.65

APPROVED BY SIGNATURE

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.824  
08/09/2005  
1137  
WARRANTY NEW CLAIM  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
231420 08/09/2005 1G22G528254 6 09706 8698  
CUSTOMER NAME: FIRST: MIDDLE:  
LAST: PHONE; WORK: HOME:  
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 02 QJ 1 22714598 151.65 6C N3360 1.9 138.00  
LN-TOT: 289.65 TECH SSN: AUTH CODE: AUTH. AUTHOR: REPLACE S  
COMMENTS: SUNROOF WILL NOT CLOSE AT TIMES-INSTALL SOP PART  
UN ROOF MOTOR ASSEMBLY-SHORTING OUT AT TIMES  
R.O. TOTAL: 289.65



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



 <b>Goodwrench Service Plus</b> "COMPLETE CUSTOMER SATISFACTION IS OUR BUSINESS"	<b>COMPUTERIZED PRICING GUIDE ESTIMATE AVAILABLE UPON REQUEST</b>	Thank you for bringing your vehicle to Jay Pontiac - Buick for service.		The seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories. SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.
		<b>Service Hours:</b> Monday - Friday 7:30 am - 6:00 pm SATURDAY 8:00 am - 4:00 pm	<b>Parts Hours:</b> Monday - Friday 8:00 am - 5:30 pm SATURDAY 8:00 am - 4:00 pm	
Hours shown does not always reflect total time to complete service.				

CUSTOMER NO. 37635	ADVISOR FRANK J. LOCKTISH 101	CARD NO. 730W	INVOICE DATE 09/15/05	INVOICE NO. PNWS234655
[REDACTED]  GARFIELD HTS, OH [REDACTED]	LABOR RATE	LICENSE NO.	COLOR GRANITE/EBO	STOCK NO. 51517
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4DR		DELIVERY DATE 02/19/05	DELIVERY MILE 25
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 2 5 4 [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
	R. T. F. NO.		R. O. DATE 09/13/05	
REC'D [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENT	MO: 9636	

<b>LABOR &amp; PARTS</b> J# 1 10PNZ DRIVEABILITY HOURS: 0.40 TECH(S):572 OWNER STATES THAT ENGINE HESITATES WHEN ATTEMPTING TO ACCELERATE AT TIMES WHEN HOT OR COLD. DO SCAN TEST. NO CODES. CHECK FUEL PRESSURE OK. FOUND SERVICE BULLETIN FOR UPDATED POWER TRAIN CONTROL MODULE SOFTWARE CALIBRATION.		29.05
J# 2 99PNY0042 05548 HOURS: 0.30 TECH(S):572 TORQUE HARMONIC BALANCER BOLT PER BULLETIN 05548 THIS PROGRAM IS IN EFFECT UNTIL JUNE 30 2006		21.79
J# 4 99PNZ7902 TWO DAY WRO RENTAL HOURS: TECH(S):99 TWO DAY COURTESY RENTAL JAY RENTAL #3 VIN #1G2NE52F14M [REDACTED]		74.00
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>		29.05
<b>JOB # 2 TOTAL LABOR &amp; PARTS</b>		21.79
<b>JOB # 4 TOTAL LABOR &amp; PARTS</b>		74.00
R/O TAX 0.00 R/O TOTALS 124.84		
<b>WARRANTY CLAIM DETAIL TOTALS</b>		
CLAIM#	TOTAL	
234655	124.84	
CLAIM TOTALS	124.84	

APPROVED BY SIGNATURE



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



 <b>Goodwrench Service</b> <i>Plus</i> "COMPLETE CUSTOMER SATISFACTION IS OUR BUSINESS"	<b>COMPUTERIZED PRICING GUIDE ESTIMATE AVAILABLE UPON REQUEST</b>	Thank you for bringing your vehicle to Jay Pontiac - Buick for service.		The seller, JAY PONTIAC - BUICK, hereby expressly disavows all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories. SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.
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Hours shown does not always reflect total time to complete service.				
CUSTOMER NO. <b>37635</b>	ADVISOR <b>FRANK J. LOCKTISH</b>	CARD NO. <b>101</b>	INVOICE DATE <b>09/15/05</b>	INVOICE NO. <b>PNWS234655</b>
[REDACTED]	LABOR RATE	LICENSING NO.	MILEAGE IN <b>9636</b>	COLOR <b>GRANITE/EB0</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / 4DR</b>		DELIVERY DATE <b>02/19/05</b>	STOCK NO. <b>51517</b>
	VEHICLE ID. NO. <b>1 G 2 Z G 5 2 8 2 5 4</b>		DELIVERY MILE <b>25</b>	PRODUCTION DATE
	F.T.E. NO.		SELLING DEALER NO.	R.O. DATE <b>09/13/05</b>
GARFIELD HTS, OH	COMMENT			MO: 9636

## DCS AUDIT SLIP

DCS DATA FILE: GMCWVF.391  
 09/15/2005  
 0844  
 RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
 234655 09/13/2005 1G2ZG528254 6 09706 9636

CUSTOMER NAME; FIRST: [REDACTED] MIDDLE: [REDACTED]  
 LAST: [REDACTED] PHONE; WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	PH						36354	.4			29.05
LN-TOT: 29.05 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: OWNER STATES THAT ENGINE HESITATES WHEN ATTEMPTING TO ACCELED SCAN TE												
ST. NO CODES. CHECK FUEL PRESSURE OK. FOUND SERVICE BULLETIN FOR UPDATSOFTWARE C												
ALIBRATION.												
2	02	MA						Y0042	.3			21.79
LN-TOT: 21.79 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: TORQUE HARMONIC BALANCER BOLT PER BULLETIN 05548												
3	04	PH						27902				74.00
LN-TOT: 74.00 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR: [REDACTED]												
COMMENTS: TWO DAY COURTESY RENTAL JAY RENTAL #3												
52F14M [REDACTED] VIN #1G2NE												
R.O. TOTAL: 124.84												





# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



 <b>Goodwrench Service</b> <i>Plus</i> "COMPLETE CUSTOMER SATISFACTION IS OUR BUSINESS"	<b>COMPUTERIZED PRICING GUIDE ESTIMATE AVAILABLE UPON REQUEST</b>	Thank you for bringing your vehicle to Jay Pontiac - Buick for service.		The seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories. SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.
		<b>Service Hours:</b> Monday - Friday 7:30 am - 6:00 pm SATURDAY 8:00 am - 4:00 pm	<b>Parts Hours:</b> Monday - Friday 8:00 am - 5:30 pm SATURDAY 8:00 am - 4:00 pm	
Hours shown does not always reflect total time to complete service.				

CUSTOMER NO. 37635	ADVISOR LOUIS MERKER	CARD NO. 730W	INVOICE DATE 11/18/05	INVOICE NO. PNWS240353
	LABOR RATE	LICENSE NO. 56	COLO. GRANITE/ERO	STOCK NO. 51517
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR	MILEAGE IN 13610	DELIVERY DATE 02/19/05	DELIVERY MILES 25
	VEHICLE ID. NO. 1G2ZG528254		DELLING DEALER NO.	PRODUCTION DATE
RESIDENT GARFIELD HTS, OH	S.T.F. NO.		R.O. DATE 11/18/05	
COMMENTS				MO: 13610

LABOR & PARTS-----										
J# 1 99PNZ2109		APPRECIATION/LOF		HOURS:		TECH(S):617		10.00		
OWNER APPRECIATION DAYS COMPLIMENTARY LUBE,OIL & FILTER										
CHANGE AND VEHICLE INSPECTION										
VALID FROM 10-21-05 TO 11-30-05 ONLY										
PARTS-----		QTY	FP-NUMBER	DESCRIPTION-----		U/COST	E/COST	U/PRICE		
JOB # 1	1	KREX	LUBRICANT	4.90	4.90	6.86		6.86		
JOB # 1	1	1234	GEN-OILFI	3.85	3.85	5.39		5.39		
JOB # 1	4	12345610	OIL 5W30Q 8.800	1.83	7.32	1.83		7.32		
			EXXON SUPERFLOW							
JOB # 1 COST TOTAL						16.07				
JOB # 1 TOTAL PARTS								19.57		
JOB # 1 TOTAL LABOR & PARTS								29.57		
-----										
MISC-----		CODE	DESCRIPTION-----		CONTROL NO-----					
JOB # 1	CN	COUPON NEW								
JOB # 1	CS	COUPON SERVICE								
						TOTAL - MISC		-4.78		
								-4.79		
								-9.57		
						R/O TAX		0.00		
						R/O TOTALS		20.00		

## WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL....  
240353 20.00  
CLAIM TOTALS 20.00

APPROVED BY SIGNATURE

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.332  
11/18/2005  
0906  
WARRANTY NEW CLAIM  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
240353 11/18/2005 1G2ZG528254 6 09706 13610  
CUSTOMER NAME; FIRST: LAST: MIDDLE: PHONE; WORK: HOME:  
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 MJ 22109 98 22109 20.00  
LN-TOT: 20.00 TECH SSN: AUTH CODE: AUTH. AUTHOR: 1  
COMMENTS: OWNER APPRECIATION DAYS COMPLIMENTARY LUBE, OIL - FILTER CHANL  
R.O. TOTAL: 20.00

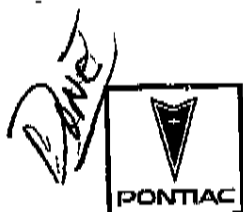


## JAY PONTIAC-BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000



 <b>Goodwrench Service</b> <i>Plus</i> "COMPLETE CUSTOMER SATISFACTION IS OUR BUSINESS"	<b>COMPUTERIZED PRICING GUIDE ESTIMATE AVAILABLE UPON REQUEST</b>	Thank you for bringing your vehicle to Jay Pontiac - Buick for service.  <div style="display: flex; justify-content: space-around;"> <div> <b>Service Hours:</b>            Monday - Friday            7:30 am - 6:00 pm            SATURDAY            8:00 am - 4:00 pm         </div> <div> <b>Parts Hours:</b>            Monday - Friday            8:00 am - 6:30 pm            SATURDAY            8:00 am - 4:00 pm         </div> </div> <p style="font-size: small;">Hours shown does not always reflect total time to complete service.</p>		The seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories. SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 18 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.
CUSTOMER NO. 37635	ADVISOR JOHN HRUBY	CARD NO. 527	INVOICE DATE 04/25/05	INVOICE NO. PNCS222179
	LABOR RATE	LICENSE NO.	MILEAGE IN 3268	COLOR GRANITE/EBO
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4DR			DELIVERY DATE 02/19/05
	VEHICLE ID. NO. 1G2ZG528254			DELIVERY MILE 25
	F.T.E. NO.			PRODUCTION DATE
CLEVELAND, OH	R.O. DATE 04/25/05			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 3268
<b>LABOR &amp; PARTS</b> J# 1 85PNZ13      SOUND SYSTEM      UNITS: 1.00 TECH(S):55 RADIO IS NOT WORKING. DIAGNOSED, FOUND RADIO ASSEMBLY FAILING, REPLACE RADIO AND RECHECK  <div style="text-align: right;">JOB # 1 TOTAL LABOR &amp; PARTS      0.00</div>				<b>WARRANTY</b>
J# 2 99PN10PT      FREE 10PT INSP      UNITS: 0.00 TECH(S):55 CHECK OIL LEVEL, TRANS FLUID LEVEL, COOLANT LEVEL, TIRE WEAR BELTS, HOSES, WIPERS, LIGHTS, BRAKE FLUID, POWERSTEERING, EXHAUST CHECK BRAKE WEAR AND ADVISE PERFORM MULTI-POINT INSPECTION  <div style="text-align: right;">JOB # 2 TOTAL LABOR &amp; PARTS      0.00</div>				
<b>ESTIMATE</b> CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) <b>TOTALS</b>				
*****			TOTAL LABOR....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ] *			TOTAL PARTS....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *			TOTAL SUBLET....	0.00
* [ ] AMER/EXPRESS *			TOTAL G.O.G....	0.00
*****			TOTAL MISC CHG.	0.00
*****			TOTAL MISC DISC	0.00
*****			TOTAL TAX.....	0.00
*****			<b>TOTAL INVOICE \$</b>	<b>0.00</b>
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GM IN NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR "IMMEDIATELY"  *****  ----- CUSTOMER SIGNATURE				



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000

225328



225328

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/25/05	222179	3268	527	55	W	85PNZ13	SOUND SYSTEM
04/20/05	221829	3092	56	55	C	99PN10PT	FREE TOPT INSP
				55	W	51PNZ	BODY ELECTRICAL
				55	I	99PNLOFP	LOF
				55	C	99PNBK10	10 MM REMAINING
				55	C	99PNTIRE9	9/32 TREAD DEPTH

SALESPERSON NO. 547 YVONNE OWENS

## SERVICE

VEHICLE NO. <b>1G2ZG528254</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4DR</b>	PRODUCTION DATE <b>51517</b>	LICENSE NO. <b>225328</b>
CUSTOMER NO. <b>37635</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>02/19/05</b>	DELIVERY MILES <b>25</b>
COLOR <b>GRANITE/EBONY</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TURBO <b>PNZZ</b>	MMIC	AIR COND	P B
TRANS <b>5.216</b>	MILEAGE	ADVISOR NO. <b>101</b>	ADVISOR <b>FRANK J LOGKISH</b>
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material, for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employee may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
RESIDENCE PHONE	BUSINESS PHONE	TIME RECEIVED <b>10 51am</b>	DATE/TIME PROMISED <b>06/02/05 06.00pm</b>
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		LABOR RATE	

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

W \* 99PNZ7901 ONE DAY WRO RENTAL  
ONE DAY COURTESY RENTAL

W \* 51PNZ BODY ELECTRICAL  
CUSTOMER STATES POWER SUN ROOF WONT CLOSE  
Document # 150420

W \* 51PNZ01 BODY ELECT CONCERN  
OWNER STATES THAT RADIO, CD PLAYER, & RADIO DISPLAY  
WERE ALL INOPERATIVE YESTERDAY IS WORKING TODAY.  
Closed

C \* 10PNZ DRIVEABILITY  
OWNER STATES THAT CAR LACKING POWER ON ACCELERATION ON  
FREEWAY.

ESTIMATE  
(UNDER OHIO LAW) YOU HAVE THE  
RIGHT TO AN ESTIMATE IF THE  
EXPECTED COST OF REPAIRS OR  
SERVICES WILL BE MORE THAN  
FIFTY DOLLARS INITIAL  
YOUR CHOICE  
WRITTEN ESTIMATE  
ORAL ESTIMATE  
I DO NOT REQUEST  
AN ESTIMATE

ORIGINAL ESTIMATE  
CUSTOMER'S ACCEPTANCE  
INITIAL HERE  
DATE  
TIME  
BY

In the event that you, the customer,  
authorize commencement but do not  
authorize completion of a repair or  
service, a charge will be imposed for  
disassembly, reassembly of partially  
completed work. Such charge will be  
directly related to the actual amount  
of labor or parts involved in the  
inspection, repair or service.

REPLACED PARTS  
WILL BE RETURNED  
UNLESS  
SPECIFIED OTHERWISE  
DISCARD  
Parts replaced pursuant to  
manufacturer's warranty and  
one parts are retained by  
JAY PONTIAC - BUICK  
for inspection by manufacturer

The Seller, JAY PONTIAC - BUICK,  
expressly disclaims all war-  
ranties, whether express or implied,  
including any implied warranty of  
merchantability or fitness for a partic-  
ular purpose, and JAY PONTIAC -  
BUICK neither assumes nor autho-  
rizes any other person to assume for  
it any liability in connection with the  
sale of the parts and/or accessories.

SERVICE WORK PURCHASED IS UNDER  
LIMITED WARRANTY OF 12 MONTHS OR  
12,000 MILES BY THE MANUFACTURER  
THE TERMS OF THE WARRANTY ARE  
AVAILABLE FOR YOUR INSPECTION

ALL PARTS ARE  
NEW OR FACTORY  
REBUILT UNLESS  
SPECIFIED OTHERWISE

Service Hours  
Monday - Friday  
7:30 am - 6:00 pm  
SATURDAY  
8:00 am - 4:00 pm  
Parts Hours  
Monday - Friday  
8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

## JAY PONTIAC - BUICK

18800 Rockside Road Phone (440) 232-5000  
BEDFORD, OHIO 44146

"COMPLETE CUSTOMER SATISFACTION  
IS OUR BUSINESS"

225328

8225081 Jeremy



0101J225328

SERVICE FILE COPY

Timens

(440)  
232-5000

**JAY PONTIAC BUICK 18800 ROCKSIDE RD., BEDFORD, OH 44146**

### REPAIRS PERFORMED

### ESTIMATE OF NEEDED REPAIRS

REPAIRS PERFORMED		PART NUMBER	PRICE	LABOR	TOTAL
JOB#	CAUSE				
CORRECTION					
JOB# ⑦	CAUSE - Sunroof won't close				
CORRECTION					
JOB# ⑧	CAUSE - Radio cut out @ times				
CORRECTION					
JOB# ⑨	CAUSE - LACKS power on Freeway Accell.				
CORRECTION					
TIME TICKET					
ON					
OFF					
ON					
OFF					
ON					
OFF					

**CUSTOMER CALLED**

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
SPOKE WITH \_\_\_\_\_  
ESTIMATE \_\_\_\_\_  
☐ LEFT MESSAGE \_\_\_\_\_  
BY \_\_\_\_\_

## SERVICE CONTRACT

CONTRACT # \_\_\_\_\_  
SPOKE TO \_\_\_\_\_  
DATE \_\_\_\_\_  
TIME \_\_\_\_\_  
AUTH # \_\_\_\_\_  
AUTH AMOUNT \$ \_\_\_\_\_  
DEDUCTIBLE \_\_\_\_\_  
FAX # \_\_\_\_\_  
PHONE # \_\_\_\_\_

Oct - Jun 23/24

## PARTS ORDERED

DATE \_\_\_\_\_  
TIME \_\_\_\_\_  
TECH \_\_\_\_\_  
COUNTER \_\_\_\_\_  
SHIPPER \_\_\_\_\_  
PART # \_\_\_\_\_

## PARTS RETURNED

DATE \_\_\_\_\_ TIME \_\_\_\_\_

**GM**

# Pre-Delivery Inspection Procedure for Passenger Cars and Light Duty Trucks

Vehicle Identification Number

16226528054

Dealer/BAC Code

209706

Stock # 51517

Repair Order # 215991

For proper fluid levels, fuel usage, equipment operation, specifications and procedures, refer to the appropriate owner manual & service information. Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following

**Initial Preparation:**

- ☒ Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results

AFTER: LF 32 RF 32 LR 32 RR 32

- ☒ Install loosely shipped parts, such as antenna, wheel covers, luggage rack, mirrors and cargo nets (torque as needed)
- ☒ Leave door edge protection and other shipping/storage materials on until customer delivery

**Accessories:**

- ☐ Verify RPO and RPA options
- ☒ Install all accessories, check fit, finish and operation

**Road Test:**

ODOMETER: Before 3 After 6

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable

**During Road Test:**

Drive on a legal roadway with road conditions permitting evaluation of the following

- ☒ Engine Performance Cold start, idle quality
- ☒ HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☒ Radio, cassette and CD player (regular, steering wheel and rear controls)
- ☒ Steering wheel - center position
- ☒ Steering for leads, pulls, vibration at idle, vibration while driving
- ☒ Wipers, delay and washers (front and rear)
- ☒ Brakes for noise, pulls, vibration or shudder at both high and low speeds

- ☐ Unusual wind noise
- ☐ Unusual noises/vibrations
- ☐ Squeaks and rattles
- ☐ Transfer case or TAPshift function (if equipped)
- ☐ Cruise/adaptive cruise (if equipped)
- ☐ OnStar for connectivity (if equipped)
- ☐ Transmission shifter, clutch, noise, shift smoothness
- ☐ Engine performance Hot start, idle quality
- ☒ Check for MIL, SES, SVS, and warning lights

**Under Hood:**

- ☒ Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts

VOLTAGE 12.9

DATE 2-1-05 INITIAL Jm

- ☐ Remote hood release, latch and hood safety latch
- ☐ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☐ Hoses, pipes, fittings, seals, gaskets and plugs for seepage
- ☒ Fluid levels Add as required

**Body/Chassis:**

- ☐ Doors, locks, keys and keyless entry system
- ☐ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☒ Neutral start safety switch (if equipped)
- ☐ Power mirrors (if equipped)
- ☐ Horn
- ☒ Electronic compass/temperature for function Set compass to correct zone (if equipped)

- ☒ Seat belts material, operation and latches
- ☒ Child Comfort Guide - elastic cord visible (if equipped)
- ☐ Removable top/panel, convertible top
- ☐ Displays, gauges and lights (head, driving/fog tail, parking, turning, reverse, running, brake, and hazard)
- ☐ Trunk safety release (if equipped)
- ☐ Fit/function/retention of parts such as bumpers, molding, grille, emblems, doors, deck lid, hood, fuel door and locking cap, tailgate, tire carrier and hatches (if equipped)

**Under Vehicle:**

- ☒ Underbody, drivetrain, suspension, skid plates, exhaust system, lines, linkages and hoses
- ☐ Brake/fuel lines secured in clips
- ☐ Check all fluid systems for leaks

**Final Inspection & Preparation:**

Perform just prior to delivery

- ☐ Interior Remove protective coverings. Clean as required seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install floor mats (if equipped)
- ☐ Thorough exterior wash and dry, check for water leaks
- ☐ Exterior finish Check paint finish for dents, dings, chips, scratches, or blemishes. Repair as necessary
- ☐ Erase all messages on voice recorder (if equipped)
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces

Certification: I certify that this Pre-Delivery Inspection has been completed by

Jim Morris  
Technician (Print Name)

Service Manager (Signature)

Date



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000

226223



226223

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/02/05	225328	5216	101	99 641 641	W W C	99PNZ7901 51PNZ 51PNZD1	ONE DAY WRO RENTAL BODY ELECTRICAL BODY ELECT CONCERN
04/25/05	222179	3268	527	641 55 55	C W C	10PNZ 85PNZ13 99PN1DPT	DRIVEABILITY SOUND SYSTEM FREE 10PT INSP

SALESPERSON NO. 547 YVONNE OWENS

SERVICE

VEHICLE ID NO <b>1G2ZG528254</b>		YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4DR</b>		PRODUCTION DATE <b>51517</b>		LICENSE NO <b>226223</b>	
CUSTOMER NO <b>37635</b>		SERVICE CONTRACT <b>GMPP</b>		DELIVERY DATE <b>02/19/05</b>		DELIVERY MILES <b>25</b>	
COLOR <b>GRANITE/EBONY</b>		CONTRACT NO		EXPIRATION DATE		EXPIRATION MILES	
TURBO <b>PNZZ</b>		M/MC <b>PNZZ</b>		AIR COND <b>PNZZ</b>		TRANS <b>PNZZ</b>	
MILEAGE <b>5,216</b>		ADVISOR NO <b>56</b>		ADVISOR <b>LOUIS MERKER</b>		TAG NO <b>730</b>	
RESIDENCE PHONE <b>CLEVELAND, OH</b>		BUSINESS PHONE		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED <b>11 57am</b>		DATE/TIME PROMISED <b>06/13/05 06 00pm</b>		PRIORITY <b>06 00pm</b>		LABOR RATE	
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		LABOR RATE		X			

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X

1 W \* 99PNZ7200 FREIGHT CLAIM  
PART OR NO RETURN REQUEST FROM GM

ESTIMATE  
(UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE

WRITTEN ESTIMATE

ORAL ESTIMATE

I DO NOT REQUEST AN ESTIMATE

ORIGINAL ESTIMATE

CUSTOMER'S ACCEPTANCE

INITIAL HERE

DATE

TIME

BY

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

The Seller, JAY PONTIAC - BUICK, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JAY PONTIAC - BUICK neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.

SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER. THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD  
Parts replaced pursuant to manufacturer's warranty and core parts are retained by JAY PONTIAC - BUICK for inspection by manufacturer.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

Service Hours  
Monday - Friday  
7:30 am - 6:00 pm  
SATURDAY  
8:00 am - 4:00 pm  
Parts Hours  
Monday - Friday  
8:00 am - 5:30 pm  
SATURDAY  
8:00 am - 4:00 pm

## JAY PONTIAC - BUICK

18800 Rockside Road Phone (440) 232-5000  
BEDFORD, OHIO 44146

"COMPLETE CUSTOMER SATISFACTION  
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226223



0101J226223

(440)  
232-5000**JAY PONTIAC BUICK 18800 ROCKSIDE RD., BEDFORD, OH 44146**

REPAIRS PERFORMED		ESTIMATE OF NEEDED REPAIRS			
JOB#	CAUSE	PART NUMBER	PRICE	LABOR	TOTAL
CORRECTION					
CORRECTION					
JOB#	CAUSE				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
JOB#	CAUSE				
CORRECTION					
TIME TICKET					
ON					
OFF					
ON					
OFF					
ON					
OFF					

**CUSTOMER CALLED**

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 SPOKE WITH \_\_\_\_\_  
 ESTIMATE \_\_\_\_\_  
☐ LEFT MESSAGE \_\_\_\_\_  
 BY \_\_\_\_\_

**SERVICE CONTRACT**

CONTRACT # \_\_\_\_\_  
 SPOKE TO \_\_\_\_\_  
 DATE \_\_\_\_\_  
 TIME \_\_\_\_\_  
 AUTH # \_\_\_\_\_  
 AUTH AMOUNT \$ \_\_\_\_\_  
 DEDUCTIBLE \_\_\_\_\_  
 FAX # \_\_\_\_\_  
 PHONE # \_\_\_\_\_

**PARTS ORDERED**

DATE \_\_\_\_\_  
 TIME \_\_\_\_\_  
 TECH \_\_\_\_\_  
 COUNTER \_\_\_\_\_  
 SHIPPER \_\_\_\_\_  
 PART # \_\_\_\_\_

**PARTS RETURNED**

DATE \_\_\_\_\_ TIME \_\_\_\_\_  
 \_\_\_\_\_



# JAY PONTIAC - BUICK

18800 Rockside Road  
Bedford, Ohio 44146  
(440) 232-5000

221829



221829

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ003	3000 MILE SERVICE	MI		99PNLOFP	LOF	MI	

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/10/05	215991	2	101	55	I	75PNZ01	PDI

SALESPERSON NO. 547 YVONNE OWENS

## SERVICE

VEHICLE ID NO <b>1G2ZG528254</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/4DR</b>	PRODUCTION DATE <b>51517</b>	STOCK NO <b>221829</b>
CUSTOMER NO <b>37635</b>	SERVICE CONTRACT <b>GMPP</b>	DELIVERY DATE <b>02/19/05</b>	DELIVERY MILES <b>25</b>
COLOR <b>GRANITE/EBONY</b>	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES
TURBO <b>PNZZ</b>	M/MC <b>PNZZ</b>	AIR COND <b>PNZZ</b>	P/S <b>PNZZ</b>
TRANS <b>PNZZ</b>	MILEAGE <b>3,092</b>	ADVISOR NO <b>56</b>	ADVISOR <b>LOUIS MERKER</b>
RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss of damage to the above vehicle or articles left therein, in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle	
TIME RECEIVED <b>08:58am</b>	DATE/TIME PROMISED <b>04/20/05 06:00pm</b>	PRIORITY	LABOR RATE
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

ORIGINAL CUSTOMER ESTIMATE: TOTAL <b>0.00</b>	ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE  WRITTEN ESTIMATE  ORAL ESTIMATE  I DO NOT REQUEST AN ESTIMATE	ORIGINAL ESTIMATE \$ AUTHORIZED ADDITIONS \$ DATE TIME BY	CUSTOMER'S ACCEPTANCE INITIAL HERE DATE TIME BY
1. W. 51PNZ BODY ELECTRICAL CD PLAYER INOP			
2. 99PNLOFP LOF CHANGE OIL FILTER, OIL & LUBE CHASSIS, TOP OFF ALL FLUIDS, CHECK TIRE PRESSURE AND INSPECT BELTS			

**WAITER WAIT**

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BEDFORD, OHIO 44146

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