

## **Service Satisfaction Survey**

		lease make telephone	-		our name,	address,	
Dis	ssa <u>tisfied Cus</u> tomer -						
	San Jose CA	ome telepho	one:				
		hange to: (	) _	· ·-			
_	INFORMATION Redacted P	URSUA					
	information act (cords indicate that you had your 2005 G6 serviced at Capitol Pontiac on	January 16	, <b>2006</b> . Ot	ur goal is fo	r you to be	completely	
very im	e take a few minutes to complete both sides of this questionnaire about of portant to us and will be used to direct our continued efforts toward most s privacy policy, please visit our website at www.gm.com/privacy or call	eting the high	nest exped	tations of	our custom		
Thank	you for having your vehicle serviced at Capitol Pontiac.						
			Sincerely				
			Charles	とー ナ F. Ugolino	- Ugu		
				of Operation	ons		
	Instructions						
	Please use a dark pen or pencil (preferably black	ck) when fill	ling out th	nis survey			
	Please check this box if you no longer own/lease this 2005	G6, and re	eturn the	questionn	aire.		
**PL	EASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SER	VICE ON JA	ANUARY	16, 2006, (	COMPLETE	THIS SU	RVEY.**
	About Your Po	ntiac Deal	ership's	Service I	Departme	nt	<del>-</del>
		Completely	Vone	<del>'</del>	Somewhat	Not At All	
1.	How satisfied were you with the convenience of the Service	Satisfied	Very Satisfied	Satisfied	Satisfied	Satisfied	-
	Department's hours?						
				Does Not	Don't		
2.	Were services available to you on both an appointment and	Yes	No	Required	Know		
	non-appointment basis?						
3.	When arriving for service, were you greeted promptly?	. yeu					
		Completely	Very		Somewhat	Not At All	
4.	How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?	Satistrad	Satisfied	Satisfied	Satisfied	Satisfied	
			_	_	_	_	
	About Your Service Consultant/Ad	visor	•	<del></del> -			
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	How satisfied were you that your Service Consultant took enough time	e 🗸					
	to thoroughly understand your service request?	. /	ш			Ш	
				Does Not Apply/Not	Don't		
		Yes	No .	Required	Know		
6.	Were you offered transportation options?	. 🔊					
		Completely	Very		Somewhat	Not At All	Does Not Apply/Not
7.	How satisfied were you that you were kept informed about the status of	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Required
-	your service request?	. 791	. 🗆				
		/ V	i.	No Time Promised			
8.	Was your vehicle ready by the original time promised?	. <b>\</b> ₩\	<b>№</b>	Promised			
<b>J</b> .	The year terms ready by the original time promised:		_				

Please complete other side

	About Your Service Consultant/Advisor - contin	nuea				
9.	How satisfied were you with the explanation you were given of all	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	services performed?					
10.	Overall, how satisfied were you with your Service Consultant?	170				
			Abo	out Service	ce Deliver	У
		Completely	Very		Somewhat	Not At All
11.	When you picked your vehicle up, how satisfied were you with:	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied
	- The time it took to complete the transaction?	20				
	- The ease of getting your vehicle?	\ <u></u> \				
	The condition in which it was returned?	Yes	. No	Ц	Ш	Ц
12.	Were ALL of your service concerns corrected on this service visit		X			
	IF NO, why not? (check all that apply)	_	, /			
	☐ Condition explained - repair not necessary	Parts not a	vailable	~	)	
		I declined t	-	Fin	Harry	unabla
		Other (plea Don't know	-	1) <del>-   (AL)</del> L	CIVI Y	oli part
	☐ Service Department was too busy			70	suff	ry pur
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Rot At All Satisfied
13.	How satisfied are you that your vehicle was fixed right on this service visit?					
		Yes	No		•	
14.	Were you given a copy of the completed repair order/invoice?	. 70		Don't Know	1	
15.		Yes	No	Not Sure	•	
	satisfaction with the dealership's service?		П			
	Summing Up Your Experience	ce				
	çî.	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16.	Based on this service visit, overall, how satisfied are you with Capitol Pontiac?	×				
		Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17.	Would you recommend this dealership for service?	ZZ.				
		Completely	Very		Somewhay	Not At All
18.	Overall, how satisfied are you	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied
	with your 2005 G6?	LJ	Ц		4	
19.	Are you					
	$\mathcal{L}_{\sim}$					
20.	Your age Under 25 25 - 34 1 35 - 44	□ 45	5 - 54	□ 55 ·	- 64 [	☐ 65 or older
21.	May we include your name when providing this survey information to yo	our dealersh	ip?	Y S	_	No.
22	Do you have any other comments/recommendations/about Gapitol Pon	tiac?			//	
۵۷.	Not hopen in VMY Venicle	num	esol	18 B	rable	mwit
_	In still left Whoken	DATT	5	Wal	TING	Thronthe
7	FOT PATT TO A CONCE	- 70	tall	411	reas	onable.
J	encourage you to first contact your dealer. If fur	ther assis	tance jš .	required	, please c	call the
- /-	Pontiac Customer Assistance Co	enter: 1-86	00-76 <b>2-2</b> :	737		
X	IN addition-I am extr	emel	y u	nsaz	454	Per 14/939A
	Your opinions will help us	serve vo	J hetter	011	Am	as y I'll
	Please return this questionnaire in the self-add	_		- (	870n	res service
	PONTIAC, P.O. BOX 10054, TOL				ot	7M (STPORATION
1G:	2ZG5281541 12164				(	ustomer
022	2603064340 4084456765 326268 0582				006435	Relation 5%

December 2, 2010

(REDACTED) (REDACTED) San Jose, CA (REDACTED)

Service request: 1-391444145

Vehicle Identification Number: 1G2ZG528154XXXXXX Customer Relationship Manager: David McWhorter

Dear (REDACTED):

Thank you for allowing us the opportunity to review the product allegation involving your 2005 Pontiac G6. Unfortunately, our attempts to reach you by phone on May 23<sup>rd</sup>, May 25<sup>th</sup>, and May 26<sup>th</sup> were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days. You can reach me at 1-800-231-1841, extension 11168 for further review.

Sincerely,

**General Motors Corporation** 

PA0005T

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

December 2, 2010

(REDACTED) (REDACTED) San Jose, CA (REDACTED)

Service Request: 1-391444145

Customer Relationship Manager: Vicky Smith

Dear (REDACTED):

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

To help us review your request in a timely manner, please contact me at 1-866-932-4368 extension 35336 on Monday, Tuesday and Friday during the hours of 10:30a.m.to 9:00p.m., and Saturday during the hours of 8:00a.m to 6:00p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

Pontiac Division General Motors Corporation (REDACTED) (REDACTED) San Jose, CA (REDACTED)

Service Request: 1-391444145

Customer Relationship Manager: Jeff Bird

Dear (REDACTED):

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division General Motors Corporation

## electronic Preliminary Repurchase Authorization (ePRA)

(**To go from field to field, use the <b>TAB KEY</b> )
1.Date (mm/dd/yyyy): 06/01/2006
2.Customer Name: (Redacted)
3.Customer Address: (Redacted)
4.Customer City, State, and Zip: San Jose, Ca (Redacted)
5.Primary Customer Phone #: <u>(redacted)</u> <u>Work</u>
6.Additional Customer Phone #: <u>(redacted)</u> Home
7.Customer fax #:
8. Cust Drivers Licenses #
9. State tax % rate
Customer Vehicle Information
10.Year/Make/Model: 2005 Pontiac G6
11.VIN (17 Digits): 1G2ZG528154XXXXXX 12.Current Mileage: 27,000
13.Purchased: <u>NEW</u>
Detail your agreement with the Dealer and Customer on the following items:
Dealership that will handle entire transaction:
14.Dealership Name: <u>Steven Creek Buick-GMC</u>
15. Dealership Phone #: 408.983.5300
16.Dealership Contact Name and TITLE: Service Manager Alfred Shahgholian
17. Dealership Contact Phone # (if different than Dealership #):
18. Dealership Contact Fax # 408.249.5796
19.Dealership BAC: <u>163372</u> Region: Western
20.What GOODWILL TOOLS were offered?
Maintenance Letter American Express Check
Owner Loyalty Certificate  Other  NOTHING OFFERED
21.Was a <b>TRADE</b> Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why? <u>AVM's suggestion to do a lease termination. Cst was</u>
no receptive to trade repurchase.
TO TOOOPING TO TRACE TO CONTROL TO
TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: <u>1-391444145</u> 24.TAC Case Number: <u>8935715</u>
25.If no TAC number, Explain:
26.Reason for Repurchase (Include specific mechanical failure): Rattle/knocking noise from
steering column.
<del></del>
27.This case was resolved by: Field Decision working with open case in Tampa ADR
28. Does this vehicle meet the presumption of Lemon Law in applicable state? NO
29. Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit
account # or 10 authorization code).
30.Type of TRANSACTION? <u>LEASE (STRAIGHT) REPURCHASE</u>
31.Vehicle Damage (explain what damage is present and who is responsible): None
· ,
32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE
PROCESSED WITHOUT THIS INFORMATION:
33.New Vehicle Year/Make/Model:
34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):
OF the and /Demons of affects Assessed
35. <u>Usage/Depreciation Amount:</u> (Standard Llegge Formula – Current milegge/100 000 <i>multiplied</i> by purebase price: **NOTE: This may yarv by

(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: <u>Mileage at time of first repair (21,411) was used, minus 57 miles that were on the veh before cst purchase.</u> 21,354 miles/120,000 multipled by purchase price (\$25,443.00) = \$4527.58.

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

37.Lease Termination Terms: <u>Cst has agreed to terminate lease</u>. <u>GM will pay off lien holder and cst will receive down payment of \$799.99 (which includes 1st payment and collateral fees)</u>, \$300 down payment minus usage.

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.) Explain: All (100%)

39.I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

\*NO Rebates are to be applied to the replacement vehicle

\*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: None

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 06/01/2006

42. Authorizer Name: Mark Erwin

43.GM Position: AVM

44. VoiceMail Node: <u>80509</u> Mailbox Number: <u>58653</u>

45.Email Address:

Save this document using the customers last name plus the last 8 of the VIN as the Filename. Attach this saved file to a Lotus Notes document and E-mail this ePRA to <a href="mailto:ePRA@GMExpert.com">ePRA@GMExpert.com</a> Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

14:41 JUN 08, 2006 FAX NO: 1800-200-4622 #901911 PAGE: 1/2

# **GMAC**

To:

Company: 085-9069-45433

Fax Number: 9,1,8664803634

Phone Number:

From: Angie M. Shearer

Phone Number 1-800-200-4622

Time Sent: Thursday, Jun 8, 2006 02:41PM

Pages: 2

Description:

Copy of title for Gina Hawkins Account number 085 9069 45433

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

) PROPERLY RELEASE YOUR LIABILIT SECTIONS A-J MUST BE COMPLETED II				CTIONS ON REVERSE USE BLACK OR BLUE	
		NOTICE RELE	OF TRA	NSFER AND LIABILITY	
NEW OWNER'S LAST NAME (OR) COMPANY NAME	FIRST	MAI	L THIS FOR	M TO DMV	
NEW OWNER'S ADDRESS	STATE ZIP CODE	A	PT NUMBER	C ODOMETER READING (NO	
SELLER'S OR LESSEE'S LAST NAME (OR) COMPANY NAME	FIRST				S) HOLE
SELLER'S OR LESSEE'S ADDRESS	STOTE TIP CODE	A	PT NUMBER	I SELLER'S OR LESSEE'S SK	
VEHICLE ID NUMBER	STATE ZIP CODE	TR MODEL MAN	Œ	PLATE NUMBER	
16226524154		2005 P	TNC		
G 138A (REV 8/2003)				North Carte	- Sol
	TE OF CAL		\$2.27 <i>4</i>		
CER	RTIFICATE	OF TITI	E VEHIC	LE HISTORY	1
AUTOMOBILE		v <sub>a</sub>			, KUS
VEHICLE ID NUMBER 162ZG528154		2005 P		DI ATT MILIMOTO	0.00
BODY TYPE MODEL AX WEIGHT  UNLAGEN  AX WEIGHT  YR 1ST	FUEL TRANSFER DA G		FEES PAID	EXPIRATION DATE	V. C.
	ASS YR MCZ		iust number	ISSUE DATE	á
MCTORCYCLE ENGINE NUMBER		ODOMETER D	/2004	ODOMETER READING 7 MI	Sec. Co.
VAULT FOR GMAC OR COL	T LSR	ACTUAL	_ MILEA(	3.E	25.27
HAWKINS GINA LSE 1076 MINORU DR					1
SAN J02C CA 95120					
					33
I certify under penalty of perjury under the laws	of the State of California	a, that THE SIGN	IATURE(S) BELI	OW RELEASES INTEREST	8.63
1a,X	SIGN	ATURE OF REGIS	TERED OWNER		,,,
1bX	SIGN	ATURE OF REGIS	CERED OWNER		1
Federal and State law requires that you state false statement may result in fines and/or in					1
The odometer now reads in ileage unless one of the following statement	(no tenths), r s is checked	niles and to the	best of my kno	wledge reflects the actual	1
WARNING Odometer reading is not the actu	al mileage 🔲 Mileage e	xceeds the odom	eter mechanical III	mils	STOOTS
I certify under penalty of perjury under the	e laws of the State of	California tha	f the foregoing		
PRINTED NAME OF AGENT SUDNING FOR A COMPANY	[ PRINTED	NĂME OF AGENT (J. ZIỆNG	X		
IMP Any change of Lienholder (holder of security)	PORTANT READ Or y interest) must be re			Motor Vehicles within	2 7 7 7 7
10 days. LIENHOLDER(S)					
GMAC				vehicle. (Company	XIIONK
COCKEAZAITTE 60 BX 9759		names mus Release (	t be countersigne Date	d) 	Z. 11.

KEEP IN A SAFE PLACE - VOID IF ALTERED

02085

## MANUFACTURER RESPONSE FORM (CALIFORNIA)

Case Number: PGM0648337 Vehicle: 2005 Pontiac G6

Customer Name: (REDACTED) VIN: 1G2ZG528154XXXXXX

**Manufacturer's Position:** Svc Mgr Duayne Bowman sts the clunk rattle noise at low speeds from suspension area through the steering and GM Engineering was working on the problem. This is NOT a safety concern, but an annoyance. Updated steering rack and pinion is suppose to be due out in June (developing a new steering rack).

AVM Mark Erwin sts Engineering is aware of the condition, in the process of developing a fix for this, but until then, the instructions to the dlrships is to do nothing, as there is nothing that can be done to alleviate the problem with the current parts that are out there.

this noise, a bulletin will be issued	ediate steering sh	aft; this is not the	cause of the noise. Wh	en service parts are available to repair
Documentation Provided (ple				
X Technical Service Bulletin(	s)			
☐ Recall Notice(s)				
X Vehicle Repair Records				
X Purchase/Lease documentat	ion			
Other:				
The manufacturer's position an in this case.	d documentation	n will be furnish	ed to the customer ar	nd the arbitrator prior to a hearing
I will participate in a hearing	☐ By phone	☐ In person	<b>X</b> In writing	
	Form	completed by: D	Dave McWhorter	Date: 11 May 2006
	Future	e Contact:		
	Phone	: 866.790.5600	x11168	Fax: 866.480.3634

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

### electronic Preliminary Repurchase Authorization (ePRA)

(**To go from field to field, use the <b>TAB KEY</b> )
1.Date (mm/dd/yyyy): 06/27/2006
2.Customer Name: (Redacted)
3.Customer Address: (Redacted)
4.Customer City, State, and Zip: San Jose, Ca (Redacted)
5.Primary Customer Phone #: ((redacted) Work
6.Additional Customer Phone #: (redacted) Home
7.Customer fax #:
8. Cust Drivers Licenses #
9. State tax % rate
Customer Vehicle Information
10.Year/Make/Model: 2005 Pontiac G6
11.VIN (17 Digits): 1G2ZG528154XXXXXX 12.Current Mileage: 27,000
13.Purchased: NEW
13.Fulchased. <u>INEVV</u>
Dotail your agreement with the Doaler and Customer on the following items:
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Dealership that will handle entire transaction:
14.Dealership Name: Steven Creek Buick-GMC
15.Dealership Phone #: 408.983.5300
16.Dealership Contact Name and TITLE: Service Manager Alfred Shahgholian
17.Dealership Contact Phone # (if different than Dealership #):
18.Dealership Contact Fax # 408.249.5796
19.Dealership BAC: <u>163372</u> Region: Western
00 What 000 DWILL TOOL 0 affana 10
20.What GOODWILL TOOLS were offered?
Component Coverage Letter Miscellaneous Reimbursement
Maintenance Letter American Express Check
Owner Loyalty Certificate Other
☐ NOTHING OFFERED
041W TDADED   (1   10   )/FO
21.Was a <b>TRADE</b> Repurchase offered? YES
22.If this will not be a Trade Repurchase, Please explain Why? AVM's suggestion to do a lease termination. Cst was
no receptive to trade repurchase.
TAC case number is required and if not available, Please explain why not?
23.CAC Case Number: <u>1-391444145</u> 24.TAC Case Number: <u>8935715</u>
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steering column.
27. This case was resolved by: Field Decision working with open case in Tampa ADR
28. Does this vehicle meet the presumption of Lemon Law in applicable state? NO
29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit
account # or 10 authorization code).
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31. Vehicle Damage (explain what damage is present and who is responsible): None
32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE
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34Upgrade Downgrade Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):
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(Standard Usage Formula = Current mileage/100,000 <i>multiplied</i> by purchase price; **NOTE: This may vary by
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ADDITIONAL: In the interest of GW, the usage will be lessened by \$300. Final usage is \$4227.58.

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

37.Lease Termination Terms: <u>Cst has agreed to terminate lease</u>. <u>GM will pay off lien holder and cst will receive down payment of \$799.99 (which includes 1st payment and collateral fees) minus usage.</u>

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\*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: None

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 06/27/2006

42.Authorizer Name: Mark Erwin

43.GM Position: <u>AVM</u>

44. VoiceMail Node: 80509 Mailbox Number: 58653

45.Email Address:

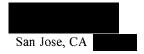
Save this document using the customers last name plus the last 8 of the VIN as the Filename. Attach this saved file to a Lotus Notes document and E-mail this ePRA to <a href="mailto:ePRA@GMExpert.com">ePRA@GMExpert.com</a> Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.



CHEVROLET PONTIAC BUICK Entitles GMC Oldsmobile SATURN BERMANIER

Tuesday, July 11, 2006



**BBB** Arbitration Decision - Straight

Subject: Repurchase of 2005 Pontiac G6

VIN: 1G2ZG528154

REF SR:1-391444145 V-18509

Dear :

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN 1G2ZG528154 and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, General Motors will repurchase your vehicle for \$23,686.57. Your responsibilities are outlined below. This offer was calculated by using the following figures.

Cap Cost Reduction (includes all collateral fees + 1st month payment:\$799.99Plus 19 Payments @ 375.71:\$7,138.49Less usage fee:(\$4,049.63)Total Amount to Customer\$3,888.85

GMAC SmartLease Termination Amount good until 8-14-06

\$19,797.72

## \*\*TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW\*\*

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 X1186 if you have any questions or concerns.

Customer's and Co Customer's Signaturale) and Date

Customer's and Co-Customer's Printed Name(s)

\*18509\*

To: 866-480-3634 Dave McWhorter

From: Stevens Creek Buck-Ponti-GMC
4201 Stevens Creek Bloch
Santa Clara, CA 95051
phone 40e-983-5300
fax 408-261-6383

Re: Siebel Reguest 1-39/444145
2005 Portiac GA
VIN 16276528154

Total pages inc. cover: 25 SOUTH BAY PONTIAC CADILLAC INC.

11/30/2004 02JACKIE 16:34:54 NEW VEHICLE SALE - 1

0313 PAGE 1

134154			NEW	VEHICLE SA	LE - 1					PAGE 1
ATE   REFERENCE	DESCRIPTION	CONTROL# !	ACCT# I	DEBIT (	CRFDIT	: STOCK#	(SC-ACCT	ISALE-AMNT	COST-AMNT	GROSS
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## **SALES SUMMARY**

_ <b>i</b>			SALE	<u>-S SUM</u>	<u>MARY</u>	<u> </u>			
SALE No.	41687 <b>BY</b>	FINANCE JOHN M HAMM	date L R	10/22/200		W 2005 P 2ZG52815	ONTIAC G6 ia	<b>st</b> k 1 5-	<b>la.</b> 2685
BUYER: Salesperson: SE/	AN P BURC	HARU	SALESPI	ERSON/			MGR: J/	SON H MALI	ìA
PRICE:		25443,00	-			TRAD	E INFORMATIO	N	
COST: SUB TOTAL:	-	21637.93	\$ 3805.	.07 YEAR:			MAKE:		
OVER ALLOWANCE:		 	_ <b>\$</b> _ 1	N/Å MODEL			VTN:		
ADDITIONS:		N/A	e :	LIC. No:			ACV:	N/A	
ADDITIONS: LEASE	. GHAC PMIS LER } BU∫NDER	3314.99	- 	NET PA	OFF;	N/A	HIGH:	LOW:	
ADDITIONS: TOTAL ADDITIONS:	2 GMAC	N/A N/A	<b>\$</b> 3039	G000 (	INTIL:				
NET GROSS:	v - ² =		<b>\$</b> 765.	PAYOFF	TO:				
PACK		91 = 1 TF		00					
GROSS COMM. AUTRIBUTE	- n/s !	i siza	• Alto.	.08		LOA	NINFORMATION	V	
RESERVE: \$130 CREDITUFE: \$	N/A 164.16 N/A	743.52 N/A		TRADE	DOWN PAYME N/A		$R//\sqrt{UNDER}$	ADVANCE	OVER
A&H: ; WARRANTY: ; COLLISION: ;	N/A N/A	N/A N/A	- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	HOLD F	OR 🗆 S	SENT TO	MONEY IN	] I PAY DUE	
TOTAL F & I:	N/A		<b>\$</b> -1743,	52 LEGAL	O BE:	Gravi.			
HOLDBACK SUBTOTAL:	= -c=		675		17.90	10 80X		716 au	
TOTAL COMMISSION:		_	2183 250		3.3	UM, NET	oviete AB 2	10.30	
PROFIT ON SALE:	(- )	n na magadakat pan P	1933		W.23)				

## SALES SUMMARY

	Λ	SALLS	OCIVITY!	<u> </u>			
SULPIN BUTER (UP)	41687 <sup>di</sup> Flian 1048	CE DATE 3 In Hammer	o/22/2004 <sup>*U</sup>	<sup>ntt</sup> nem 200 1622652	5 PONTLAC 66 8154	\$TIK	<b>%</b> 5-2685
SAESPERSON:	SEAN P BURCHARD	SALESPERSON		phylician (1995)	MGR:	JASON H MA	ITIA
PRICE:	2544	3.00 /		TR	ADE INFORMATION	ON	
COST: SUBSTOTAL		7,93 <b>-</b> 3805,07	YEAR:		MAKE:		
OVER ALLOHANCE		· · · · · · · · · · · · · · · · · · ·	MODEL:		VIN:		
ADDITIONS:		N/A	LIC. No:		ACV:	N/A	4
ADDITIONS:	AREER BUILDERS 2 EASE BAIS LEFT 331		NET PAYOFF:		N/A HIGH:	LOW:	
ADDITIONS TOTAL ADDITIONS	YHTS 2 GHAC	N/A N/A	GOOD UNTIL				
INTERESTITIONS.		3039,99 #6≤≠0}	PAYOFF TO:				
PACK		7 <del>65-00</del>					
GROSS COMM		350-09 415-08		LC	AN INFORMATIO	N	
AFTR MKT	t N/A	WA.		DWIN PAYMENT		ACVANCE	
CREDITUFE	\$13464.46 74 \$ N/A	3.06 N/A	TRADE	N/A CASH	N/A UNDE	R	OVER
WARATTE	1 WA ;	N/A	HOLD FOR	SENT TO	MONEY IN	1 PAY DUE	
TOTAL	t sall the	N/A 7 743 52	532m	GMA			
HOLDBACK		675.15	APR% 17		BOX 8128	21020	
TOTAL CONTAISSION		7183 75 250 38		.o .cuc:	KEYSVILLE MD	21030	
PROFIT ON SALE		1933.37	( 1440.	.23)			

		GMAC S	elaol aun HartLease® —		Payment			
LESSEE (and CO-LESSEE) (*	You") name and address, in	cluding county Gara	ging address (if differe	ent)		LESSOR (Rei	tailer)	
SAR JOSE CA	(LARA	<u>;</u>	Principal driver (if business use)			STEVENS CREEK BUICK PONTIAC GMC 4201 STEVENS CREEK BLVD. SANTA CLARA CA 95051		
This is an agreement to lease a v "We," 'us," and "our" refer to Les ☑xf this box is checked, Lessor ( ☐ If this box is checked, GMAC I ☐ If this box is checked, Lessor ☐ If this box is checked, Lessor	sor named above and any a (Retailer) will assign this leas helped to arrange this lease (Retailer) will assign this lea	ssignee. An 'assignee' se and sell the vehicle and Lessor (Retailer) v se and sell the vehicle	' is a person to whom to General Motors Ac vill assign it and sell ti	this lease is as: ceptance Corpo	signed (if it is as tration ("GMAC")	signed). ).	the front and bad	. <u> </u>
		TH	E VEHICLE YOU	ARE LEAS	ING	(	$\widehat{P_{ij}}$	
New/Used Year	Make & Model	Body Style	Vehicle ID	1#	Mileage	License #		2
NEW 2005 PONT LA Dealer Installed Options:	\C_66	Sp	JG2ZG528154		7	APYLY GVW (il Indek		or Agricultural
Bealer Installed Options.						GVW (11 INJEX	J <u>N/A</u>	Dublic Conveyance
		FEDERAL CO	NSUMER LEAS	NG ACT DI	SCLOSURES	3		·
(remised Relow).	of \$ 375.71 ., followed by on the 155h yments is \$	is due on 47 payments of of each month.	Disposition fee not purchase t	e (il you do	s \$ \$ Total \$	ं (गः	tal of Payments the amount you will have paid the end of the lease.)	
		*Itemization	of Amount Due at L	ease Signing (	or Delivery			
5. Amount Due at Lease Sign	ing or Delivery:		6	. How the Amo	unt Due at Leas	se Signing or Deli	very will be paid	;
a. Capitalized cost reduction b. First monthly payment c. Refundable security depo d. Title fees e. Registration fees f. Sales/use tax  9CALIFORNIA_TIS hOHV_ELECTRONIC iN/A	 sit 			b. Rebates and noncash credits			\$1000,00	
	j. Total	\$	1799,99			d. Tota	al	· \$ <del>1799,99</del>
b. Capitalized cost reducti c. Adjusted capitalized co.	nding prior credit or lease ba on. The amount of any net t	e vehicle (\$	thly payment is dete 25443.00 ) and a 	ny items you pa or cash you pay	y for over the le			

alue of the vehicle at the end of the lease used in calculating your base monthly payment <del>11627.70</del> 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 **447 NR** 

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i. Base monthly payment	+ <del>- 48</del>
j. Monthly sales/use tax (estimated)	··· ·· · · · · · · · · · · · · · · · ·
	* * * * * * * * * * * * * * * * * * *
k. 3/A  1. Total monthly payment	+ \$ <u>\$/A</u>
Early Termination, You may have to prove such a single	<u> </u>
The actual charge will depend on when the lease is terminated. The B. Excessive Wear and Use. You may be observed for successive.	and this lease early. The charge may be up to several thousand dollars.
8. Excessive Wear and Use. You may be charged for excessive ways based on any attack.	you and the lease, the greater talls enarge, is, likely to be.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase 11. ITEMIZATION OF GROSS CAPITALIZED COST	for \$
11. ITEMIZATION OF GROSS CAPITALIZED COST.	se options and maintenance responsibilities, warranties, late and default charges, and insurance
a. Agreed upon value of the vehicle as equipped at lease signing \$ 25443,00	15. LATE CHARGE, If you do not nev a monthly power to the
b. Agreed upon value of accessories or optional equipment that	you will pay a late charge of \$4.
Leason agrees to app to the vehicle after lease signing	16, CHARGE FOR FINES If the government above to
(Describe) M/A + \$ N/A	16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.
(Describe) 14/A	and the pay a line, you will pay us the line plus \$20.
(Describe) N/A	17. SCHEDULED LEASE END DATE. This lease is scheduled to end 11/14/2008  You are scheduled to return the vehicle on this date. (month) (day) (year
The control of the co	(month) (day) (year
d. License/registration/little fees + \$	IO. LEAGE END DAILY EXTENSION CHARGE & DE GA
6. Odies ldx.	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:
1 3- Optional scivice conflict (describe) in the	the street street are in notice of the lease as follows:
	Insurance company name: AMEX ASSURANCE CO
i. Optional service contract (describe) N/A + \$ N/A i. Optional life insurance	
). Obvious inclusioning	
- Laster and delitte	
L N/A	<del> </del>
m. <u>N/A</u> + \$ N/A	
II. Gross Capitalized Cool	Deductibles: Comprehensive \$
n. Gross Capitalized Cost = \$ 26038.00	- N/A
12. THE VEHICLE YOU ARE TRADING. (year) (make) (model)	Insurance company name: N / A
Gloss trade-in value	Insurance company name: N/A
Payoff \$ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	moranice agency name: //
Net trade in value	- <u>-                                  </u>
	21 · · · · · · · · · · · · · · · · ·
13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all decrease title, registration, testing,	
and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the	Policy no.: N/A Physical damage  Deductibles: Collision \$ N/A Comprehensive \$ N/A
government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment or bill you separately for official fees and taxes.	Deductibles: Collision \$N/A Comprehensive \$N/A
I (III DI EVI MATER EELE AND TAMPO VOLLAGUE	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 navment. A notice you tread for the lease term. We will include
The actual local of lees and taxes may be higher or lower described.	the premium in your been markly to get the coveragets) checked for the lease term. We will include
	coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.  Insurer page:  M.7.6
a. Tille/lien fees \$ N/A	moderations.
u. negistration reeshaxes 🦹 u.r.a	Address:
C. Licerise leeshaxes	
U. Sales/use laxes (inclining tax on capitalized cost reduction)	☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$
e. Excise laxes \$ M/A	Coverage limit \$
i, Fluilette laxes	Premium \$ \(\mathbf{y}\) / \(\hat{\text{Dessee Only}}\)
g. Other (describe) N/A	MODANI COVERAGE limit \$
ii. Oiner (describe) [ A] [ FIRNIA [ IDC Err	
i. Other (describe) N/A \$ 5.00	CO-LESSEE'S SIGNATURE.
14. MILEAGE,	CO-LESSEE'S SIGNATURE: X Age N/A

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i. Other (describe). ju/t/s	CO-LESSEE'S SIGNATURE: X Age
14. MILEAGE.	
Base Mileage Allowance. 15,000 miles/year. (A)Xow mileage: 12,000 miles/year.	21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.  XXStandard manufacturer's warranty
☐ Medium duty truck (gasoline): 25,000 miles/year	
☐ Medium-duty truck (dieset): 35,000 miles/year	
Extra Miles. You are buying Note and Section 1 is a second on or after the last scheduled payment is due, we will credit you with \$	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.
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.	The following applies only if this lease is not primarily for personal, family, or household purposes: WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO
Total Allowed Mileage on the Odometer at Lease End is $\_\_\_48007$ _miles.	WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.
Starting odometer mileage miles	22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.
Base mileage allowance +48000 miles	Name Name Term N/A months, N/A miles
Purchased extra mites +# mites	Name N/A miles
Excess Mileage Charge. The excess mileage charge is \$20 per mile for each mile	Name <u>₹//</u> E Term <u>N//A</u> months, <u>N//A</u> miles
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.	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.
	he entire agreement between you and us relating to the lease of the vehicle. Any change to may delay or refrain from enforcing any of our rights under this lease without losing them.
LESSEE: X	CO-LESSEE: X
(1) Do not sign this lease before you read it or if it contains any blank spaces to be tilled in; charge is included in this lease for public liability or property damage insurance, payment for t	(2) You are entitled to a completely filled in copy of this lease; (3) Warning - Unless a hat coverage is not provided by this lease.
YOU SIGNED AND RECEIVED A COMPLETELY	
	ON 11 15 2004
FILLED-IN DANTA CLARA CA (city)	(state) (month) (day) (year)
LESSEE: X	CO-LESSEE: X
LESSOR: STEVENS TREES BUTCH FORTED SPIGNATURE AND TITLE: X essor assigns all right, title, and interest in this lease to the party identified in this lease as the in	11 TN MOR.
essor assigns all right, title, and interest in this lease to the party identified in this lease as the in- ime with the assignee (the 'Dealer Agreement'). Lessor also assigns all right, title, and interest in t under the terms of the Dealer Agreement.	lended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to be leased vehicle to the party identified in this lease as the intended assignee, or its designee,
ESSOR: STEVENS ERFEK BUICK PIRTIAL GRE BY: X	
LOOOTI. BI, A	
SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCL	UDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.
SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCL 671 MONTHLY CA 1/2002 (For use in the state of California)	UDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.
SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCL	

4

GALEG: SEAR P BURCHAMD



## General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUST	OME		ME: .		GINA	<u>4 HA</u> I	<u>ΜΚ[Ņ</u>	\$				MAT VIE
VIN:_	1	G	2	Z	G	5	2	<u>8</u>	_1_	5	4	(or see attached list*)

VIII	
CUST	OMER INCENTIVE(S)
1.	Customer Incentive I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) a check be issued in my name by Dealer named below:
	Incentive Program Reference  OF STR  O4-31CAU  STOOL OO  STOOL OO
2.	Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example,  Division supported financing/leasing, etc.)  a. I elect to receive SPECIAL LEASE in lieu of and/or  b. I elect to receive
to me delive	the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number which was sold/leased by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took bry of this vehicle on
the in	Authorized Dealer Signature:  Dealership Name:  Dealer representative, certifies that the information on this application is true and correct and centive(s) described in Item # have been provided to the said purchaser/lessee who has taken delivery of referenced nrough this dealership and that properly completed accurate delivery data has been forwarded to General Motors.  Date: 10 / 22 / 2004    Date:

\*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File





PNIS 15 9811714055

BAR # AM-150896

## www.onthecreek.com "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937 **SERVICE** (408) **683 6330 • BODY SHOP** (408) **983**-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

## 1 1281) 251/6 1181 2010) 11810 21180 41191 BIBL BIBL BIBLE 181 1182) 2118 16191 1818 8111 1881 1881

82592	GLORIA POIRIER	49 TAG NO. 136	"01718/05	"PNIS15986
	Ų	MrLEAGE 4,279	SILVER META	<sup>55</sup> -2685
SAN JOSE, CA	VEAR / MAKE / MODEL 05 / PONTIAC / G6/SD	•	°10722704	DELIVERY MILES 7
5AA 5652, CA	T G Z Z G 5 Z 8 1	5 4	SELLING DEALER NO.	PRODUCTION DATE
	F T. E. NO.	P. Q. NQ.	°O°12/18/05	
	COMMENTS	•	<u> </u>	MO: 427
ABOR "& PARTS" (ACCEPTED ACCEPTED ACCEP		告緒に 5 動画作品 (2017年) 17 ast a b 17 (2017年) 18年)	学品(引力的)	<b>第一个</b>
PERFORM SOLD VEHICLE DETAIL IN	SIDE AND OUTSIDE			
PER DUE BILL PERFORMED NEW CAR DETAIL				
	JOB # 1 TOTAL, LABOR	& PARTS 50.00		
F2+02BUZ		الوالو عن فارق في الوالو العالمة الوالم إلى المراجع الوالي الوالم العالم الما		
24028UZ SHITTLE SERVICE AND ADDRESS AND AD	16) ISPORTATION: SHUTTLE RIDE PER		Tipling Committee (Committee Committee Committ	
WARRANTY GUIDELINES	######################################			
	JOB # 2 TOTAL LABOR	& PARTS		
TALS				
ONTROL# ACCOUNT# AMOUNT 13A 50.00	TOTAL 1	ABOR 50 00		
	TOTAL P	ARTS	自我性質的過程表記: 正常的情况会	
	TOTAL 6	UBLET O G UISC CHG O OO		· 1000年1000年100日   1000年10日   10
	9.40 (*) * York (*) 1866 (*) * * * * * * <b>TOTAL' /</b>	ISC DISC AX 0 00	医马克斯氏性皮肤 医肠膜髓膜炎	
그 교육 없이 만든 경찰 환경 경험 점을 통합하다.	(*), 21, 21일(a.c.) 전환 스타인스(a** c.) 25 (c.) 전 경우 (2.5)	NVOICE \$ 50.00	图。"但是是我们的国际的总量。"	
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APPROVED BY SIGNATURE			edskielskiels	
				结婚的共和
			- 15 (5 km) (3 km) (4 km) (10 km) (4	
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49 TAG NO.



01/18/05

EPA # CAD 9811714

PNCS159867

BAR # AM-150896

CUSTOMER NO.

#### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Oreek Blvd. • SANTA CLARA, CA 95051-6937 SERVICE (406) (\*33-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

<u>California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice</u>

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

82592	GLORIA	POIF				49	136	01/18/05	buc2123861
			LICENS	ENO		MILEAGE	4,279	SILVER META	**5°-2685
SAN JOSE CA	YEAR / MAKE / N O5 / PON	TIAC,	/G6/	SD				10/22/04	DELIVERY MILES 7
SAN JOSE, CA	VEHICLE 1.D. NO. <b>1 G 2</b>	Z G	5 2	8 1	5 4			SELLING DEALER NO.	PRODUCTION DATE
	F T. E. NO.				P.O	NÇ.		<sup>*</sup> σ1/1̄8/05	
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Added Operation (02SHUTTLE & 01/18/2005 14:16) CUSTOMER REQUESTS COURTESY TRANSPORT	NOTTATS	HUTTL	RID	PER		" #50 4" 1 1 5 0 6 100 4 ind 1 7 5 1 1 1 1 1 1 1 1 ind 2 7 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
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THANK YOU FOR CHOOSING STEVENS CREEK BUICK . PON	LTACGMC		with their	TOTAL	G.O.G. MISC.C	alt [月代](2.0)	0.00		
ME APPRECIATE YOUR BUSINESS  *PAY METHOD AMT CONTROL PAY METHOD AM	CONTRO	յլ.⊯է∜	$(2)^{\prime}$ $(5)^{\prime}$	TOTAL	MISC D	ISC: " *	0.00 0.00		
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SERVICE FILE COPY

END OF INVOICE 1 04:53pm

-302909 5/03







BAR # AM-150896

#### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd, • SANTA CLARA, CA 95051-6937 SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

#### NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

RECOMMENDED	SEDVICES.	
RECOMMENDED	SERVICES	

OPERATION	OPERATION DESCRIPTION "	MO/ML,	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TÖTAL
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#### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/11/04 10/01/04	154785 154276	41 2	62 105	423 489 489	\$	06BUZ 89BUZ 89BUZ-02	*DRIVEABILTY/EMIS NEW CAR GET READY PDI CAR WASH

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S	ALESPEI	RSON NO.				E R	VI	C	E		STATE REG# AM150896				
E	ISPATCH NO.	1G2Z	35281541	VEAR/MAKE/I	NTIAC/G6/ Toustome:	SD	Lsrevio	E CONTHAC	31	PRODUCTION DATE	STOCK NO. 5-2685 DELIVERY MILE	S SELLING DLALE	159867 H NO.   A. O. DATE		
				430		82597				10/22/04		7100	01/18/05		
		SAN JO	SE CA	1	SILV	ER ME	TALL	IC/E	oc	ONTRACT NO.	EXPIRATION DA		LES TAG NO. 136		
L	FUEL	3/11/0	JL, C/	must.		M/MC BUZZ	AIÁ COND.	1	THANS	1.279	ADVISOR NO	GLORIA P	ORIER		
	GAUGE	RESIDENCE PLA	CINI	QUISINE'SS PHONE		horize the repail uak herein desc ele will be resse mized earwise de	rwyff to ba origod on sty	orfe allen w	ith the nei	here for the purpose of testing an	epaire. I herapy grad d/or inspection. (n	ine event of a teardawn N	yees permission to operate or inspection, I understand		
1/.	Z	TIME RECEIVED			Inst my vell inst	cle will be made Piced early to le ETE ANY FACT	onfolds within teachment togat AUTHO	Nagroskie K Nagroskie K	nd handiin BANTY BE	of the date shown above, unfores to charge will be made, If I chook EPAIRS OR SERVICES THAT AR	e not in authorize the E AT NO COST 70	re services recommended. DIME II also prenoriza er	I. YOU WILL BE ALLOWED		
L	PPOINTMENT	1 01.27k	om  01/18/0	05 06:00pm     HAZ, WASTE ESTI		wery CUSTOM	Mai es Harba	NA METRIEF	THAT T	HE SAID DECORRETY IS NOT IN SE. 1 IT TO	SURED ON PROTI OTICE TO CONSU ALL PARTS ARE N	<b>ECTED AGAINST LOSS (</b> JMER: PLEASE READ IM EW UNLESS SPECIFIED C	DOCASIONED BY THEFT, MPORTANT INFORMATION OTHERWISE		
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										77.00 - 14		DEPT. HOURS			
lou col										NO CARS MAY B	SATURDAY 9:00 E PICKED UP A	MONDAY THROUGH DA.M TO 5:00 P.M. AFTER OUR SERVICE AGEMENTS ARE MAI	E DEPARTMENT		
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and Beyands Comput.										ALL PARTS REMO' REQUESTED PRIOR UNLESS OTHERWIS	R TO BEGINN	IING WORK, ALL	LESS OTHERWISE PARTS ARE NEW SAVE PARTS		
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TERMS: ERSHBADAROVED CHEDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

ABOVE SUBJECT TO CHANGE WITHOUT NOTICE 67

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### SMICAUSTOMER Pre-Daivery Destalling Mobile of History PrayDelivery Bleading and Fixed hispection: Inspect the vehicle Tar, adhesive residue, tree sap, bug spatters (A Leaves, debris in Jamba and cowlings Li Loose or missing caps, tighten or replace Comove all tresh from interior incheding trunk astiray and section (A Note status or heavily solled carpet or uping stery After spot and botton stamed or beavily soled preas al Clear wheels and wheel wells: le lean engine er leade de l'arrage desire de cole C Wash versoo Clay vehicle if he Acmoved tree-sap to record O'Buff and was vehicle Compound removed from terms of the residence of ⊿ons mer Ciliatedor desning: A fishered all thems from his me Trecuting a period ✓ Procedure of the book of the second Ansa mittenas es Section exists and season in tyless erante de Costille permentino de la comp

Detailer <u>Normarto Roetal</u>

Advisor \_\_\_







BAR # AM-150898

## www.onthecreek.com "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-5937

EPA # CAD 981171408

RECOMMENDED				33-5330 • BODY 6H D IMPORTANT			IFORMATION (	ON BACK.		
OPERATION	OPERATION DESCR	IPTION M	O/MI   T	OTAL OF	PERATION		OPERATION D	ESCRIPTION	мф/мі	TOTAL
SERVICE HISTOR										
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ALESPERSON NO.	 . 387		S	ERV	l Ci	E.		STATE REG	3# AM1508	96
DISPATCH NO. 1G2ZC	3528154	YEARAMAKEAN OS/PON	NTIAC/G6					Бтоскио. 1 5-2685	APPLY	159867
SAN JO	SE CA		CUSTOM COLOR SIL	82592 SERV	LIC/E		DELIVERY DATE 10/22/04 TRACT NO.	DELIVERY MILES 7 EXPIRATION DATE	SELLING DEALER N 100 EXPIRATION MILES	01/18/05
FUEL SESIMENCE SE			TURBO	BUZZ AIR COND	2. F. S.	BAART	MILEAGE 4,279  any material and any subjet	ADVISOR NO.	CLORIA PO	
APPOINTMENT  Yes  No  ORIGINAL C	CUSTOMER ESTIMATE:	S TOTAL	ATE ON SEVER	VANDALIBNI WINKE THE BLE BUC CUSTOMER ACKI	PROPERTY RESOURCES RE	EMAINS WIT	ADVISOR PHON	E (408) 983	-5330 EXT.	the Smog Check test
x	· , "1,				te Giller. Waliota		PEVISED ESTIMATE  \$ TIME	ADD'L COST PE	RSON CONTACTED B	1000
PERFORM SO	LD VEHICLE DETA	IL- INSIDE AN	D OUTSI	DE			PHONE PHONE STIMATE	REASON	RSON CONTACTED   B	11 1
							S TIME	DATE REASON	☐ MAPHO	
							NO CARS MAY E	SATURDAY 8:00 A'. BE-PIČKED UP AFTI	NDAY THROUGH FR	EPARTMENT
							Tell us what t	Nite or Day. o Flx, Lock Ca	ar	FOR YOUR CONVENIENCE CONVENIENCE CONVENIENCE VIETTE OCOTO
			1		·			No refunds aft items and special % nandling char	ter 15 days. al orders not retui ge on all returns.	
	,			V	1		ALL PARTS REMO REQUESTED PRIO UNLESS OTHERWINDTE ANY AND	VED WILL BE DI R TO BEGINNING SE SPECIFIED. D'ALL PRIOR	SCARDED UNLES	35 OTHERWISE
	I SENE NEN EKIEN NENE	<b>                                     </b>		ONN HEEN HEEN			DAMAGE TO	YEHIGLE	0	

We full fund \$10.00 Lety a brogge fee if your vehicle is not picked up within \$4 hours after completion unless other arrangements have been made.

TERMS: SERVICE PRIDEC OPVIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

ABOVE SUBJECT TO CHANGE WITHOUT NET 18867







PN GMC 85

BAR # AM-150896

#### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937 SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

known to the State of Ca	ilifornia to cause cancer, birt	h defects or re	productive har	m.
100	APRIL MONTELLO	7ag No. 62 835	10/13/04	INVOICE NO. PNWS154785
	LICENSE NO.	MILEAGE	SILVER META	STOCK NO. 5-2685
STEVENS CREEK BUICK PONTIAC GM 4201 STEVENS CREEK BLVD	YEAR / MAKE / MODEL	7.	DELIVERY DATE	DELIVERY MILES
SANTA CLARA, CALIFORNIA 95051	05/PONTIAC/G6/SD VEHIOLE LO NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 G 2 Z G 5 2 8 1 5 4			
	SRGH26808522	NO.	10/11/04	
ESIDÊNCE PHONE DUSINGS\$ PHONE 408 - 983 - 5300	COMMENTS			MO: 41
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REFLASH RCM FOR IDLE SURGE PER	I RESPONSE A THE RES			
SOFTWARE UPDATE				
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		0.00		
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WARRANTY CLAIM DETAIL TOTALS				
CLAIN#TOTAL 154785 40.61				
CLAIM TOTALS 40.61	# 15 f 6 f 7 f 15	(사람들이 반응합니다) 일반하는 발생하는 사람이		
이 전 경기 낡아 아이트를 잘 했지 않는데 살아왔다.				
APPROVED BY STGNATURE				
DGS AUDIT SLIP				
DCS DATA FILE: GYGMAF.955	RANTY NEW CLAIM			
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RO NUMBER RO DATE 154785 10/12/2004 162/6528	N DIV DEALER ODOMETER SI 154 08140 41	ERVICE ADVISOR #		
CUSTOMER NAME FIRST		A Till the Complete British		
LAST STEVENS CREEK BUICK PON	TIAC GM PHONE: WORK: 408-983-5300 HO	ME		
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1 01 03 LN-TOT: 40.61 TECH SSN:		AUTHOR:		$(h^{-1})^{2}h_{m}+g^{-1}h_{m}$
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PAGE 1 OF 1

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END OF INVOICE 1 12:58pm







BAR # AM-150896

## www.ontrocreek.com "SERVING OUR CUSTON ERS WITH DISTINCTION"

4201 Stevens Creek Blvd • SANTA CLARA, CA 95051-6937 SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK. California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice Some of the materials being removed and used during the Servicing of Vehicles are

100	APRIL MONTELLO	62 TAG NO. 835	<sup>™</sup> 10 712/04	™PNCS15478
TEVENS CREEK BUICK PONTIAC GM	LICENSE NO.		STLVER META	<sup>87</sup> 5°×2685
201 STEVENS CREEK BLVD	YEAR/MAKE/MODEL 05/PONTIAC/G6/SD		DELIVERY DATE	DELIVERY MILES
SANTA CLARA, CALIFORNIA 95051	VEHICLE 1.0. NO. Z G 5 2 8 1 5 4		BELLING DEALER NO.	PRODUCTION DATE
		, N. N.S.	10711/04	
PHONE PHONE 8485-385-5300	COMMENTS	<del></del> _	10, 11, 0,	MO: 4
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ANK YOU FOR CHOOSING STEVENS CREEK BUICK PONT APPRECIATE YOUR BUSINESS	**************************************	CHG 0.00 DÍSC 0.00		
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154785 GMC

BAR # AM-150896

#### "SÉRVING OUR CUSTOMÉRS WITH DISTINCTION"

	MENDED S	SERVICES									
OPERA	TION	OPERATION DESCR	IPTION M	O/MI TO	OTAL OF	PERATION	e e	OPERATION D	DESCRIPTION	МО/М	TOTAL
	HISTOR										
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SALESPER	SON NO.	<u> </u>		S	 ERV:	l C F	E		STATE RE	G# AM150	0896
DISPATCH NO.		528154		NTIAC/G6	H NO." SERV	ICE CONTRACT	Ť	PRODUCTION DATE	STOCK NO. 5-2685 DELIVERY MILES	LICENSE NO.	154785 R NO. R. O DATE 10/11/04
	4201 51	NS CREEK BUI TEVENS CREEK BI CLARA, CALIFOR	LVD	SIL	100 VER METAL	-		TRACT NO.	EXPIRATION DATE		
FUEL GAUGE	RESIDENCE PHO	•	& PHONE		BUZZ		TRANS	MILEAGE 41 sary material and any subjet	62	APRIL MC	
x	306BBZ#	JSTOMER ESTIMATE:	TOTAL  TOTAL  TOTAL  TOTAL  TOTAL  TOTAL  TOTAL  TOTAL  TOTAL	EMS TIN				ADVISOR PHON HEVISED ESTIMATE PHONE		FRSON CONTACTED  VIA PH	HÓNE
REFL	ASH PCM	FOR IDLE SURGE	PER BULLE	TIN	423)			REVISED ESTIMATE	ADD'L COST   F	ERSON CONTACTED	BÝ WHOM ( '
				(				PHONE	DATE HEASON***	U NPE	
								NO GARS MAY I	SERVICE DE 4 TO 5:30 PM, MO SAI'URDAY 8:00 A BE PICKED UP AFI S PRIOR ARRANG	INDAY THROUGH VM. 10 5 00 P.M. TEP OUR SERVICE	E DEPARTMENT
								Bring Your Ve ANYTIME.	hicle For Serv Nite or Day.	/ice	FOR YOUR CONVENIENCE
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EPA # CAD 981171408

BAR # AM-150896

## www.onthecreek.com "SERVING OUR CUSTOMERS WITH DISTINCTION"

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We PACOF \$20.000 For efforage less it your vehicle is not picked up within 24 hours after completion, unless other arrangements have been made.

TERMS: SERVICE FROM CARBOTT CARDS
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

ABOVE SUBJECT TO CHANGE WITHOUT NOTICE 785







EPA # CAD 9811714067

BAR # AM-150896

### www.onthecreek.com "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Sterlins Creek Blvd. • SANTA CLARA, CA 95051-6937 SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

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100		KEVIN KUHLI	MANN	1.0	5 TAG NO. 2685		<u>10704</u> /04	™ <b>PNTP1</b> 5427
STEVENS CREEK BUICK PONTIAC GM 4201 STEVENS CREEK BLVD SANTA CLARA, CALIFORNIA 95051		<u> </u>	LICENSE NO.	<u> </u>	MILEAGE		STLVER META	<sup>\$™</sup> 5° <sup>™</sup> 2°685
		YEAR / MAKE / MODEL 05 / PONTIAC	/G6/SD				DELIVERY DATE	DÉLIYERY MILES
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BAR # AM-150896

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#### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Slevens Creek Blvd. • SANTA CLARA, CA 95051-8937 SERV: 1E (408) 993-5330 • BODY SHOP (408) 963-5370

	SERVICES	

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	4201 ST	FEVENS CREEI CLARA, CALIF	K BLVD	)51 <sup>[3</sup>	SILVER N		•	CONT	ÁACT NO.	EXPIRATION DATE		2685
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BAR # AM-150896

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937 SERVICE (408) 343-5330 • BODY SHOP (408) 983-5370

EPA # CAD 981171408

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# CHECK IN SHEET

DATE: 10/01/04
STOCK#: 5-2685
YEAR/MAKE: 05 / Sontiac
MODEL
ORDER# HKGZSJ
VIN# 16-226528154
COLOR/TRIM:/
MSRP\$: 23./30.00
MILEAGE: 2
IGN/TRUNK/PASS KEY CODES:
CHECKED IN BY:

10266095



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

		·-·-·
Vehicle Identification Number	Dealer/BAC Code	1601.777
116276528154	Stock # 0	Repair Order # <u>154276</u>
	pment operation, specifications and proce wristwatches, jewelry, cell phones, etc.,	
Deficiencies must be called to Service Marouting of the following.	nagement's attention. Inspect, perform, ver	rify proper operation, assembly, fit and
Initial Preparation:  Adjust tires to pressures specified on the Certification Tire Pressure Label. Record results.  AFFER: LF SC RF SLR C RR SC	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	Seat belts: material, operation and latches Ohild 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, tallgate, tire carrier and
Verify RPO and RPA options Install all accessories; check fit, finish and operation  Road Test:  ODOMETER: Before After	Under Hood: Check battery state of charge. Record voltage below. Charge battery if below 12.6 volts  VOLTAGE 12 INITIAL W	hatches (if equipped)  Under Vehicle:  Underbody, drivetrain, suspension, skir plates, exhaust system, lines, linkages and hoses  Brake/fuel lines secured in clips  Check all fluid systems for leaks
Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.	Remote hood release, latch and hood safety latch  Hoses, lines, cables and wire	Final Inspection & Preparation: Perform just prior to delivery.
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	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	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
fear 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	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)	dents, dings, chips, scratches, or blemishes. Repair as necessary  Liver 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:

File With Repair Order

Technician (Print Name) Service Manager (Signature) Date Printed in USA

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

**Customer:** (REDACTED) **Request** #: 1-391444145 **BBB**#: PGM0648337

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

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

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$25,443.00	
MSRP (from BARS Invoice) Note: If GMS price, use in place of MSRP price	\$23,130.00	
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$2,313.00	
Trade Allowance (from dealer Bill of Sale)	_\$n/a	
Actual Cash Value Statement	\$n/a	
Difference (if positive, this is the overallowance)	\$n/a	
Payoff or Lien amount from Bill of Sale (If dealer added negative equity into contract, do not subtract)	\$n/a	
Actual Cash Value Statement	\$n/a	

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.)	\$25,443.00			
Incentives not included in Purchase Price (from BARS) minus	\$1000			
(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)				

Overallowance and/or Negative Equity minus	\$n/a
Actual price of Vehicle that should be presented to BBB for ATA	\$24,443.00

# MANUFACTURER RESPONSE FORM (CALIFORNIA)

Case Number: PGM064833/	Vehicle: 2005 Pontiac G6
Customer Name:	VIN: 1G2ZG528154
	wman sts the clunk rattle noise at low speeds from suspension area through the oblem. This is NOT a safety concern, but an annoyance. Updated steering veloping a new steering rack).
	ondition, in the process of developing a fix for this, but until then, the is nothing that can be done to alleviate the problem with the current parts that
input. Do NOT replace the intermediate steering sh	ck, clunk, or rattle type of noise at slow speeds when there is a suspension aft; this is not the cause of the noise. When service parts are available to repair
Documentation Provided (please check):	
X Technical Service Bulletin(s)	
☐ Recall Notice(s)	
X Vehicle Repair Records	
X Purchase/Lease documentation  ☐ Other:	
The manufacturer's position and documentation in this case.	will be furnished to the customer and the arbitrator prior to a hearing
I will participate in a hearing ☐ By phone	☐ In person X In writing
Form	completed by: Dave McWhorter Date: 11 May 2006
Future	Contact:
	866.790.5600 x11168 Fax: 866.480.3634
Please return this form as soon as possible to:	BBB AUTO LINE
•	Fax: 703.247.9700

989555245

06/01/2006 08:24

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

Garaging address (if different)

LESSOR (Retailer)

STEVENS CREEK BUICK PORTIAL GAL

SAN	JUSE	SANTA CLARA	ļ	cipal driver (if busine			SANTA	CLARA CA 950	151	
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			<b>"l</b>	Æ VEHICLE YO	u are leas	SING			<del> </del>	
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E Amous	te oud to	Lease Signing or Delivery:	-,				se Signing or Deli	ivery will be paid:		
a, Capi	italized co	si reduction	\$ <u> </u>	1088,43 391,76	b. Rebales a	nd noncash credt				#/A 1000.00 799.99

c. Refundable security deposit N/A 225,00 e. Registration fees 89.8) i. Sales/use lax \$\_\_\_\_\_\$ 5.00 9 CALIFORNIA TIRE FEE N/A #/A H/A 799.99

May 31 06 12:39p

h Lesse pay	rge. The amount charged in addition to the depreciation and any amortized base monthly payments. The depreciation and any amortized amounts plus trainents. The number of payments in your lease
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- A this phill	r and Use. You may be charged for excessive wear based on our standards for normal use in at End of Lease Team. You have an outlook to but the waite at the and of the tops the second of the second o

	a. Gross capitalized cost. The agreed upon value of the vehicle (\$			~ <u></u>
	b. Capitalized cost reduction. The amount of any net trace-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 opposed.	_	\$ \$	25698_00 1098_43
	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	-	\$ \$	<u>25609,57</u> <u>11627,70</u>
	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 of the control of the contro	+	\$ \$ \$	13981_87 3389,33 17371.20
	In Lease payments. The number of payments in your lease  1. Base monthly payment  1. Monthly sales/use tax (estimated)  1. It / A	÷	\$	48_ 361_90 29_86
	I. Total monthly payment	+	\$ \$	A/4
	Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollar the actual charge will depend on when the lease is terminated. The earlier you and the lease, the greater this charge illicity to be.	= [5.	\$   	391 76
8, 9. 90,	Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of the greater and standards for normal use and for mileage in excess of the perfect at the rate of S.—Purchase Option at End of Lease Term. You have an option to buythe valide at the end of the lease term for S.—11027.70 13 plug of light fees and taxes.  Given Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warrantes, late and default charges, a			r mile.
	but charges of the control of the co	and í	NSIJARI	59



b. Agreed upor value of accessories or optional equipment that Lessor agrees to add to the vehicle after lease signing (Describe)	<ol> <li>ITEMIZATION OF GROSS CAPITALIZED COST.</li> <li>Agreed upon value of the vehicle as equipped at lease signing.</li> </ol>	\$	261	03.00
Lessor agrees to add to the vehicle after lease eigning (Describe)		•		
(Describe) N/A	Lessor agrees to add to the vehicle after lease signing			U 15
(Describe)   N/A	(Describe) N/A	+ \$	,	
(Describe) W/A  c. GMAC administrative lee	(Describe) N/A	÷ \$.		
c. GMAC administrative lee	(Describe) W/A	÷ \$		N/A
e. Sales tax.  f. Other tax (describe) N/A  g. Optional service contract (describe) N/A  h. Optional service contract (describe) N/A  i. Optional service contract (describe) N/A  i. Optional service contract (describe) N/A  j. Optional life insurance  k. Optional disability insurance  k. Optional disability insurance  h. N/A  n. Gross Capitalized Cost  c. H/A  n. Gross Capitalized Cost  c. THE VEHICLE YOU ARE TRADING.  Gross trade-in value  Payotí  Net trade-in value  S. OFFICIAL FIES AND TAXES. You will pay all government Ecense, little, registration, testing of inspection fees for the vehicle. You will pay all faxes on the lease or the vehicle that the poernment levies on you, the vehicle, or us (except) our net income taxes). We may change our monthly payment or bill you separately for official fees and taxes.  OTAL ESTIMATED FIES AND TAXES YOU MUST PAY DURING LEASE  b. Registration fees/laxes  c. License feesitaxes  d. Sales/use taxes (including tax on capitalized cost reduction)  e. Excise taxes  f. Property taxes  g. Other (describe)  CALL FORNIA TIRE FEE  S. OC				
i. Other tax (describe) N/A	d. License/registration/title fees	÷ \$.		
f. Other tax (describe) N/A  g. Optional service contract (describe) N/A  h. Optional service contract (describe) N/A  i. Optional service contract (describe) N/A  j. Optional life insurance  k. Optional disability insurance  k. Optional disability insurance  k. Optional disability insurance  l. N/A  m. H/A  n. Gross Capitalized Cost  s. 26598, 00  2. THE VEHICLE YOU ARE TRADING.  Gross trade-in value  Payotí  Net trade-in value  S. OFFICIAL FEES AND TAXES. You will pay all government Ecense, title, registration, testing of inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the overnment levies on you, the vehicle, or us (except our net income taxes). We may change our monthly payment or bill you separately for official fees and taxes.  DTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE  b. Registration fees/taxes  c. License fees/taxes  s. N//  b. Registration fees/taxes  c. License fees/taxes  d. Sales/use taxes (including tax on capitalized cost reduction)  e. Excise taxes  f. Property taxes  g. Other (describe)  LAL FORNITA TIRE FEE  S. DOC  N/A  N/A  S. Other (describe)  LAL FORNITA TIRE FEE  S. DOC  N/A  S. Other (describe)  LAL FORNITA TIRE FEE  S. DOC  N/A  S. Other (describe)  LAL FORNITA TIRE FEE  S. DOC  N/A  S. Other (describe)  LAL FORNITA TIRE FEE  S. DOC  N/A  S. Other (describe)  LAL FORNITA TIRE FEE  S. DOC  N/A  S. DOC  LAL FORNITA TIRE FEE  S. DOC  N/A  S. DOC  N/A  S. DOC  N/A  D. Other (describe)  LAL FORNITA TIRE FEE  S. DOC  N/A  S. DOC  N/A  S. DOC  N/A  D. Other (describe)  LAL FORNITA TIRE FEE  S. DOC  N/A  S. DOC  LAL FORNITA TIRE FEE  S. DOC  N/A  D. Other (describe)	e. Sales tax.	+ \$.		<u> </u>
g. Optional service contract (describe) h. Optional service contract (describe) k. Optional service contract (describe) k. Optional life insurance k. Optional life insurance k. Optional disability i	F Other toy (decaribe)	4.5		<u> </u>
h. Optional service contract (describe) N/A + \$ N/A  i. Optional service contract (describe) N/A + \$ N/A  j. Optional life insurance + \$ N/A  k. Optional disability insurance + \$ N/A  L. N/A + \$ N/A  m. H/A + \$ N/A  n. Gross Capitalized Cost = \$ 26698.00  2. THE VEHICLE YOU ARE TRADING. (year) (make) (model) N/A  Net trade-in value \$ N/A  Net trade-in value = \$ N/A  Net trade-in value = \$ N/A  3. 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 programment levies on you, the vehicle, or us (except our net income taxes). We may change our monthly payment or bill you separately for official fees and taxes.  DITAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2428.06  a. Title/filen fees \$ N/A  b. Registration fees/faxes \$ 900.00  c. License feesitaxes \$ 900.00  d. Sales/use taxes (including tax on capitalized cost reduction) \$ 1523.08  e. Excise taxes \$ N/A  g. Other (describe) N/A  CALL FORNITA TIRE FEE \$ 5.00  CALL FORNITA TIRE FEE	o. Optional service contract (describe) 1977	+ \$		N/A
i. Optional service contract (describe) N/A + \$ N//A  j. Optional life insurance + \$ N//A  k. Optional disability insurance + \$ N//A  k. Optional disability insurance + \$ N//A  l. N/A + \$ N//A  m. H/A + \$ N//A  n. Gross Capitalized Cost = \$ 26598_06  2. THE VEHICLE VOU ARE TRADING.  Gross trade-in value \$ (model) N//A  Net trade-in value \$ N//A  Net trade-in value = \$ N//A  3. OFFICIAL FEES AND TAXES. You will pay all faxes on the lease or the vehicle that the overnment levies on you, the vehicle, or us (except our net income laxes). We may change our monthly payment or bill you separately for official fees and taxes.  DTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2428_06  the actual total of fees and laxes may be higher or tower depending on tax rates in effect or the chicle value when a fee or tax is assessed.  a. Title/flen fees \$ N//A  b. Registration fees/faxes \$ 900_00  c. License feesitaxes \$ 900_00  d. Sales/irse taxes (including tax on capitalized cost reduction) \$ 1523_08  c. Excise taxes \$ N//A  g. Other (describe) N/A  CALL FORNITA TIRE FEE \$ 5.006	h. Optional service contract (describe)	48		N/A
j. Optional life insurance	i. Optional service contract (describe) 14/A	+ \$		N/A
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I. M/A + \$ M//A  In. Gross Capitalized Cost = \$ 26598.00  2. THE VEHICLE YOU ARE TRADING.  Gross trade-in value   (year) (make) (model)   M//A  Net trade-in value   \$ (wear) (make)   M//A  Net trade-in value   \$ (wear) (make)   M//A  3. OFFICIAL FEES AND TAXES. You will pay all government Econse, title, registration, tealing and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the programment levies on you, the vehicle, or us (except our net income taxes). We may change our monthly payment or bill you separately for official fees and taxes.  DTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2428.06 and eactual total of fees and taxes may be higher or tower depending on tax rates in effect or the chicle value when a fee or tax is assessed.  a. Title/flen fees   \$ (including tax on capitalized cost reduction)   \$ (including tax on capital				N/A
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15. LATE CHARGE. If you do not pay a monthly payment in full within 30 days after it is due, you will pay a late charge of $S4$ .
16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it prompfly, 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 $\frac{10/21/2008}{\text{(month)}}$ (day) (year)
18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00per day (plus tax), beginning on the eighth day after scheduled lease and date.
19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in long on the date of this lease as lottows:
Insurance company name: AMEX_ASSURANCE_CO
Insurance agency name: II/A
Agency Address: X/A
Agency Phone no.: N/A
Agent's name: K/A
Polloy no.: AX01155859 DLlability DPhysical damage
Deductibles: Collision 5 1/2 Comprehensive \$ 1/4
- Tanking - Tank
Insurance company name: R/A  Insurance agency name: R/A  Agency Address: R/A  Agency Phone no.: N/A  Agent's name: R/A  Policy no.: R/A  DPhysical damage
Agency Address: K/A
Agency Phone no.: If/A
Agent's name: k/A
Policy no.: N/A DPhysical damage
Deducibles: Collision S ATA Comprehensive \$ A/A
20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability Insurance. If you sign below, we will invite 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 tease describes the coverage(s). The insurance, may not cover taxes and other amounts due besides the base monthly payment. Insurer name:  Address:
Did its insurance (Cit encon CiCo Lensas of Bath) Premium S N/A
Chila hazarance (Tressae Chontassae Chontass
1   1   1   1   1   1   1   1   1   1
Disability Insurance (Lesse
Herman V
LESSEE'S SIGNATURE:AgeN/A
CO-LESSEE'S SIGNATURE: X / Age M/A



X U C

N

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Σ

ภาใช้พ mileage: 12,000 miles/vear. Base Mileage Allowance. 🗆 15,000 miles/year. ☐ Standard manufacturer's warranty Medium-duty truck (gasoline): 25,000 mtes/year ☐ Medium-duty truck (dieseth: 35,000 miles/year Warranty papers that are separate from this lease state any coverage limits. The tay gives you a warranty that the vehicle conforms to the description in this lease. NAME miles at S. N/A par mile. Whis lease ends Extra Miles. You are buying THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. on or after the last scheduled payment is due, we will credit you with \$\_\_\_\_\_ each unused extra mile. There will be no credit if the lease ends early, you buy the The following applies only if this lease is not primarily for personal, family, or household DUIDOSES: WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO vehicle, or the vehicle is a total loss. WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE. Total Allowed Mileage on the Ocometer at Lease End is \_\_\_\_\_ 22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS. Starting adorreter mileage miles Base mileage allowance miles Purchased extra miles..... Nama. .. per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a lotal If you are buying a service of maintenance contract now, you may pay for it at lease sloning. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price. 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. THERE IS NO COOLING OFF PERIOD California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as frauc. 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 this lease must be insuration and signed by you and us. No oral changes are binding. We may delay or refrain from entorcing any of our rights under this lease without iceing them. (1) Do not sign this lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this lease; (3) Warning - Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease. YOU SIGNED AND RECEIVED A COMPLETELY 2004 SANTA CLARA CA FILLED-IN CODY OF THIS AGREEMENT AT (vear) (slate) LESSEE: X STEVENS EREEK BUICK PORTLAN GHIGNATURE AND TITLE: X LESSOR:, Lessor assigns all right, little, 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. STEVENS CREEK BUICK PORTIAC GIRC LESSOR: SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST. 671 MONTHLY CA 1/2002 (For use in the state of California) Lease Agreement 9 Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved. QUADRUPLICATE OF GINAL - LESSER

TO: BBB-AutoLine -909-835-6086 ATTN: Mari Lopez

FAX-

TOTAL PAGES INCLUDING COVER SHEET-5



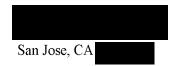
**BBB AUTO LINE** 

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

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

June 20, 2006



Re: vs Pontiac/GMC Division # PGM0648337

Dear :

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

The Manufacturer has offered to Voluntarily Repurchase the Consumer's 2005 Pontiac G6. The Manufacturer shall payoff the remaining balance of the consumer's lease agreement. The Consumer shall receive a refund of the total amount paid at lease signing, \$799.99. This amount includes all collateral fees such as, Capitalize Cost Reduction, Sales tax, First monthly payment, License/registration, and Documentation fees. The consumer shall also receive a refund of all monthly payments made of \$375.71 each. The consumer shall be responsible for a usage fee at 21,354 miles. The total usage fee is \$4,349.63 however GM would like to deduct \$300.00 out of the usage as a good will gesture to the consumer, adjusting the usage to reflect a total deduction of \$4,049.63., The consumer has accepted this offer. The manufacturer shall send the consumer a separate settlement letter with the total repurchase amount. The repurchase shall be completed within 45 days from the date of this letter.

NOTE: The hearing has been cancelled.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within **eight days** from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to assist you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

Mari Lopez at Extension 215

cc: David McWhorter

MAY-09-2006 11:25



980 Capitol Expressway Auto Mall • San Jose, CA 95136-1130 408-448-6537 • 800-238-5800 • 408-445-6765 Fax

### **FAX TRANSMISSION**

TO: <u>Dave McWhorter</u>	FAX# 866-480-3634
BRC-ADR Cust. Rel. Mgr.	
FROM: Duayne Bowman	FAX# 408- 445-6765
DATE: <u>5-/9/06</u>	
RE: 2005 Pont.	VIN 162Z6528154.
Number of pages, including this page:	

Following is a complete record of our Service file on this customer.

445-6765

T-574 P.002

F-128

Store 01 SERVC01 PORT 5009 3651 \_\_\_\_\_\_ CUSTOMER NAME SERIAL NO. 1G2ZG528154 R.O. NO. 321479 1 RO.DATE 08/30/2005 2 DEPT (S,B,P) S SERVICE [2 OF 2] [1 OF 3] 3 MILEAGE 14839 4 ADVISOR NO. 254 5 OPERATION NO. 41PNZ OP DESC. RECALL 6 SALE TYPE (C/W/I) W TECH NO(S). 165 7 COMPLAINT PERFORM OPEN 04088 WATER INTRUSION CAMPAIGN 8 CAUSE 9 CORRECTION PROGRAMMED BCM AND DOOR LOCK ENABLE MODULE WITH SPS PASS THRU. CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. 321479 Y0014 10 WARRANTY 11 CAMPAIGN NO. CAMPAIGN DESC. CAMPAIGN DESC. 12 CAMPAIGN NO.

1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)





COMMENTS: 1G1AK55F767



980 Capitol Expressway Auto Mall SAN JOSE, CA 95136-1130

800-238-5800

448-6537

PNWS321479

CUSTOMER NO.	ADVISOR			
63286	WILLIAM FISHER	254 204	09/08/05	INVOICE NO.
	LABOR RATE LICENSE NO.	MILEAGE 14.839	COLOR	PNWS32147
SAN JOSE, CA	05/PONTIAC/GT SEDAN/O		10/22/04	DELIVERY MILES
	1622652815		SELLING DEALER NO.	PRODUCTION DATE
SIDENCE BACKE		P. O. NO.	8.0.0ATE 08/30/05	<u> </u>
· · · · · · · · · · · · · · · · · · ·	COMMENTS			:
1039	ARRANTY NEW CLAIM //IN DIV DEALER ODOMETER 28154 14839	SERVICE ADVISOR # 545-15-4297	PLEASE REA WARRANTY	CONSUMER:  ID IMPORTANT  INFORMATION  BACK.
CUSTOMER NAME: FIRST:	MIDDLE: PHONE:WORK:	IOME:	BAD #4	0404===
LN JOB CT CC PC PART-NO. 1 01 MA LN-TOT: 20.89 TECH SSN:	96 Y0014 .2	IET-AMT. LAB-TOT. 20.89	•	NG161775 D983612805
LN JOB CT CC PC PART-NO. 2 03 04 LN-TOT: 155.80 TECH SSN:	N4180 1.3	ET-AMT, LAB-TOT, 20.00 135.80 . AUTHOR.:		
LN JOB CT CC PC PART-NO. 3 03 MJ LN-TOT: 131.00 TECH SSN: COMMENTS: 1G1AK55F767	TOT-PTS FC LABOP LHRS OHRS NO 98 Z7903	ET-AMT. LAB-TOT. 131.00 . AUTHOR.:		

R.O. TOTAL:

307.69

PNWS321479





980 Capitol Expressway Auto Mall SAN JOSE, CA 95136-1130

800-238-5800

448-6537



## 

	DVIBOR	<u> </u>	TAG NO.	INVOICE DATE	INVOICE NO.
	ILLIAM FISH		MILEAGE	09/08/05	PNWS321479
l v	EAR / MAKE / MODEL		14,839	/	STOCK NO.
SAN JOSE, CA	05/PONTIAC/G	T SEDAN/G6 6	CYL SEDAN	10/22/04	DELIVERY MILES
<u> </u>	1 G 2 Z G 5			SELLING DEALER NO.	PRODUCTION DATE
DECURE AND ADDRESS OF THE PARTY	T. E. NO.	P. O. No	<b>).</b> .	6.0.DATE 08/30/05	
CC	DMMENTS				
LABOR- J# 1 41PNZ RECALL HOURS: PERFORM OPEN 04088 WATER INTRUSION CA PROGRAMMED BCM AND DOOR LOCK ENABLE M THRU.				PLEASE REA	CONSUMER: AD IMPORTANT INFORMATION BACK.
J# 2 26PNZ ELECTRICAL SYSTEM HOURS: ^CUSTOMER STATES INTERIOR LAMPS STAY O LIGHTING SYSTEM OPERATES OK AT THIS T COULD NOT DUPLICATE COMPLAINT	D.00 TECH(S):2 N WHILE DRIVING IME.	<b>19</b> - 100 km km 415 515 5	4977 2 1884, <b>0400</b>		NG161775 D983612805
J# 3 26PNZ-6 ELECTRICAL INSTRMNTS HOURS:  CUSTOMER STATES SPEEDOMETER NEEDLE VII I.P. IS SHORTED REPLACED I.P.	"1:30"TECH(S):16 BRATES ON ACCELL	<b>5_219</b>	135.80	- 7 1951	330,012,003
		TOTAL - LABOR	156.69		
SUBLETPO#VEND INV#-INV.DATE-DESCRIPTION JOB # 3 43436 536777 09/02/05 GM WARRANT	TY RENTAL	TOTAL - SUBLET			
MISCCODEDESCRIPTION JOB # 3 XTRA TRADE PARTS	CO	NTROL NO TOTAL - MISC	20.00		
VARRANTY CLAIM DETAIL TOTALS		R/O TAX R/O TOTALS	0.00 307.69		
CLAIM# TOTAL 321479 307.69		••••••••			
CLAIM TOTALS 307.69					
APPROVED BY SIGNATURE	· ———				
			l		



### Pre-Exchange Order #: 487975



32655 Industrial, Madison Heights, MI 48071 (248) 307-2570 \*\* This is not an Invoice \*\*

Bill To:			Ship To:						
Capitol Buick 980 W. Capito	Pontiac GMC Inc. ol Exway		Capitol Buick Pontiac GMC Inc. 980 W. Capitol Exway						
San Jose (408) 448-653	CA 95136		San Jose Route#:	CA 95136					
Order Date: 8/30/2005	Cust#:	Order Placed By:	ken Stroud	Your Specmo CSR: Laurine Riley					

VERY IMPORTANT: In accordance with ACDelco Policy IB# 98-174, the defective core for this pre-exchange product must be returned to Specmo within 30 days of the date of this order. If the core has not been received and processed back into our inventory within 30 days of the order date, you will automatically be billed by GMSPO a non-refundable cost of \$105.00.

Part # Ordered: 21996866

Unit Type: Cluster

Description: 05 PON G6 INST. CLUSTER

FROM-CAPITOL GMC

Part# Acquired By: Tech 2

RO#: 321479

PO #:

VIN #: 1G2ZG528154

Year: 2005 Make: Pontiac

Model: G6

Mileage: 14839

Delivery Date: 10/22/2004

Ordered Via: Phone

Part # Shipped: 15261511

Description: 05 PON G6 Inst. Cluster

Serial #: 6174

Core Value: \$105.00

Reman Price: \$105.00

Shipping Method: FedEx Overnight

Estimated Freight: \$18.00

Description of Failure:

speedo sticks on acceleration

Remarks:

Oksd~ler

BE AW2-6620

Under GM Factory Warranty at time of service. Please enclose a copy of a valid Dealer RO.

An estimated freight charge of \$18.00 was added to your order, for a total order amount of \$123.00.

Customer File Copy - Retain for your records



Pre-Exchange Order #: 487975



32655 Industrial, Madison Heights, MI 48071 (248) 307-2570

### Core Return Authorization

Important: You must return this RA with your core for this order.

\*\* This is not an invoice \*\*

Bill To:

Capitol Buick Pontiac GMC Inc.

980 W. Capitol Exway

San Jose

(408) 448-6537

CA 95136

Ship To:

Capitol Buick Pontiac GMC Inc.

980 W. Capitol Exway

San Jose

CA 95136

Route#:

Order Date: 8/30/2005

Cust#: 223133

Order Placed By: ken Stroud Specmo CSR: Laurine Riley

Part # Ordered: 21996866

Unit Type: Cluster

Description: 05 PON G6 INST. CLUSTER

Part# Acquired By: Tech 2

RO #:

321479

RO Date: 8/30/2005

VIN #: 1G2ZG528154

Year: 2005

Make: Pontiac

Model: G6

Mileage: 14839

Delivery Date: 10/22/2004

Remarks:

Oksd-ler

Part # Shipped: 15261511

Ordered Via: Phone

Description: 05 PON G6 Inst. Cluster

Serial #: 6174

Core Value: \$105.00

Reman Price: \$105.00

Shipping Method: FedEx Overnight

Estimated Freight: \$18.00

Description of Failure:

speedo sticks on acceleration

06 AW2-6690

### **Important Warranty Information**

If the exchange core you are returning with this Return Authorization was:

Under GM Factory Warranty at the time of this service, please enclose a copy of the applicable RO.

form 501 7/04

FROM-CAPITOL GMC

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading
10/12/2004	154785	#	J6354 - MODULE, POWERTRAIN CONTROL - ENGINE REPROGRAMMING	41 miles
09/03/2004	A	r	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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rage 1 of 2

### **GM Vehicle Inquiry System** Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

#### <u>Help</u>

VIN	<del></del>		1G2Z	G2ZG528154										
					VEH	CLE I	NFOI	RMATI	ON	_				
Merc	handising	Mod	el: 22	ZG69 -20	05 G6 - 6CYI	L SEDA	N		Warrai	Warranty Start Date :			10/22/2004	
BARS Order Type: 70 - RETAIL - STOCK								·		-				
Deliv	ering Deal	ler :	\$1	TEVENS	CREEK BUI	CK-PO	CK-PONTIAC-GMC			Source	:	16 - PONTIAC		
4201 STEVENS CREEK BI SANTA CLARA, CA 950				. BLVD 95051-	6999 6999		Site Co	Site Code :		08140				
			(4)	08) 983-5	300				Busines	s Assoc	iate Code :	163	372	
Serv	ice Contr	act ;	No	Bran	ded Title :	No	V	Varrant	y Block :	Block: No PDI State		ıs :	Paid	
	<b>-</b>				REQUI	RED F	ŒLD	ACTIO	ONS				<u>.                                    </u>	
Туре	Number	·			De	scriptio	n	<u>-</u>			Posted D	ate	Status	
RC	<u>04088</u>	DR	IVER I	DOOR W	ATER INTRI	JSION					11/05/20	04	Open	
RC	05005	RE MA	AR SEA	AT CHILI	D RESTRAII E	NT AN	CHOR	RAGE O	WNER		N/A		Closed	
				•	SERVICE II	VFORI	MATI	IONAL	ITEMS				L	
Vehicl	e Has No	Curre	nt Reco	ord Of O	utstanding S	ervice l	Inform	nation						
			О	N STAR	AND XM SA	TELL	ITE :	RADIO	INFORM	ATION				
OnSta Equip		No	OnSta	ar Status	N/A	Refer to Help page for details or: www.onstarenrollment.com o (888)ONSTAR1 (888)667-8271					t.com or			
CM E	Inipped	Yes	XM R	adio ID	W6B86004	1226					3600			

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	10/22/2004	7 miles	10/22/2007	36007 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	10/22/2004	7 miles	10/22/2010	100007 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	10/22/2004	7 miles	10/22/2012	80007 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/22/2004	7 miles	10/22/2011	70007 miles
36/50000 CALIFORNIA EMISSIONS	10/22/2004	7 miles	10/22/2007	50007 miles

. Pontiac	1-800-620-7668	1-800-833-7668
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
Guam	1-671-648-8650	

If your vehicle is within the New Vehicle Limited Warranty your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

#### My GMLink Online

This free online service offers vehicle and ownership related information and tools tailored to your specific vehicle. To join, visit <a href="https://www.mygmlink.com">www.mygmlink.com</a>, and enter your vehicle's 17-character vehicle identification number (VIN) shown on the enclosed customer reply form to get the most personalized information for your vehicle.

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your Pontiac G6 provides you many miles of enjoyable driving.

General Motors Corporation

Enclosure

04088

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



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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Forward ->

Document ID# 1562763

Feedback

Print

is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers a copy of the customer letter accompanying this bulletin. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

November 2004

#### Dear General Motors Customer:

This notice is sent to inform you that Pontiac is conducting a customer satisfaction program that affects certain 2005 model year Pontiac G6 vehicles.

We have learned that your vehicle may have a condition where, under certain conditions, water may seep into the driver's door latch assembly. If this were to happen, it could cause the doors to unlock without the driver's input and/or the content theft feature to be deactivated. In addition, if the vehicle speed is less than 5 km/h (3 mph) or if the vehicle is parked, the trunk release may activate unexpectedly.

#### What We Will Do

To prevent this condition from occurring, your Pontiac dealer will reprogram the body control module. After this reprogramming, you will continue to be able to lock and unlock all of the doors using remote keyless entry transmitter or the door locks inside the vehicle and you will be able to unlock the trunk using the remote keyless entry transmitter or the trunk release button inside the vehicle. You will not be able to open the passenger doors or trunk by turning the key in the driver's door. A supplement will be provided for the Owner's Manual with this updated information.

#### What You Should Do

We recommend that you contact your dealer to arrange a service date. Presenting the enclosed customer reply form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please check the appropriate box and provide the new owner information, if available.

#### Customer Reply Form

The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below. The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

	<del></del>	
Division	37 1	
() Division	Number	Text Telephones (TTY)
· ·-		

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranty. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

#### Claim Information

Submit a Product Recall Claim with the information indicated below.

Repair Performed	Part Count	Part No.	Parts Allow	CC- FC	Labor Op	Labor Hours		
Reprogram BCM				24		0.2		
Add: SPS Reprogram (for vehicles with remote vehicle start system)	N/A	N/A	N/A	MA- 96	Y0014	0.2		
Courtesy Transportation N/A N/A N/A MA- * N/A								
* Submit courtesy transportation using normal labor operations for courtesy transportation as indicated in the GM Service Policies and Procedures Manual.								

Note: Canadian dealers should refer to the Canadian distribution of the bulletin for detailed claim information.

Refer to the General Motors WINS Claim Processing Manual for details on Product Recall Claim Submission.

#### Customer Notification - For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

#### Customer Notification - For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

#### Dealer Program Responsibility

All unsold new vehicles in dealers' possession and subject to this program MUST be held and inspected/repaired per the service procedure of this program bulletin BEFORE customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there

Notice: DO NOT make any changes on the next screen displayed.

- N. Without making any changes to the options listed, press "Save Options" "Waiting for data" will be displayed
- O. Read the on-screen information about remote vehicle start and press "Enter" "Waiting for data" will be displayed

Notice: Change only the Key Lock/Unlock feature on the next screen. DO NOT change any other features.

- P. Using the arrow buttons, scroll down until the "Key Lock/Unlock" is highlighted.
- Q. Once highlighted, press "Enter" (asterisk will turn off)
- R. Press "Save Options" Screen will momentarily display "New BCM Setup Complete"
- S. Press "Continue" or wait for the Tech 2 to return to the BCM setup screen.
- T. Press "Exit" as required.
- 3. Make a copy of the TWO owner's manual pages included in this bulletin, trim to size and insert them into the owner's manual.
- 4. SPS reprogramming:
  - If the vehicle is equipped with the remote vehicle start system, an SPS reprogram via "pass thru" must be performed at this time. Proceed to the next step.
  - If the vehicle IS NOT equipped with the remote vehicle start system, the SPS reprogramming IS NOT required. Proceed to Step 10.
- 5. Verify that the vehicle's battery is fully charged.
- 6. On the Techline Terminal, select "SPS Reprogramming".
- 7. Select "pass-thru" followed by Remote Start Enable/Disable from the menus and follow all instructions.
- 8. After reprogramming has been completed, clear any stored diagnostic trouble codes (DTC).
- 9. Disconnect the Tech 2 and Techline Terminal from the vehicle.
- 10. Verify that the power door locks and trunk operate correctly using the key FOB (transmitter).
- 11. If equipped with a remote vehicle start system, close the hood, lock the trunk and all vehicle doors; verify that the remote vehicle start system is operational.
- 12. Insert the key in the driver's door lock cylinder and rotate the counterclockwise.
- 13. Only the driver's door lock should unlock manually.
- 14. Rotate the key counterclockwise a second and third time.
- 15. The remaining doors and trunk should remain locked.

#### For Canada

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared, and is being furnished to involved dealers. Dealers that have no involved vehicles currently assigned, will not receive a Campaign Initiation Detail Report.

The Campaign Initiation Detail Report may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

#### Parts Information

No parts are required for this program.

#### Service Procedure

The following service procedure provides instructions for reprogramming the body control module (BCM) to turn off the key lock/unlock feature. The owner's manual will also need to be updated.

**Notice:** On vehicles equipped with the remote vehicle start system, the system will be disabled when performing this procedure. To re-enable the feature, an SPS reprogram via "pass-thru" will need to be performed. The system CANNOT be turned back on using Tech 2 alone. Failure to perform the SPS reprogramming using "pass-thru" as instructed in this procedure will result in the remote vehicle start system being inoperable.

**Important:** In order to perform the following procedure, the diagnostic interface module (CANdi) must be connected between the Tech 2 and the vehicle. Failure to use the CANdi module will result in failure of the Tech 2 to communicate with the necessary module on the vehicle.

- 1. Turn the ignition switch to the ON position.
- 2. Connect the Tech 2 and the CANdi module to the vehicle's diagnostic link connector (DLC), power it up, and press enter.
  - A. Select F0: Diagnostics
  - B. Enter vehicle information
  - C. Select F0: Vehicle Control Systems
  - D. Select Computer/Integrating Systems
  - E. Select F4: Module Setup
  - F. Select F0: Body Control Module
  - G. Select F0: BCM Setup
  - H. Setup a New BCM? (Press Yes) "Waiting for data" will be displayed for about 10-20 seconds Tech 2 will display: Unable to program VIN and/or odometer Controller is Locked See Service Manual for additional information
  - I. Select "Enter" to continue
  - J. Configure options only? (Press Yes) "Waiting for data" will be displayed Tech 2 will display: Setting Options
  - K. Read the on-screen instructions and press "Continue"
  - I.. Select country and "Save Options" "Waiting for data" will be displayed
  - M. Read the on-screen instructions and press "Continue"

Document ID# 1562763 ·



# Customer Satisfaction - Driver Door Water Intrusion #04088 - (Nov 5, 2004)

04088 - Driver Door Water Intrusion

2005 Poptiac G6

#### Condition

Certain 2005 model year Pontiac G6 vehicles may have a condition where, under certain conditions, water may seep into the driver's door latch assembly. If this were to happen, it could cause the doors to unlock without the driver's input and/or the content theft feature to be deactivated. In addition, if the vehicle speed is less than 5 km/h (3 mph) or if the vehicle is parked, the trunk release may activate unexpectedly.

#### Correction

Dealers will reprogram the body control module. After this reprogramming, the operator will continue to be able to lock and unlock all of the doors using remote keyless entry transmitter or the door locks inside the vehicle and you will be able to unlock the trunk using the remote keyless entry transmitter or the trunk release button inside the vehicle. The operator will not be able to open the passenger doors or trunk by turning the key in the driver's door. A supplement is to be provided for the Owner's Manual with this updated information.

#### Vehicles Involved

Involved are certain 2005 model year Pontiac G6 vehicles built within these VIN breakpoints:

Year	Division	Model	From	Through
2005	Pontiac	G6	54	54

**Important:** Dealers should confirm vehicle eligibility through *GMVIS* (GM Vehicle Inquiry System) prior to beginning program repairs. [Not all vehicles within the above breakpoints may be involved.]

#### For US

For dealers with involved vehicles, a Campaign Initiation Detail Report containing the complete Vehicle Identification Number, customer name and address data has been prepared and will be loaded to the GM DealerWorld, Recall Information website. Dealers that have no involved vehicles currently assigned, will not have a report available in GM DealerWorld.

321479





980 Capitol Expressway Auto Mall SAN JOSE, CA 95136-1130 407975 GMC

800-238-5800

448-6537

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

BAR #AG161775 EPA #CAD983612805







800-238-5800

448-6537

PNCS326268



622

CUSTOMER NO.	ADVISOR			•	
63286	WILLIAM FISH		759 TAB NO.	01/18/06	PNCS326268
†	VEAR / MAKE / MODIEL	ICENSE NO.	MILEAGE 21,411	COLOR	STOCK NO.
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IF YOUR VEHICLE IS DUE FOR IT'S BI-ANNUAL SMOG CERTIFICATION

WE CAN PERFORM IT FOR YOU DURING YOUR NEXT SERVICE APPOINTMENT. IT CAN NORMALLY BE PERFORMED WHILE YOU WAIT!

\*

AN INCREASE IN

TOTAL LABOR... 25.60
TOTAL PARTS... 18.51
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX.... 1.53

TOTAL INVOICE \$ 45.64

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT
WARRANTY INFORMATION
ON BACK.

BAR #AG161775 EPA #CAD983612805

PAGE 2 OF 2

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ACCOUNTING COPY

[ END OF INVOICE ] 07:55am

Copyright O 1998 The Reynolds and Reynolds Comme

326268







980 Capitol Expressway Auto Mall SAN JOSE, CA 95136-1130

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SOURCE GM2309 - 004

SUMMARY OF CHARGES DAY = 24 HOUR PERIOD

MILES

200 MI FREE/DA

1 DAYS

NO CHARGE

SPECIAL @

IN 09:33AM 1/18/06 OUT 08:24AM 1/16/06

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO SAN JOSE CA 95136-1532 2309 RENTAL TYPE D

RENTAL AGREEMENT D544089 PAGE 1 OF 1

33.95

38.54

33.95

38.54

14.99

8.25

24-HOUR DAY

UNIT 1 UNIT # LM7N72 LIC# MODEL EQUI COLOR SILVER ΙN 10627 OUT 10554

V# 2CNDL23F656

RENTER SAN JOSE CA LOCAL: (H) (W)

DR. LICENSE STATE CA EXPIRE 12/29/09 DOB 12/29/74 HT WT EYES HATR S.S.# EMPLOYER

BILL TO Y CUST # CAPITOL PONTIAC/GMC ATTN: BILL\*\* 980 W CAPITOL EXPWY SAN JOSE, CA 408-448-6537 95136

DAMAGE WAIVER 011606/011806

ADDITIONAL DRIVER NO OTHER DRIVER PERMITTED

CLAIM INFO POL/CLAIM/PO#

PO 45166 INSURED

LOSS DATE THEFT ACCIDENT

TYPE CAR

SHOP CAPITOL PONT PHONE 408-448-6537 NAME

PERMISSION TO LEAVE STATE YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION AMOUNT PD.BY TYPE DATE AUTH 29.98 MC SALE 1/18/06 700013

> OPENED BY #3701Z NICHOLAS A WINKLE CLOSED BY #702CB MINDY S FISHER

TOTAL CHARGES

2 DAYS DW @

SALES TAX%

DEPOSITS REFUND

29.98

5.98

108.45 29.98

BILL TO CUST 501692

78.47

CLOSED TICKET PAYMENT INFO

### Capitol Buick • Pontiac • GMC

980 CAPITOL EXPY, AUTO MALL SAN JOSE, CA 95136-1102 (498) 448-6537 800-238-5800

**PURCHASE ORDER TO** 

433

FROM-CAPITOL GMC

ENTERPRISE RENT A CAR OF SF 2950 MERCED STREEET SAN LEANDRO CA 94577

SHIP TO

CAPITOL BUICK PONTIAC GMC 980 CAPITOL EXP AUTO MALL SAN JOSE CA 95136 NUMBER

45166

SERVICE

WRITTEN BY

WILLIAM FISHER

DEPARTMENT
DATE 046

01/16/06

P. O. AMOUNT

42.00

AMOUNT

**BILL TO** 

CAPITOL BUICK PONTIAC GMC 980 CAPITOL EXP AUTO MALL SAN JOSE CA 95136

TAX EXEMPT #

SRGH26826220

QTY. DESCRIPTION

326268 G.M. WARRANTY RENTAL

PRICE

42.00

ACCT.	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER	
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SIGNATURE

PAGE 1 OF 1

**PURCHASE ORDER** 





Document ID# 1716682 2005 Pontiac G6



# Knock, Clunk or Rattle Noise at Low Speeds with Suspension Input - keywords int intermittent shaft steer steering #PIC3747 - (Oct 24, 2005)

Knock, Clunk or Raule Noise at Low Speeds with Suspension Input

2004-2006 Chevrolet Malibu/Maxx

2005-2006 Pontiac G6

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

#### Condition/Concern:

Some Malibu/Maxx and G6s may experience a knock, clunk or rattle type noise at low speeds when there is a suspension input. The noise sounds like it's in the suspension on the left side of the vehicle. This noise will usually develop after 3000, to 5000 miles on the vehicle.

Note: The root cause has been determined and corrective action is in the validation process.

#### Recommendation/Instructions;

Do NOT replace the intermediate shaft for this rattle clunk type noise. This is not the cause of the noise. The noise might be eliminated for a very short time (1 to 5 days) when the I shaft is replaced. The reason the noise has changed is because during replacement the of the I shaft, the steering system loading has been changed. The noise will return after the system readjusts to the new loading. When service parts are available to repair this clunk, knock noise, a service bulletin will be issued.

Note: At this time service parts are expected in the first quarter of 2006.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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<- Back Forward ->

Document ID# 1716682 2005 Pontiac G6

Feedback

Print

FROM-CAPITOL GMC

84/70000 CALIFORNIA SELECT COMPONENT

#### **GM Vehicle Inquiry System** Summary

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title</u>

#### <u>Help</u>

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					REQUII	RED 1			<u> </u>					
Type Number Description				on		·		Posted D	ate	Status				
ΥT	<u>04088</u>	DRI	VER I	DOOR WA			N/A			Closed				
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					SERVICE IN	VFOR	MAT	IONAL	ITEMS		<u> </u>		<u> </u>	
Vehicl	e Has No	Curren	it Rec	ord Of Ou	itstanding Sc	rvice	Infor	mation						
			0	)N STAR	AND XM SA	TEL.	LITE	RADIC	INFORMA	TIO	<u> </u>		V	
OnStar Equipp	-	No	OnSt	ar Status	N/A	Ref (888	fer to Help page for details or: www.onstarenrollment.com or 38)ONSTAR1 (888)667-8271						t.com or	
XM Eç	luipped	Yes Z	XM R	adio ID	W6B86004	XM Statu	1S	Active	Refer to Hel www.gm.xn	p paş	ge for details o.com or (800	or: 0)556-1	3600	
	·				APPLICA	ABLE	WA	RRANT	IES					
Description								fective Date	Effective Odometer		End Date		End lometer	
36/36000 BUMPER TO BUMPER						10/2	2/2004	7 mi	les	10/22/2007	36	5007 miles		
72/100000 SHEET METAL COVERAGE RUST THROUGH						10/22/2004		7 mi	les	10/22/2010	100	0007 miles		
6/8000 ND PO	0 FEDER. CM	AL EM	ISSIO	)N CATAL	LYTIC CON	v.	10/22/2004		7 mi	les	10/22/2012	80	0007 miles	
6/5000	0 CALIFO	)RNIA	EMIS	SIONS		$\Box$	10/2:	2/2004	7 mi	les	10/22/2007	50	007 miles	

10/22/2004

70007 miles

7 miles | 10/22/2011

Page 2 of 2

#### CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odometer Reading		
08/30/2005	321479	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	14839		
08/30/2005	321479	#	Y0014 - DRIVER DOOR WATER INTRUSION - REPROGRAM BODY CONTROL MODUL	14839	miles	
08/30/2005	321479	#	N4180 - CLUSTER ASSEMBLY, INSTRUMENT PANEL - R&R OR REPLACE	14839	miles	
08/30/200 <i>5</i>	321479	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	14839	miles	
10/12/2004	154785	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	41	miles	
09/03/2004	A12412	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		miles	

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1/1/////







980 Capitol Expressway Auto Mall SAN JOSE, CA 95136-1130

800-238-5800

448-6537

PNWS326268

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	_63286		MILLIAM F	renen	354	G NO.	INVOICE DATE	INVOICE NO
		····	LABOR RATE	LICENSE NO.	254	759	01/19/06	PNWS32626
			YEAR / MAKE / MODEL			21,411		STOCK NO.
SAN JOS	E, CA		05/PONTIAC	/GT SEDAN	/G6 6CYL	SEDAN	10/22/04	DELIVERY MILES
			1 G 2 Z G				SELLING DEALER NO.	PRODUCTION DATE
	<u> </u>		F. T. E. NO.	<u> </u>	P. O. NO.		R. O. DATE	<del></del>
	BU	SINFSS PHONE	COMMENTS				01/16/06	
ABOR # 2 36PNZ	DOODE 41							
	L/F DOOR WEATHER R&R WEATHERSTRI	R STRIP COLL P		LUGE AKEA		1119.30	PLEASE REA	CONSUMER:  AD IMPORTANT  INFORMATION
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	ROAD TESTED AND	COULD NOT DO	UPLICATE CONCERN			1	BAR #A	G161775
				TOTAL			EPA #CAI	D983612805
ARTSQ1	YFP-NUMBER	·	DESCRIPTIONU/C	TOTAL	LABUR	151.84		
OB # 2	1 10396612	•	WEATHERST 10.694 3 JOB # 2 COST TO	31.45 31.45 31.45 31.45 31.45	U/PRICE 44.03	44.03		
			JUB # 2 COST TO	TAL 31.45 TOTAL -	PARTS	44.03		
JBLETPO JB # 1 45	#VEND IN 166 544089	V#-INV.DATE-	DESCRIPTION			14.03		
JD 17 1 43	166 544089	01/18/06	G.M. WARRANTY RENTAL	TOTAL -	CHO! ET	79.00		
			•			79.00		
				R/O TAX R/O TOT	ALS	0.00 274.87		
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AIM# 6268	TOTAL 274.87							
AIM TOTALS								
VIII IOTAES	/ <b>274.87</b>							
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PNWS326268







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PNWS326268

63286	ADVISOR WILLIAM FISH	————— ER	254 759	01/19/06	INVOICE NO.
		CENSE NO.	MILEAGE 21,41	COLOR	PNWS326268 BTOCK NO.
N JOSE, CA	05/PONTIAC/G			DELIVERY DATE 10/22/04 SELLING DEALER NO.	PRODUCTION DATE
ENCE PHONE BUSINESS PHONE	F. T. E. NO.		. NO.	R.O. DATE 01/16/06	
AUDIT SLIP		<del></del>			
DCS DATA FILE: GMGMWF.044 01/19/2006 WARR 0845 RO NUMBER RO DATE VIN 326268 01/16/2006 1G2ZG5281	ANTY NEW CLAIM  DIV DEALER 6 12164	ODOMETER SEI 21411	RVICE ADVISOR # 545-15-4297	PLEASE REA WARRANTY	CONSUMER: D IMPORTANT INFORMATION BACK.
LN JOB CT CC PC PART-NO. TOT 1 02 BY 1 10396612 LN TOT: 163.33 TECH SSN:	PHONE: WORK: 411  T-PTS FC LABOP L  44.03 1J C1043  AUTH CODE:	.5 .6	E: -AMT. LAB-TOT, 119.30 AUTHOR.: 0090		.G161775 0983612805
LN-TOT: 32.54 TECH SSN:	AUTH CODE:	RS OHRS NET-	-AMT. LAB-TOT. 32.54 AUTHOR.:		
LN JOB CT CC PC PART-NO. TOT 3 01 MJ LN-TOT: 79.00 TECH SSN: COMMENTS: 2CNDL23F656	F-PTS FC LABOP LE 98 Z7902 AUTH CODE:		AMT. LAB-TOT. 79.00 NUTHOR.:		
		R.O. TOTAL:	274.87		
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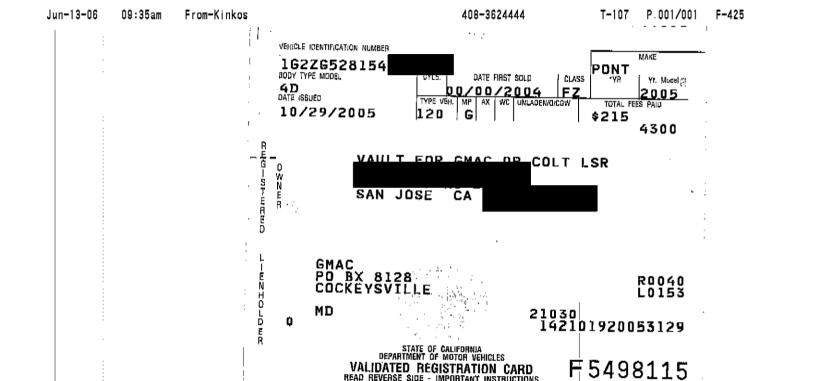
0101IPNIS3262	268 ADVISOR					
63286	WILLIAM F		254 75	9	01/19/06	PNIS326268
	LABOR RATE	LICENSE NO.	MILEAGE	L,411	COLOR .	STOCK NO.
SAN JOSE, CA	VEAR / MAKE / MODEL	<u>C/GT SEDA</u> N/G			DELIVERY DATE	DELIVERY MILES
JAN JOSE, CA	VEHICLE (.D. NO.	<u>5 2 8 1 5</u>		AN	10/22/04 SELLING DEALER NO.	PRODUCTION DATE
SCANNET	F. T. E. NO.		4 . o. No.		R. O. DAYE	
RESIDENCE PHONE BUSINESS PHONE	COMMENTS		_	<u> </u>	01/16/06	
LABOR						<u></u>
CUSTOMER STATES RATTLE/KNOCKING NO	: 0.10 TECH(	5):553	• • • • • •	13.42	NOTICE TO	CONSUMER:
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NO PARTS AVAILABLE AT THIS TIME	B 6					INFORMATION
SEE DOCUMENT#1716682 ATTATCHED TO	R.O. HARD COPY				ON I	BACK.
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		••••			BAR #A	G161775
CONTROL# ACCOUNT# AMOUNT  GTD EXCESSIVE CL 9  SLOWENTO. EXCECT  LELGUENNO. EXCECT	/	TOTAL LARGE		12.40	EPA #CAI	D983612805
67D 8XC835/18 GF 7	BE	TOTAL LABOR TOTAL PARTS TOTAL SUBLE	÷···	13.42		
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RIN TIME WHE	1	TOTAL TAX		0.00		
		TOTAL INVO	IICE\$ 1	3.42		ľ
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PAGE 1 OF 1 ACCOUNTING COPY-I		[ END OF INV	OICE ] 08:45am			
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CUSTOMER NAME SERIAL NO. 1G2ZG5281541 R.O. NO. 326268 1 RO.DATE 01/16/2006 2 DEPT (S.B.P) S SERVICE [1 OF 2] [1 OF 4] 3 MILEAGE 21411 4 ADVISOR NO. 254 5 OPERATION NO. 03PNZ OP. DESC. STEERING 6 SALE TYPE (C/W/I) I TECH NO(S). 553 CUSTOMER STATES RATTLE/KNOCKING NOISE FROM STEERING COLUMN 7 COMPLAINT AREA WHEN TURNING 8 CAUSE FOUND PIC3747 9 CORRECTION NO PARTS AVAILABLE AT THIS TIME SEE DOCUMENT#1716682 ATTATCHED TO R.O. HARD COPY 10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO. 326268 Z7902 11 CAMPAIGN NO. CAMPAIGN DESC. 12 CAMPAIGN NO. CAMPAIGN DESC.

1=COMMENTS)(2=RECOMMENDATIONS)(3=CCC SCREEN)(E=ENTER)(JOB#)(TAB)











BAR # AM-150896

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK. California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. 82592	ADVISOR KENNE	TH G. KE	LLY	<b>119</b> TAG NO	0899	05/24/06	PNWS18	31463
			NRE NO	MILEAGE	27,167	SILVER META	STOCK NO.	
SAN JOSE, CA		ONTIAC/GE	/4 DOOR	SEDAN		DLLIVERY DATE 10/22/04 SCLLING DEALER NO.	PRODUCTION DA	7
	VEMICLE I.D.  1 G  F.T. E. NO	2° Z G 5	2819	4 E		100	PRODUCTION D	
****	COMMENTS			P. O NO		05/10/06		
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RAMDON TIMES, COLL NO DTC'S SET, NO	INTERMINTTENT EXTENDED CI D OR A 2 HOUR HOT SOAK. TSB'S FOUND. CHECK FOR SI	rank to staf Ps programmi	π,		1/2/15/2/5/5/5/2			
PERFORM PCM RE-FL	DATED CALIBRATIONS AVAIL ASH, WARRANTY CODE# 10FB	NBLE ) ) )OB # 2 TOT	AL LABOR	& PARTS	75.92			
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PERFORM RADIO SET		NOW NORMAL. JOB # 4 TOT	AL LABOR		32.54			
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PROVIDE RENTAL VE. GUIDELINES. FOR O VEHICLES ONLY PER CUSTOMER REQU	AIDTRENTALES (HOURSEAN) HICLE PER GM COURTESY TRA VERNIGHT REPAIRS OR UNSAI	NSPORTATION				,		
PROVIDED RENTAL		JOB # 6 TOT	AL LABOR	& PARTS	0.00			
APPLICATIONS. 5/1 TEST DROVE FOUND FRONT ROTORS,GLAZ AT.003 DISCARD AT FRONT PADS AND TU	10/2006 18:08) OWNER ADDED AFTER THE REI ESSIVE BRAKE SQUEEL DURN 0/06 18:10 KK FRONT RIGHT SQEEKING,RACI ED,MEASURED ROTORS AT 1.0005.0K TO TURN.RECOMMMI RN ROTORS.	PAIR WAS PRI ING BRAKE (ED CAR FOUN 030 AND RUNC END REPLACED	NTED.		***************************************			
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		JOB # 7 TOT	AL LABOR	A PARTS	276.51			
PAGE 1 OF 3	CUSTOMER COPY-W	[COI	NTINUED ON	NEXT PAGE	08:39am		a	O-502808 5/0









BAR # AM-150896

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

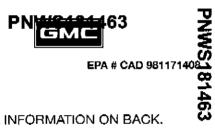
California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

USTOMER NO. 82592	ADVISOR C	KELLY	119	 0899	05/24/06	PNWS18146
<u></u>	<u>KENNETH G.</u>	LICENSE NO	MILEAGE	0033	COLOR	STOCK NO.
		LICE	(VICEAGI:	27,167		
	YEAR / MAKE / MODEL				DELIVERY DATE	DELIVERY MILES
CAN 3005 CA	05/PONTIAC	/G6/4 DOOF	R SEDAN		10/22/04	7
SAN JOSE, CA	VEHICLE I.D. NO.				SELLING OBALIFA NO	PRODUCTION DATE
	16226	5281	5 4		100	
	F T E. NO		P. O. NO.		05/10/06	
PHEINESS RUME	COMMENTS					MO: 2717
SUBLET PO#VEND INV#-INV.DATE-	DESCRIPTION			131.00		
JOB # 6 84540 104296 05/12/06 (	GM RENTAL 1/DAY 104290	TOTAL -	SUBLET	131.00		
COMMENTS						•
		R/0 TA R/0 T0		0.00 515.97		
WARRANTY CLAIM DETAIL TOTALS						
CLAIM#, TOTAL 181463 515.97						
CLAIM TOTALS 515.97						
APPROVED BY SIGNATURE						









BAR # AM-150896

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK. California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

сизтомен no. 82592	ADVISOR KENNETH G. KELLY	149 0899	05/24/06	PNWS181463
	VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MAKE / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VEAR / MODEL  VE	27,167	SILVER META DELIVER V DATE 10/22/04	BTOCK NO.  DELIVERY MILES
SAN JOSE, CA	05/PONTIAC/G6/4 DOOR SE VEHICLE ID. NO. 1 G 2 Z G 5 2 8 1 5 4 F.T.E. NO.		SELLING DEALER NO 100 R. O. DATE	PRODUCTION DATE
RESIDENCE PHONE	COMMENTS		05/10/06	37474
				MO: 27171
DCS AUDIT SLIP	Y NEW CLAIM			
RO NUMBER RO DATE VIN 181463 05/12/2006 1G2ZG528154	DIV DEALER ODOMETER SE 6 08140 27167	RVICE ADVISOR #		
CUSTOMER NAME; FIRST:	MIDDLE: PHONE: WORK: HOME			
LN JOB CT CC PC PART-NO. TOT-P 1 02 OJ LN-TOT: 75.92 TECH SSN: COMMENTS: 10FB1 CUST WITH MULTIPL	6C J6354 .7 AUTH CODE: B AUTH.	-AMT, LAB-TOT. 75.92 AUTHOR.: 0090		
LN JOB CT CC PC PART-NO. TOT-P 2 04 OJ LN-TOT: 32,54 TECH SSN: COMMENTS: 80CC4	6C R0760 .3	-ANT, LAB-TOT, 32,54 AUTHOR,;		
LN JOB CT CC PC PART-NO. TOT-P 3 06 MJ LN-TOT: 131.00 TECH SSN: COMMENTS: 2G1WB55K669 3 DAY	99 Z7903 1 AUTH CODE: AUTH.	-AMT. LAB-TOT. 31.00 AUTHOR.:		
LN JOB CT CC PC PART-NO. TOT-P 4 07 OJ 2 15808204 70 LN-TOT: 276.51 TECH SSN: COMMENTS: ADDED OPERATION- OWNER FOUND FRONT RIGHT SQEEKING.RACKE RONT PADS TURNED ROTORS.LUBED SLI MEMO PART NUMBERS: 12378392	.45 02R02 H0042 1.9 AUTH CODE: AUTH. ADDED AFTER THE REPAIR WAS PRINT D CAR FOUND FRONT ROTORS.GLAZED.	-AMT. LAB-TOT. 206.06 AUTHOR.: ED. OTEST DROVE MEASUREPLACED F		
**************************************	R.O. TOTAL: E INVOICE ********	515.97 ********		

#### Notice of Lessee's Revocation of Acceptance of Goods and Lessor's Default Under California Commercial Code Sections 10508 and 10517

Lessee, hereby gives notice under Section 10517 of the California Commercial Code that Lessee revokes acceptance of the goods, (new Pontiac 2005 G6 VIN 1G2ZG528154 pursuant to paragraph 4 of section 10517.

The referenced vehicle, a few months after the start of the lease, exhibited a number of problems, including malfunctions of the speedometer unit, interior lighting, and passenger cabin water seals as well as a knocking noise in the steering system. As the vehicle is subject to a bumper-to-bumper warranty, the steering system problem and the other malfunctions were reported to the dealer in August 2005 and repair was requested. The service manager failed to make note of the complaint regarding the steering.

In January 2006, Lessee reported to the dealer that the steering problem had worsened, the passenger cabin water seals were still failing, the remote start system was inoperative, and there was excessive brake noise. At this time, Lessee was informed that the steering rack and pinion system was defective and that it would be several months before repair would be possible (March time frame). However, the Dealer assured Lessee that it was still safe to operate the vehicle.

Lessee then filed a complaint with GM Corporation (case number 1-391444145).

In April 2006, the vehicle experienced additional problems including failures in the battery, the CD player, the key remote. In the steering system, the knocking noise worsened and steering responsiveness had declined. Lessee again inquired about the repair to the steering system and was informed that no repair was possible before June 2006, many months later than the promised date.

Since April, the vehicle as been affected by new problems, including a malfunctioning replacement stereo system and a rattling noise on the left side of the dash. Most seriously, the steering defect continues to worsen.

At this time in May, Lessee has lost faith in the operability of the vehicle and the ability of the dealer to repair the steering defect, despite assurances by the Dealer.

Therefore, Lessee now gives notice under California Commercial Code Section 10517 of Lessee's revocation of acceptance of the goods and declares that the Lessor is in default of the lease agreement, under Section 10508.

Lessee had accepted the vehicle without knowledge or discovery of the steering defect and other defects which Lessee now believes renders the vehicle unfit for use and dangerous to Lessee and others on the road. Lessee's use of the vehicle thereafter has been reasonable and has been reasonably induced by Lessor's assurances that the steering defect could and would be repaired. Lessee has learned that the steering defect cannot be repaired or cannot be repaired in a reasonable time. As the automobile is unfit and possibly dangerous in normal use, Lessee declares that the steering defect substantially impairs the value of the automobile to the Lessee and thus that the Lessor is now in default. Pursuant to Lessee's remedies under Section 10508, Lessee also elects to cancel the lease contract under Section 10506 and obtain damages under Section 10519.

San Jose, CA

cc: GMAC

Steven's Creek Buick Pontiac, San Jose, CA Capitol Buick Pontiac, San Jose, CA Susan Docherty, Western Region Manager GM



#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### **VIA FAX ONLY**

8 May 2006

Alfred Shahgholian Stevens Creek Buick-Pontiac-GMC 4201 Stevens Creek Blvd Santa Clara, CA 95051

Re:

Siebel Request: 1-391444145 2005 Pontiac G6 VIN # 1G2ZG528154

Dear Mr. Shahgholian:

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,

Dave McWhorter BRC-ADR Customer Relations Manager Ph# 800.231.1841, prompt 9, prompt 5, extension 11168 FAX# 866.480.3634

EPA # CAD 981171408







BAR # AM-150896

#### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937 SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO	State of Califo	ADVISOR		TAC NO		INVOICE DATE	INVOICE NO.	
82 <u>5</u> 92		KENNETH G.	KELLY	119	0809	05/24/06	PNCS1	<mark>81</mark> 629
<u> </u>			LICENSE NO.	MILEAGE		SILVER MET	STOCK NO	
		YEAR / MAKE / MODEL			<u></u>	DECIVERY DATL	DELIVERY MILE	B
SAN JOSE, CA		O5/PONTIAC	/G6/4 DOOR	SEDAN	•	10/22/04 SELLING DEALER NO.	PRODUCTION	
5/III 3032, C.			5 2 8 1 5	4 :		100		
		F, T E. NO	Р	O. NO,	•	05/15/06	REPRI	NT# 1
RESIDENCE PHONE BUSIN	VESS PHONE	COMMENTS				03/ 13/ 00		
							MO:	27281
WE REPLACED THE TEST DROVE HEAR CHASSIE EARS, TE FROM. INSIDE ENG TECH495 CALLED BOOSTER. INSTALED S/O POI WHISLTE NOISE S IS NORMAL. CASE PARTSQTYFP-NUMBER- JOB # 1 10382217  J# 2*50BUZ*** OWNER REPORTS A OF THE DASH. NE	HE SAME BRAKE SQUEE PADS LAST WEEK. D WHISTLE SOUND WHE ST DROVE HEARD SOUN INE COMPARTMENT, TES TAC SAID TO REPLACE WER BUSTER.E TILL PRESENT, CALLE #8946446  DESCRI BOOSTE SLIGHT RATTLE COMI EDS TO BE QUITE TO I ED UP CHASSIE EARS, T/C VENT	L IS STILL THEF  N BRAKING, HOOKE  D OR WHISTLE CO  T DROVE AGINE W  BOOSTER, ORDERE  D TAC, THEY SAI  PTION  R 4.805  JOB # 1	D UP MING ITH D  D THIS	PRICE- PARTS PARTS	WARRANTY 0.00 0.00			
PARTSQTYFP-NUMBER JOB # 2 1 22731352	· · · · · · · · · · DESCRI	9262	UNIT JOB # 2 TOTAL	PARTS	WARRANTY 0.00 0.00			
	and the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of th							
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PARTSQTYFP-NUMBER JOB # 3 19111170	DESCRI U21560:	16 5.880	UNIT JOB # 3 TOTAL	84.76	254.28 254.28			
•		JOB # 3	TOTAL LABOR &	PARTS	308.28			
GUIDELINES, FOR VEHICLES ONLY PER CUSTOMER RE PROVIDED RENTAL	VEHICLE PER GM COUR' OVERNIGHT REPAIRS ( QUEST	TESY TRANSPORTA OR UNSAFE/UNDRI	TION VEABLE		SINGARAAFEY			
PAGE 1 OF 3	CUSTOMER COPY		[CONTINUED ON ₹	NEXT PAGE]	12:48pm			

EPA # CAD 981171408









BAR # AM-150896

#### www.onthocreek.com

#### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937 SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

<u>California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice</u> Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

STOMER NO.	ADVIŠOR		TAG NO	. ·	INVOICE DATE	INVOICE NO.
82592 <u> </u>	KENNETH G.		119	0809	05/24/06	PNCS18162 STOCK NO.
		LICENSC NO.	MILEAGE	27,276	SILVER META	STOCK NO.
	YEAR / MAKE / MODEL		_	,	DELIVERY DATE	DELIVERY MILES
SAN JOSE, CA	05/PONTIAC/	/G6/4 DOOR	SEDAN		10/22/04 SELLING DEALER NO.	7
	VEHICLE I.D NO.  1 G 2 Z G	5 2 8 1 9	4		100	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		<b>05/15/06</b>	REPRINT#
Themses on the	COMMENTS				03/13/06	
<u> </u>	COMMENTS					MO: 2728
ARTSQTYFP-NUMBERDES	CRIPTION	:UNI	T PRICE-	2.00		
	J	IOB # 4 TOTA	L PARTS	0.00		
	JOB # 4	TOTAL LABOR	& PARTS	0.00		
# 5+99BBZ(1812: 1816-1822)Q(JACTREX (CONTROL)		A A CONTRACT OF STREET AND STREET AND STREET	en de la completa de la completa de la completa de la completa de la completa de la completa de la completa de	CERSON DENAMEDY		
ded Operation (02KENK @ 05/15/2006 14:08)		(1) 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm 10 mm	HAVE AND CARDING STREET	SWARK PENERAL SECTION		
PLEASE QC LINES 1 & 2						
ART\$QTYFP-NUMBERDES	CRIPTION	UNI	T PRICE.			
•1/•	J	IOB # 5 TÕTĀ	L PARTS	0.00		
	.10R # 5	TOTAL LABOR	& PARTS	0.00		
UBLETPO#VEND INV#-INV.DATE-DES OB # 4	CRIPTION RENTAL INV#104312			WARRANTY		
05 # 4 Q43// 104312 03/24/00 dil	NEMINE IMPROVOTE	TOTAL -	SUBLET	0.00		
ISCCODEDESCRIPTION		.CONTROL NO.				
DB # 3 BPAS BUICK/GMC POLICY ADJ-S	ERVICE			-60.38		
		TOTAL	- MISC	-60.38		
STIMATE						
ISTOMER HEREBY ACKNOWLEDGES RECEIVING	•					
ORIGINAL ESTIMATE OF \$0.00 (+TA PROVED REVISED ESTIMATE (# 1) OF \$55.00	X) (+TAX) ON 05/16/06	AT 05:03pm				
COMMENTS 50/50 SPLI	T TO REPLACE THE TI	RE.				
PROVED REVISED ESTIMATE (# 2) OF \$275.00 COMMENTS 50/50/ SPL	(+IAX) UN 05/1//06 IT FOR ONE TIRE, CU	STOMER ADDED	2 MORE TIRE	S		
)MMENTS						
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05-1993 INE 3, ALFRED AUTH TO SPLIT THE COST TO REP 60.38 AVE MCWHORTER FROM PONTIAC AUTH FULL RENTAL LEASE COMPLETED INVOICE TO 866.480.3634						
THE 3, ALFRED AUTH TO SPLIT THE COST TO REP 60.38						
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EPA # CAD 981171408









BAR # AM-150896

#### www.onthecreek.com

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	known to the State of	of California to caus	se cancer, bir	th defea	cts or re	productive ha	
ON RAMOTEL	92502	ADVISOR		TAG NO		05/24/06	PNCS181629
	<u>82592</u>	KENNETH G.	LICENSE NO	119 I MILEAGE	0809	03/24/00 color	STOCK NO.
			LIO EN OE 140		27.276	SILVER META	
		YEAR / MAKE / MODEL			<u> </u>	DELIVERY DATE	DELIVERY MILĽS
SAN JO	SE CA	05/PONTIAC	C/G6/4 DOOR S	EDAN		10/22/04 BELLING DEALER NO.	PHODUCITON DATE
JAN JU	3E, CA	VEHICLE I D. NO.	5 2 8 1 5 4	4		100	PHODUGITON DATE
			<u> </u>	). NO		H O, DATE	
						05/15/06	REPRINT# 3
SIDENCE PHONE	BURINESS PHONE	COMMENTS	<u> </u>				MO: 27281
OTAL\$							
ARTS DESI	GNATED WITH AN * PURCHASED L	INDER A RETAIL SALE	TOTAL LABOR	₹	54.00 254.28		
JALIFY FO	R THE GM GOODWRENCH LIMITED PLEASE SEE BROCHURE FOR DET	LIFETIME SERVICE	TÖTAL PARTS TOTAL SUBLE		0.00		
HANK YOU	FOR CHOOSING STEVENS CREEK B	BUICK, PONTIAC, GMC	TOTAL G.O.G	i	0.00		
E APPREÇI	ATE YOUR BUSINESS	<del></del>	TOTAL MISC	CHG.	0.00		
******** PAY METHO			TOTAL MISC TOTAL TAX	D12C	-60.38 20.98		
CASH	r am j r j check	7 1 T 1*					
CHARGE	[ ] MC/VISA		TOTAL INVO	ICE \$	268.88		
A/E-D/C/B WARR DED	T T DISCOVE						
WARK DED ******	74W IAJ    Akaaaaakkeekeekeekeekeekeekeekeekeek	***************************************					
PA# CAD98	1171408	BAR# AM-150896					
ACKNOWLE	DGE NOTICE AND APPROVAL OF A	ALL WORK PERFORMED AND					
HE ASSOCT	ATED CHARGES AS INDICATED A	SUVE.					
A1.4							
CUS	TOMER SIGNATURE						

llejuelds and Reposids OFKATINVE GOSCOOK (1000)

PAGE 3 OF 3

CUSTOMER COPY

[ END OF INVOICE ] 12:48pm



#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### **VIA FAX ONLY**

8 May 2006

Duayne Bowman
Capitol Buick-Pontiac-GMC
980 Capitol Expressway Auto Mall
San Jose, CA 95136

Re:

Siebel Request: 1-391444145 2005 Pontiac G6 VIN # 1G2ZG528154

Dear Mr. Bowman:

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,

Dave McWhorter BRC-ADR Customer Relations Manager Ph# 800.231.1841, prompt 9, prompt 5, extension 11168 FAX# 866.480.3634



4082476358



www.dmvlink.com

```
Vehicle Registration Inquiry Report
************************
    * All inquiries conducted on the system must adhere to the requirements
      of your requester agreement, and must be for the business purpose authorized in that agreement.
       * No inquiries may be transmitted or given to anyone outside
                   of the requester's company.
***********************
    Reference:
                                   Date: 10/22/2004
    Requested: 1GND$13S022
                                   Time: 03:40:16 PM
     Reason: Miscellaneous/Other
                           User ID: JM
     REGISTERED OWNER INFO
         NAME: VAULT FOR GMAC OR COLT LSR
             HAWKINS GINA RENEE LSE
       ADDRESS:
         CITY:
        COUNTY:
      ZIP CODE:
   NAME: VAULT FOR GMAC OR COLT
       ADDRESS: PO BX $129
             COCKEYSVILLE
         CITY: MD
      ZIP CODE: 21030
                 VEHICLE INFO
     EXPIRES: 07/08/05
                                   VLF: JB
        VIN: 1GNDS13S022
                                   TYPE: 11:Regular - Automobile
     LICENSE:
                                ENGINE NO:
    YR MODEL: 2002
                                  WEIGHT:
     YR SOLD: 00/00/02
                                   AXIE:
      * YEAR
                                   FUEL: G
   BODY TYPE: UT
                                VEH TYPE: 12
    EQUIP NO:
                                 HULL NO:
      MAKE: CHEV
                                SUP PLATE:
     Date of latest Registration Card Issuance: 06/30/2004
  Date of latest Ownership Certificate Issuance: 08/23/2002
RECORD STATUS -----
08/15/02 SMOG DUE 07/08/06
NO MAILING ADDRESS
08/13/02 PREV LIC
                 W415098
07/02/2002-ODOMETER:
                115 MILES ACTUAL MILEAGE
----- End of LVS Printout -----
Computerized Vehicle Registration
                            Fee Calculation Report
Transaction: Purchase/Trade in of Used VehicRequest:
  Reference: 1GNDS13S022495281
                                 Date: 10/22/2004
     Time: 03:30:55 PM
                                Vser: JM
Fee based on (default) SANTA CLARA County.
* ESTIMATE is based on data received from DMV and assumes that there is
   no transfer taking place. It does not include charges/credits such as duplicates, transfers, non-ops, ets. County fees are based on
         the registered Owners county and zip code if available.
```

## SMARTLEASE EARLY TERMINATION QUOTE SHEET

FAXED TO: FROM: GMAGE LESSEE NAME: REQUESTED B GIVEN TO: ST MAKE, MODEL: ACCOUNT NUM	Y; nawn N02 Chevtra			ATTENTION: Shawn  GMAC EMPLOYEE: Tom Murphy  PHONE #: (408) 323-8028  PHONE #:  PHONE #:  VIN: 1GNDS13S022
REASON FOR C LESSEE PURCH OTHER INFORM QUOTE INFOR	ASE 📝 [	DEALER PURC	HASE	LESSEE RETURN TOTAL LOSS
	AWUUNT	INKUUGA		
DEALER FOR INVENTORY	\$		ENULAIE	Quote this amount to GM and non-GM dealerships.  May <u>not</u> be sold to the lessee.
DEALER NET FOR INVENTORY	\$			GMAC Will Need Assignment of Credits Letter Application of Credits Letter
DEALER FOR LESSEE	\$			Quote this amount to GM and non-GM dealerships.  Verification that vehicle was resold to the lessee is required (e.g., bill of sale or remind to the lessee).
		'	. 1	Chase position in sale of registration information).

05/15/2006 16	:43 40824	76358	STEVENS CREEK GMC PAGE 03	
DEALER NET FOR LESSEE	\$			required (e.g., bill of sale or registration information).  GMAC Will Need  Assignment of Credits Letter Application of Credits Letter Verification that vehicle was resold to the lessee is required (e.g., bill of sale or registration information).
LESSEE BUYOUT	\$			Quote this amount to lessee or financial institution.
LESSEE RETURN	\$ 3,314.99	11/1/04	7/2/05	Lessee returns vehicle, no one purchases - assumes no excess wear and mileage shown below.
DATE AND TIME F	AXED: 10/22/0	4 2:18:54 P	М	
Actual mileage of			provided by	

Please remit funds to: GMAC, P.O. Box 78252, Phoenix, AZ 85062-8252

TON

08.31

4201 Stevens Creek Blvt. • SANTA CLARA, CA 95051-6937 (408) 983-5300 vavv.onlhecreek.com

CASH RECEIVED FROM

60978

GMAC PO BOX 12699 GLENDALE, ARIZONA 85318

DATE TIME

ACCT.	AMOUNT CONTROL NUMBER	
333 309	-3,314.99 82592 18,646.29 2G⊺EC19T741291476	

PAYMENT TYPE	 AMOUNT
CHECK	15,331.30

GMAC PAY OFF LEASE 5-2685 #82592 VIN#
MARK SCOTT RET FUNDS 4-1032 VIN#41



PAGE 1

## **Smart**Cash

by **GMAC** 

#### DAILY RECORD FOR 11/02/2004 15069-001 Stevens Creek BPG DEALER'S FAX NUMBER 408-249-5796

FINAL

	·
TRANSACTION TYPE WS DLR# C/S ACCT# VIN	AMOUNT N/U DESCRIPTION
RLP-ACH(085) #\ウラタ RETAIL/LEASE PROCEEDS	11/3 56,357.14 205 28.00 684
1-1268 :82682 41 4-510 :82681 42 4-1377 :76871 41	\$56,329.14 \( \lambda \) 595 /Mosley, Victor \$22,793.40 \( \lambda \) 595 /Sherry, lauren \$19,109.04 \( \lambda \) \( \lambda \) /BILIGIRI, NEELA
	\$98,231.58 SUBTOTAL
OTH-ACH(085) #1577	11/
CUSTOMER PMTS/PAYOFFS 085-9004-98491	\$3,314.99 333 PAY OF lease
5-2685 :82592	- \$3,314.99 SUBTOTAL
AUCTION PROCEEDS-OTH	NOY 0 & 2004
Y1. 31	\$12.145.00 SmartAuction 11/02/2004 \$18,145.00 SmartAuction 11/02/2004
	\$30/290.00 SUBTOTAL
WHOLESALE FLOORPLAN 1925 311 1925 Y1	\$18,145.00 F SmartAuction 11/02/2004 \$12,145.00 F SmartAuction 11/02/2004
	\$30,290.00 SUBTOTAL
MISC-DUE DEALER 41	\$18,646.29 $\mathcal{W}^{\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!$
4-1032	\$18,646.29 SUBTOTAL