



# Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Home telephone: \_\_\_\_\_

Change to: ( ) \_\_\_\_\_

Please provide us with your preferred email address:

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF**

**INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Dear \_\_\_\_\_:

Our records indicate that you had your 2005 G6 serviced at Capitol Pontiac on January 16, 2006. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Capitol Pontiac.

Sincerely,

Charles F. Ugolino  
Director of Operations

## Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

Please check this box if you no longer own/lease this 2005 G6, and return the questionnaire.

**\*\*PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 16, 2006, COMPLETE THIS SURVEY.\*\***

## About Your Pontiac Dealership's Service Department

- |  | Completely Satisfied                    | Very Satisfied              | Satisfied  | Somewhat Satisfied                  | Not At All Satisfied     |
|--|---|-----------------------------|--|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? .....                                  | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | <input type="checkbox"/>            | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? .....                                | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> |                          |
| 3. When arriving for service, were you greeted promptly? .....   | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             |                                     |                          |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | <input type="checkbox"/>            | <input type="checkbox"/> |

## About Your Service Consultant/Advisor

- |  | Completely Satisfied                    | Very Satisfied              | Satisfied  | Somewhat Satisfied                  | Not At All Satisfied     | Does Not Apply/Not Required |
|--|---|-----------------------------|--|-------------------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ..... | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | <input type="checkbox"/>            | <input type="checkbox"/> |                             |
| 6. Were you offered transportation options? .....  | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> |                          |                             |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                        | <input checked="" type="checkbox"/>     | <input type="checkbox"/>    | <input type="checkbox"/>                             | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>    |
| 8. Was your vehicle ready by the original time promised? .....   | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | No Time Promised <input type="checkbox"/>            |                                     |                          |                             |

Please complete other side

1G2ZG528154 \_\_\_\_\_ 12164

022603064340 00000117743 326268

0581

CSI 020410

About Your Service Consultant/Advisor - continued

9. How satisfied were you with the explanation you were given of all services performed?  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant? *Bill Fisher is excellent!*  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- The time it took to complete the transaction?  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied
  - The ease of getting your vehicle?  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied
  - The condition in which it was returned?  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied

12. Were ALL of your service concerns corrected on this service visit?  Yes  No
- IF NO, why not? (check all that apply)
- Condition explained - repair not necessary
  - Parts not available
  - Work performed did not correct the problem
  - Service Department could not duplicate problem
  - Service Department was too busy
  - I declined repair
  - Other (please specify) *factory unable to supply part*
  - Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit?  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied

14. Were you given a copy of the completed repair order/invoice?  Yes  No

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?  Yes  No  Don't Know/Not Sure

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Capitol Pontiac?  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied

17. Would you recommend this dealership for service?  Definitely Would  Probably Would  Might/Might Not  Probably Not  Definitely Not

18. Overall, how satisfied are you with your 2005 G6?  Completely Satisfied  Very Satisfied  Satisfied  Somewhat Satisfied  Not At All Satisfied

19. Are you ...  Male  Female

20. Your age ...  Under 25  25 - 34  35 - 44  45 - 54  55 - 64  65 or older

21. May we include your name when providing this survey information to your dealership?  Yes  No

22. Do you have any other comments/recommendations about Capitol Pontiac?  
*Not happy w my vehicle, numerous problems w it. I'm still left w broken parts, waiting 9 months for part to be "designed". Totally Unreasonable*

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737

*\*IN addition - I am extremely unsatisfied w the*  
*Customer service at GM Corporation!*  
 Your opinions will help us serve you better.  
 Please return this questionnaire in the self-addressed, postage-paid envelope to:  
 PONTIAC, P.O. BOX 10054, TOLEDO, OH 43699-0054  
 Thank you!

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

December 2, 2010

(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 <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation

**electronic Preliminary Repurchase Authorization (ePRA)**(\*\*To go from field to field, use the **TAB KEY**)

- 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 #: (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

**Detail your agreement with the Dealer and Customer on the following items:**

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: 163372 Region: Western

20.What **GOODWILL TOOLS** were offered?

- |                                     |                           |                          |                             |
|-------------------------------------|---------------------------|--------------------------|-----------------------------|
| <input type="checkbox"/>            | Component Coverage Letter | <input type="checkbox"/> | Miscellaneous Reimbursement |
| <input type="checkbox"/>            | Maintenance Letter        | <input type="checkbox"/> | American Express Check      |
| <input type="checkbox"/>            | Owner Loyalty Certificate | <input type="checkbox"/> | Other                       |
| <input checked="" type="checkbox"/> | GM SmartCare              | <input type="checkbox"/> | NOTHING OFFERED             |
| <input checked="" type="checkbox"/> | GMPP                      |                          |                             |

21.Was a **TRADE** Repurchase offered? YES22.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: 1-391444145 24.TAC Case Number: 8935715  
 25.If no TAC number, Explain: \_\_\_\_\_

26.**Reason for Repurchase (Include specific mechanical failure):** Rattle/knocking noise from 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).  
 30.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE  
 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: \_\_\_\_\_  
 34..Upgrade  Downgrade  Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): \_\_\_\_\_

**35.Usage/Depreciation Amount:**(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: Mileage at time of first repair (21,411) was used, minus 57 miles that were on the veh before cst purchase. 21,354 miles/120,000 multiplied 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: Cst has agreed to terminate lease. GM will pay off lien holder and cst will receive down payment of \$799.99 (which includes 1st payment and collateral fees), \$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: 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 [ePRA@GMExpert.com](mailto:ePRA@GMExpert.com)**

**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.**

# 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.

Thank you.....GMAC.



TO PROPERLY RELEASE YOUR LIABILITY, PLEASE READ AND FOLLOW INSTRUCTIONS ON REVERSE SIDE  
SECTIONS A-J MUST BE COMPLETED IN FULL PRINT IN CAPITAL LETTERS - USE BLACK OR BLUE INK

### NOTICE OF TRANSFER AND RELEASE OF LIABILITY

MAIL THIS FORM TO DMV

A NEW OWNER'S LAST NAME (OR) COMPANY NAME FIRST  
 B NEW OWNER'S ADDRESS APT NUMBER  
 C ODOMETER READING (NO TENTHS)  
 D CITY STATE ZIP CODE  
 E DATE OF SALE OR LEASE RETURN  
 F SELLER'S OR LESSEE'S LAST NAME (OR) COMPANY NAME FIRST  
 G SELLING PRICE (NO CENTS) WHOLE DOLLARS  
 H SELLER'S OR LESSEE'S ADDRESS APT NUMBER  
 I SELLER'S OR LESSEE'S SIGNATURE  
 J CITY STATE ZIP CODE  
 VEHICLE ID NUMBER YR MODEL MAKE PLATE NUMBER

162ZG528154 2005 PONT

REG 138A (REV 8/2003)

## STATE OF CALIFORNIA

### CERTIFICATE OF TITLE

VEHICLE HISTORY

**AUTOMOBILE**

VEHICLE ID NUMBER 162ZG528154 YR MODEL MAKE 2005 PONT PLATE NUMBER

UNLADEN AX WEIGHT FUEL TRANSFER DATE FEES PAID REGISTRATION EXPIRATION DATE  
 4D 6 \$225 10/24/2005

YR 1ST SOLD CLASS YR MO EQUIP/TRUST NUMBER ISSUE DATE  
 2004 FZ KZ 12/08/04

MOTORCYCLE ENGINE NUMBER ODOMETER DATE ODOMETER READING  
 10/22/2004 7 MI

ACTUAL MILEAGE

REGISTERED OWNER(S)  
 VAULT FOR GMAC OR COLT LSR  
 HAWKINS GINA LSE  
 1076 MINORU DR  
 SAN JOSE CA 95120

I certify under penalty of perjury under the laws of the State of California, that THE SIGNATURE(S) BELOW RELEASES INTEREST IN THE VEHICLE.

1a. DATE SIGNATURE OF REGISTERED OWNER  
 1b. DATE SIGNATURE OF REGISTERED OWNER

Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked

WARNING  Odometer reading is not the actual mileage  Mileage exceeds the odometer mechanical limits

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE TRANSFEROR/SELLER SIGNATURE(S) DATE TRANSFEREE/BUYER SIGNATURE(S)  
 PRINTED NAME OF AGENT SIGNING FOR A COMPANY PRINTED NAME OF AGENT SIGNING FOR A COMPANY

**IMPORTANT READ CAREFULLY**

Any change of Lienholder (holder of security interest) must be reported to the Department of Motor Vehicles within 10 days.

LIENHOLDER(S)  
 GMAC  
 PO BOX 8128  
 COCKEYSVILLE  
 MD 21030

2 X  
 Signature releases interest in vehicle. (Company names must be countersigned)  
 Release Date

020855 REG. 17 30R (REV 10/03)

KEEP IN A SAFE PLACE - VOID IF ALTERED

12/02/10

**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.

Bulletin PIC3747: Some G6s may experience a knock, clunk, or rattle type of noise at slow speeds when there is a suspension input. Do NOT replace the intermediate steering shaft; this is not the cause of the noise. When service parts are available to repair this noise, a bulletin will be issued. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Documentation Provided (please check):**

- Technical Service Bulletin(s)
- Recall Notice(s)
- Vehicle Repair Records
- Purchase/Lease documentation
- Other: \_\_\_\_\_

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing  By phone  In person  In writing

Form completed by: Dave McWhorter \_\_\_\_\_ Date: 11 May 2006

Future 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 **TAB KEY**)

- 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

**Detail your agreement with the Dealer and Customer on the following items:**

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: 163372 Region: Western

20.What **GOODWILL TOOLS** were offered?

- |                                     |                           |                          |                             |
|-------------------------------------|---------------------------|--------------------------|-----------------------------|
| <input type="checkbox"/>            | Component Coverage Letter | <input type="checkbox"/> | Miscellaneous Reimbursement |
| <input type="checkbox"/>            | Maintenance Letter        | <input type="checkbox"/> | American Express Check      |
| <input type="checkbox"/>            | Owner Loyalty Certificate | <input type="checkbox"/> | Other                       |
| <input checked="" type="checkbox"/> | GM SmartCare              | <input type="checkbox"/> | NOTHING OFFERED             |
| <input checked="" type="checkbox"/> | GMPP                      |                          |                             |

21.Was a **TRADE** Repurchase offered? YES22.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: 1-391444145 24.TAC Case Number: 8935715  
 25.If no TAC number, Explain: \_\_\_\_\_

26.**Reason for Repurchase (Include specific mechanical failure):** Rattle/knocking noise from steering column.27.This case was resolved by: Field Decision working with open case in Tampa ADR28.Does this vehicle meet the presumption of Lemon Law in applicable state? NO29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? LEASE (STRAIGHT) REPURCHASE31.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:** \_\_\_\_\_

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

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: Cst has agreed to terminate lease. GM will pay off lien holder and cst will receive down payment of \$799.99 (which includes 1st payment and collateral fees) 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): 06/27/2006

42.Authorizer Name: Mark Erwin

43.GM Position: AVM

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 [ePRA@GMExpert.com](mailto:ePRA@GMExpert.com)**

**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 *Cadillac* GMC Oldsmobile SATURN HUMMER

Tuesday, July 11, 2006

[Redacted]  
San Jose, CA [Redacted]

**BBB Arbitration Decision - Straight**

Subject: **Repurchase of 2005 Pontiac G6**  
VIN: 1G2ZG528154 [Redacted]  
REF SR:1-391444145 V-18509

Dear [Redacted]:

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN 1G2ZG528154 [Redacted] 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 + 1 <sup>st</sup> month payment:	\$799.99
Plus 19 Payments @ 375.71:	\$7,138.49
Less usage fee:	(\$4,049.63)
<b>Total Amount to Customer</b>	<b>\$3,888.85</b>
 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.

[Redacted Signature] *7/11/06*  
Customer's and Co-Customer's Signature(s) and Date

[Redacted Name]  
Customer's and Co-Customer's Printed Name(s)

**\*18509\***

To : 866-480-3634  
Dave McWhorter

From : Stevens Creek Buick-Pont-GMC  
4201 Stevens Creek Blvd  
Santa Clara, CA 95051  
phone 408-983-5300  
fax 408-261-6383

Re: [REDACTED]  
Siebel Request 1-391444145  
2005 Pontiac G6  
VIN 1G2ZG528154 [REDACTED]

Total pages inc. cover:  
25

11/30/2004 02JACKIE  
16:34:54

SOUTH BAY PONTIAC CADILLAC INC  
NEW VEHICLE SALE - 1

DATE	REFERENCE	DESCRIPTION	CONTROL#	ACCT#	DEBIT	CREDIT	STOCK#	SD-ACCT	SALE-AMNT	COST-AMNT	GROSS
11/01/05	15-2685-2							416	-25,443.00		
								616		20,962.78	
		PONTIAC 1G2ZG528154	5-2685	232	20,962.78		15-2685				
		2									
			82592	303		225.00					
				324C		87.61					
		PAY OFF THEIR LEASE	82592	333		3,314.99					
		MOE 112412	387	304		25.00					
		TIRE TAX		324T		5.00					
		COMM 5-2685	360	321C		100.38					
		E-FILE FEE DMV 5-2685		68A		28.00					
		OVER PAYMENT DOWN						616		-0.01	
		CHECK FROM CUST 5-2685						616		-300.00	
			82592	210	800.00						
			82592	205	23,936.20						
		1G2ZG528154	4	261F	500.00						
		1G2ZG528154	4	261F	500.00						
		COMM 5-2685		19A	100.38						
		MOE 112412						616		25.00	
		LEASE PAYMENTS 5-2685						616		3,314.99	
		<u>W/O TO BAL DEAL</u>						616		<u>2,421</u>	
		CHECK FROM CUST 5-2685	82592	210	300.00						
				806		743.52					
			82592	262G	743.52						
		SEAN P BURCHARD	387	321C		150.00					
		SEAN P BURCHARD		11A	150.00						
				806E		0.01					
				416E		0.01					
		REFERENCE TOTALS			27,080.10	25,642.28			-25,443.00	24,005.18	1,437.82

JOURNAL TOTALS

27,080.10

25,642.28

-25,443.00

24,005.18

1,437.82

out of Bal w/o to Bal Deal

# SALES SUMMARY

SALE No. 41687 BY: FINANCE DATE 10/22/2004 UNIT: NEW 2005 PONTIAC G6 STK No. 5-2685  
 BUYER: [REDACTED] JOHN M HANMLR 1G2ZG528154 [REDACTED]  
 SALESPERSON: SEAN P BURCHARD SALESPERSON: MGR: JASON H HALLIA

PRICE: \$ 25443.00  
 COST: \$ 21637.93  
 SUB TOTAL: \$ 3805.07  
 OVER ALLOWANCE: \$ N/A  
 ADDITIONS: \$ N/A  
 ADDITIONS: CAREER BUILDERS 25.00  
 ADDITIONS: LEASE PMIS LEASE 3314.99  
 ADDITIONS: PYMTS 2 GHAC \$ N/A  
 ADDITIONS: \$ N/A  
 TOTAL ADDITIONS: \$ 3039.99  
 NET GROSS: \$ 765.08  
 PACK: \$ 350.00  
 GROSS COMM: \$ 413.08  
 ACIR MKT \$ N/A \$ N/A  
 RESERVE: \$13404.16 \$ 743.52  
 CREDIT LIFE: \$ N/A \$ N/A  
 A & H: \$ N/A \$ N/A  
 WARRANTY: \$ N/A \$ N/A  
 COLLISION: \$ N/A \$ N/A  
 TOTAL F & I: \$ 743.52  
 HOLD BACK: 675.15  
 SUB TOTAL: \$ 2183.75  
 TOTAL COMMISSION: \$ 250.33  
 PROFIT ON SALE: \$ 1933.37

### TRADE INFORMATION

YEAR: MAKE:  
 MODEL: VIN:  
 LIC No: ACV: N/A  
 NET PAYOFF: N/A HIGH: LOW:  
 GOOD UNTIL:  
 PAYOFF TO:

### LOAN INFORMATION

DOWN PAYMENT ADVANCE  
 TRADE N/A CASH N/A UNDER OVER  
 HOLD FOR  SENT TO  MONEY IN  1 PAY DUE  
 LEGAL TO BE: GRAY  
 APR% 17.90 PO BOX 8128  
 BUY% 3.5 LGKRIYWEILL RD 21030  
 ( 1440.23)



# SALES SUMMARY

SALE NO: 41687 BY: FINANCE DATE: 10/22/2004 UNIT: NEW 2005 PONTIAC G6 STK No: 5-2685  
 BUYER: [REDACTED] SALESPERSON: JOHN H HAMMER SALESPERSON: SEAN P BURCHARD MGR: JASON H HATTIA

PRICE: \$ 25443.00  
 COST: \$ 21637.93  
 SUB TOTAL: \$ 3805.07  
 OVER ALLOWANCE: \$ N/A  
 ADDITIONS: \$ N/A  
 ADDITIONS: CAREER BUILDERS 25.00  
 ADDITIONS: LEASE PNTS LEFT 3314.99  
 ADDITIONS: PNTS 2 GMAC N/A  
 ADDITIONS: N/A  
 TOTAL ADDITIONS: \$ 3339.99  
 NET GROSS: \$ 465.08  
 PACK: \$ 755.00  
 GROSS COMM: \$ 350.00  
 GROSS: \$ 415.08  
 AETR-MKT \$ N/A \$ N/A  
 RESERVE \$ 13464.46 \$ 743.52  
 CREDIT LIFE \$ N/A \$ N/A  
 A & P \$ N/A \$ N/A  
 WARRANTY \$ N/A \$ N/A  
 COLLISION \$ N/A \$ N/A  
 TOTAL P&I \$ 743.52  
 HOLIDBACK \$ 675.15  
 SUB TOTAL \$ 2183.75  
 TOTAL COMMISSION \$ 250.38  
 PROFIT ON SALE \$ 1933.37

**TRADE INFORMATION**

YEAR: MAKE:  
 MODEL: VIN:  
 LIC. No: ACV: N/A  
 NET PAYOFF: N/A HIGH: LOW:  
 GOOD UNTIL:  
 PAYOFF TO:

**LOAN INFORMATION**

DOWN PAYMENT ADVANCE  
 TRADE N/A CASH N/A UNDER OVER  
 HOLD FOR  SENT TO  MONEY IN  PAY DUE  
 LEGAL TO BE: GMAC  
 APR% 17.90 PO BOX 8128  
 BUY% 3.5 COCKEYSVILLE MD 21030  
 ( 1440.23)

004/025

05/09/2008 14:57 FAX

**LEASE AGREEMENT**  
**GMAC SMARTLEASE® — Monthly Payment**

<b>LESSEE (and CO-LESSEE) ("You") name and address, including county</b> <div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> SAN JOSE CA <span style="background-color: black; width: 100px; height: 15px; display: inline-block;"></span> CLARA	<b>Garaging address (if different)</b>  Principal driver (if business use)	<b>LESSOR (Retailer)</b> STEVENS CREEK BUICK PONTIAC GMC 4201 STEVENS CREEK BLVD. SANTA CLARA CA 95051
--	--	---

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

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

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

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

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

**THE VEHICLE YOU ARE LEASING**

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	License #	Use
NEW	2009	PONTIAC G6	SD	1G2ZG628154 <span style="background-color: black; width: 50px; height: 15px; display: inline-block;"></span>	7	APPLY	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options:						GVW (if truck) <u>N/A</u>	

**FEDERAL CONSUMER LEASING ACT DISCLOSURES**

<b>1. Amount Due at Lease Signing or Delivery</b> (Itemized Below)  \$ <u>1799.99</u>	<b>2. Monthly Payments</b> Your first monthly payment of \$ <u>375.71</u> is due on <u>11/15/2004</u> , followed by <u>47</u> payments of \$ <u>375.71</u> due on the <u>15th</u> of each month. The total of your monthly payments is \$ <u>18034.08</u>	<b>3. Other Charges</b> (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> \$ <u>N/A</u> Total \$ <u>N/A</u>	<b>4. Total of Payments</b> (The amount you will have paid by the end of the lease.)  \$ <u>19458.36</u>
--	---	--	---

**\*Itemization of Amount Due at Lease Signing or Delivery**

<b>5. Amount Due at Lease Signing or Delivery:</b> a. Capitalized cost reduction \$ <u>1081.09</u> b. First monthly payment \$ <u>375.71</u> c. Refundable security deposit \$ <u>N/A</u> d. Title fees \$ <u>N/A</u> e. Registration fees \$ <u>221.00</u> f. Sales/use tax \$ <u>89.19</u> g. CALIFORNIA TIRE FEE \$ <u>5.00</u> h. DMV ELECTRONIC FILING \$ <u>28.00</u> i. N/A \$ <u>N/A</u> j. Total \$ <u>1799.99</u>	<b>6. How the Amount Due at Lease Signing or Delivery will be paid:</b> a. Net trade-in allowance \$ <u>N/A</u> b. Rebates and noncash credits \$ <u>1000.00</u> c. Amount to be paid in cash \$ <u>799.99</u> d. Total \$ <u>1799.99</u>
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**7. Your monthly payment is determined as shown below:**

<b>a. Gross capitalized cost.</b> The agreed upon value of the vehicle (\$ <u>25443.00</u> ) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ <u>26038.00</u>
<b>b. Capitalized cost reduction.</b> The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	- \$ <u>1081.09</u>
<b>c. Adjusted capitalized cost.</b> The amount used in calculating your base monthly payment	= \$ <u>24956.91</u>
<b>d. Residual value.</b> The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$ <u>11627.70</u>
<b>e. Depreciation and any amortized amounts.</b> The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$ <u>13329.21</u>
<b>f. Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts	+ \$ <u>3330.63</u>
<b>g. Total of base monthly payments.</b> The depreciation and any amortized amounts plus the rent charge	= \$ <u>16659.94</u>
<b>h. Lease payments.</b> The number of payments in your lease	+ <u>48</u>
<b>i. Base monthly payment</b>	= \$ <u>347.08</u>

006/025

i. Base monthly payment ..... = \$ 48  
 j. Monthly sales/use tax (estimated) ..... = \$ 347.02  
 k. N/A ..... + \$ 20.63  
 l. Total monthly payment ..... + \$ N/A  
 = \$ 375.71

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 of \$ 20 per mile.  
 9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 11627.70 of \$ 12000 official fees and taxes.  
 10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

**11. ITEMIZATION OF GROSS CAPITALIZED COST.**

a. Agreed upon value of the vehicle as equipped at lease signing	\$	<u>25443.00</u>
b. Agreed upon value of accessories or optional equipment that Lessor agrees to add to the vehicle after lease signing		
(Describe) <u>N/A</u>	+	\$ <u>N/A</u>
(Describe) <u>N/A</u>	+	\$ <u>N/A</u>
(Describe) <u>N/A</u>	+	\$ <u>N/A</u>
c. GMAC administrative fee	+	\$ <u>595.00</u>
d. License/registration/title fees	+	\$ <u>N/A</u>
e. Sales tax	+	\$ <u>N/A</u>
f. Other tax (describe) <u>N/A</u>	+	\$ <u>N/A</u>
g. Optional service contract (describe) <u>N/A</u>	+	\$ <u>N/A</u>
h. Optional service contract (describe) <u>N/A</u>	+	\$ <u>N/A</u>
i. Optional service contract (describe) <u>N/A</u>	+	\$ <u>N/A</u>
j. Optional life insurance	+	\$ <u>N/A</u>
k. Optional disability insurance	+	\$ <u>N/A</u>
l. <u>N/A</u>	+	\$ <u>N/A</u>
m. <u>N/A</u>	+	\$ <u>N/A</u>
n. Gross Capitalized Cost	=	\$ <u>26038.00</u>

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 \$4.

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

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 11/14/2008  
 You are scheduled to return the vehicle on this date. (month) (day) (year)

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

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

Insurance company name: AMEX ASSURANCE CO  
 Insurance agency name: N/A  
 Agency Address: N/A  
 Agency Phone no.: N/A  
 Agent's name: N/A  
 Policy no.: [REDACTED]  Liability  Physical damage  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

**12. THE VEHICLE YOU ARE TRADING.**

	(year)	(make)	(model)
Gross trade-in value			\$ <u>N/A</u>
Payoff			\$ <u>N/A</u>
Net trade-in value			= \$ <u>N/A</u>

Insurance company name: N/A  
 Insurance agency name: N/A  
 Agency Address: N/A  
 Agency Phone no.: N/A  
 Agent's name: N/A  
 Policy no.: N/A  Physical damage  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

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

**TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE** ..... = \$ 2352.43  
 The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$	<u>N/A</u>
b. Registration fees/taxes	\$	<u>N/A</u>
c. License fees/taxes	\$	<u>884.00</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	<u>1463.43</u>
e. Excise taxes	\$	<u>N/A</u>
f. Property taxes	\$	<u>N/A</u>
g. Other (describe) <u>N/A</u>	\$	<u>N/A</u>
h. Other (describe) <u>CALIFORNIA TIRE FEE</u>	\$	<u>5.00</u>
i. Other (describe) <u>N/A</u>	\$	<u>N/A</u>

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

Life insurance ( Lessee  Co-Lessee  Both) Premium \$ N/A  
 Coverage limit \$ N/A  
 Disability insurance (Lessee only) Premium \$ N/A  
 Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X Age N/A  
 CO-LESSEE'S SIGNATURE: X Age N/A

05/09/2008 14:58 FAX

007/025

i. Other (describe) N/A \$ N/A

CO-LESSEE'S SIGNATURE: X Age 33

14. MILEAGE.

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

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

Total Allowed Mileage on the Odometer at Lease End is 48007 miles.  
Starting odometer mileage 2 miles  
Base mileage allowance + 48000 miles  
Purchased extra miles + N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

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

Standard manufacturer's warranty  
 N/A  
Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. **THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.**

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 WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

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

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 fraud.

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 in writing signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them.

LESSEE: X BY: X CO-LESSEE: X

(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 FILLED-IN

LESSEE: X BY: X CO-LESSEE: X  
LESSOR: STEVENS CREEK BUICK PONTIAC GMC SIGNATURE AND TITLE: T. W. MORRIS  
SENT AT SANTA CLARA CA ON 11 16 2009  
(city) (state) (month) (day) (year)

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

LESSOR: STEVENS CREEK BUICK PONTIAC GMC BY: X TITLE: \_\_\_\_\_

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

05/09/2008 14:59 FAX



STOCK# 5-2685 2005 PONTIAC

SALES: SEAN P BURCHARD

# General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

**CUSTOMER NAME:** GINA HAWKINS  
**VIN:** 1 G 2 Z G 5 2 8 1 5 4 [REDACTED] (or see attached list\*)

### CUSTOMER 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	Amount	GM Incentive Code
<del>05-316</del>	<del>\$ 500.00</del>	<del>XJC</del>
04-31CAU	\$ 500.00	NPG
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
<b>Total Incentive Amount Received</b>	<del>\$ 500.00</del> <b>\$ 1,000.00</b> <i>(M)</i>	

**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 \_\_\_\_\_

### CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 10/22/04. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 10/22/2004

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 10/22/2004  
Dealership Name: STEVENS CREEK BUICK PONTIAC GMC Dealer Code: 08140



PNIS159867

BAR # AM-150896

www.onthecreek.com

EPA # CAD 98117140

**"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.



02011PNIS159867

CUSTOMER NO. <b>82592</b>	ADVISOR <b>GLORIA POIRIER</b>	49 TAG NO. <b>136</b>	INVOICE DATE <b>01/18/05</b>	INVOICE NO. <b>PNIS159867</b>
[REDACTED]	LI [REDACTED]	MILEAGE <b>4,279</b>	COLOR <b>SILVER META</b>	STOCK NO. <b>5-2685</b>
<b>SAN JOSE, CA</b>	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SD</b>	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES <b>7</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>01/18/05</b>	
	COMMENTS			<b>MO: 4279</b>

**LABOR & PARTS**

~~01-02BUZ~~ ~~SOLO COMPUTER~~  
 PERFORM SOLD VEHICLE DETAIL- INSIDE AND OUTSIDE  
 PER DUE BILL  
 PERFORMED NEW CAR DETAIL  
 JOB # 1 TOTAL LABOR & PARTS 50.00

~~J# 2-02BUZ~~ ~~SHUTTLE SERVICE~~ ~~RENTS~~ ~~RENTS~~ ~~RENTS~~  
 Added Operation (02SHUTTLE @ 01/18/2005 14:16)  
 CUSTOMER REQUESTS COURTESY TRANSPORTATION- SHUTTLE RIDE PER  
 WARRANTY GUIDELINES  
 JOB # 2 TOTAL LABOR & PARTS 0.00

**TOTALS**

CONTROL#	ACCOUNT#	AMOUNT	TOTAL LABOR	50.00
	13A	50.00	TOTAL PARTS	0.00
			TOTAL SUBLET	0.00
			TOTAL G.O.G.	0.00
			TOTAL MISC.CHG.	0.00
			TOTAL MISC.DISC.	0.00
			TOTAL TAX	0.00
			<b>TOTAL INVOICE \$</b>	<b>50.00</b>

APPROVED BY SIGNATURE



PNCS159867

BAR # AM-150896

EPA # CAD 981171408

www.onthecreek.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.

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. <b>82592</b>	ADVISOR <b>GLORIA POIRIER</b>	TAG NO. <b>49 136</b>	INVOICE DATE <b>01/18/05</b>	INVOICE NO. <b>PNCS159867</b>
[REDACTED] SAN JOSE, CA	LICENSE NO. [REDACTED]	MILEAGE <b>4,279</b>	COLOR <b>SILVER META</b>	STOCK NO. <b>5-2685</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SD</b>		DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE <b>01/18/05</b>	
RES <b>4</b>	COMMENTS			MO: 4279

LABOR & PARTS

**J# 1: 95BUZ SOLD VEHICLE DETAIL**  
 PERFORM SOLD VEHICLE DETAIL - INSIDE AND OUTSIDE  
 PER DUE BILL  
 PERFORMED NEW CAR DETAIL  
 JOB # 1 TOTAL LABOR & PARTS 0.00

**J# 2: 02BUZ SHUTTLE SERVICE**  
 Added Operation (02SHUTTLE @ 01/18/2005 14:16)  
 CUSTOMER REQUESTS COURTESY TRANSPORTATION - SHUTTLE RIDE PER WARRANTY GUIDELINES  
 JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
 QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
 GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
 THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
 WE APPRECIATE YOUR BUSINESS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH	[ ]	[ ]	CHECK	[ ]	[ ]
*CHARGE	[ ]	[ ]	MC/VISA	[ ]	[ ]
*A/E-D/C/B	[ ]	[ ]	DISCOVER	[ ]	[ ]
*WARR DED	[ ]	[ ]	EXT WARR	[ ]	[ ]

EPA# CAD981171408 BAR# AM-150896  
 I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND THE ASSOCIATED CHARGES AS INDICATED ABOVE

[REDACTED SIGNATURE]



159867

BAR # AM-150896

"SERVING OUR CUSTOMERS WITH DISTINCTION"

EPA # CAD 981171408

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

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

RECOMMENDED SERVICES

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

SERVICE HISTORY

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

SALESPERSON NO. 387

S E R V I C E

STATE REG# AM150896

DISPATCH NO.	VEHICLE I.D. NO. <b>1GZZG528154</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/SD</b>	PRODUCTION DATE	STOCK NO. <b>5-2685</b>	LICENSE NO.	R. O. NO. <b>159867</b>
	<b>SAN JOSE, CA</b>	CUSTOMER NO. <b>82592</b>	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES <b>7100</b>	SELLING DEALER NO.	R. O. DATE <b>01/18/05</b>
		COLOR <b>SILVER METALLIC/E</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>136</b>
FUEL GAUGE	RESIDENCE PHONE	BUSINESS PHONE	TURBO	M/MC	AIR COND.	P.B.S.
			<b>BUZZ</b>			
			TRANS	MILEAGE <b>7,279</b>	ADVISOR NO. <b>49</b>	ADVISOR <b>GLORIA POIRIER</b>

I hereby authorize the repair work to be done along with the necessary material and any sublet repairs. I hereby grant you and/or your employees permission to operate the car or truck herein described on state highways or elsewhere for the purpose of testing and/or inspection. In the event of a breakdown, for inspection, I understand that my vehicle will be repaired within \_\_\_\_\_ days of the date shown above, unless seen complications not withstanding. If automobile is returned to customer before subletted service is performed a reschedule and handling charge will be made, if I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you recommend. CUSTOMER IS HEREBY NOTICED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE, OR OTHER CAUSES. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION TO ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. \*By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

ORIGINAL CUSTOMER ESTIMATE: TOTAL                     

**PERFORM SOLD VEHICLE DETAIL - INSIDE AND OUTSIDE**

*Roi dust. removed*

**48 DONE**

ADVISOR PHONE (408) 983-5330 EXT. \_\_\_\_\_

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		

**SERVICE DEPT. HOURS**  
7:30 A.M. TO 5:30 P.M. MONDAY THROUGH FRIDAY  
SATURDAY 9:00 A.M. TO 5:00 P.M.  
NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSURE, UNLESS PRIOR ARRANGEMENTS ARE MADE IN ADVANCE.

Bring Your Vehicle For Service ANYTIME...Nite or Day.

Tell us what to Fix, Lock Car & Drop Keys in the Safe Slot

No refunds after 15 days.  
Electrical items and special orders not returnable.  
35% handling charge on all returns.  
All claims and returned goods must be accompanied by this bill.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.  SAVE PARTS

**NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE**

FOR YOUR CONVENIENCE  
EARLY OR LATE SERVICE

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0201J159867



R.O. OR W.O. NO.	EMPL. NO.	M- MECH PAY \$	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
159867	018	50.10	N/CAR Detail		2.6	ON





159867

159867

BAR # AM-150898

www.onthecreek.com

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EPA # CAD 981171408

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 SERVICES

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

SERVICE HISTORY

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

SALESPERSON NO. 387

S E R V I C E

STATE REG# AM150896

DISPATCH NO.	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G2ZG528154	05/PONTIAC/G6/SD		5-2685	APPLY	159867
		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
		82592		10/22/04	7100	R.O. DATE
		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
		SILVER METALLIC/E				136
		TURBO	M/MC	AIR COND.	F. S.	TRANS
		MILEAGE	ADVISOR NO.	ADVISOR		
		4,279	49	GLORIA POIRIER		

I hereby authorize the repair work to be done along with the necessary material and any sublet repairs. I hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a loan from inspection, I understand that my vehicle will be reassembled within \_\_\_\_\_ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCURRED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X \_\_\_\_\_

ADVISOR PHONE (408) 983-5330 EXT. \_\_\_\_\_

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		

PERFORM SOLD VEHICLE DETAIL- INSIDE AND OUTSIDE

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		

**SERVICE DEPT. HOURS**  
7:30 A.M. TO 5:30 P.M. MONDAY THROUGH FRIDAY  
SATURDAY 8:00 A.M. TO 5:00 P.M.  
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Bring Your Vehicle For Service ANYTIME...Nite or Day.

Tell us what to Fix, Lock Car & Drop Keys in the Safe Slot

No refunds after 15 days.  
Electrical items and special orders not returnable.  
35% handling charge on all returns.  
All claims and returned goods must be accompanied by this bill.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.  SAVE PARTS

**NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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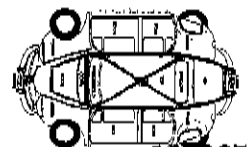


0201J159867

PAGE 1 OF 1  
We charge a \$40.00 storage fee if your vehicle is not picked up within 24 hours after completion, unless other arrangements have been made.

TERMS: SERVICE FILE COPY UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

ABOVE SUBJECT TO CHANGE WITHOUT NOTICE  
THANK YOU





PNWS154785

BAR # AM-150896

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EPA # CAD 981171406

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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. <b>100</b>		ADVISOR <b>APRIL MONTELLO</b>	TAG NO. <b>62 835</b>	INVOICE DATE <b>10/13/04</b>	INVOICE NO. <b>PNWS154785</b>	
STEVENS CREEK BUICK PONTIAC GM 4201 STEVENS CREEK BLVD SANTA CLARA, CALIFORNIA 95051		LICENSE NO.	MILEAGE <b>41</b>	COLOR <b>SILVER META</b>	STOCK NO. <b>5-2685</b>	
		YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SD</b>			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>			SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO. <b>SRGH26808522</b>		P. O. NO.	R. O. DATE <b>10/11/04</b>	
RESIDENCE PHONE	BUSINESS PHONE <b>408-983-5300</b>	COMMENTS			MO: <b>41</b>	

LABOR & PARTS

REFLASH PCM FOR IDLE SURGE PER BULLETIN  
SOFTWARE UPDATE  
REFLASHED PCM

JOB # 1 TOTAL LABOR & PARTS 40.61

R/O TAX 0.00  
R/O TOTALS 40.61

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
154785	40.61
<b>CLAIM TOTALS</b>	<b>40.61</b>

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GYGMP:955  
10/13/2004 WARRANTY NEW CLAIM  
1259

RO NUMBER	RO DATE	VIN	DTY	DEALER	ODOMETER	SERVICE ADVISOR #
154785	10/12/2004	1G2ZG528154	6	08140	41	

CUSTOMER NAME: FIRST: MIDDLE:  
LAST: STEVENS CREEK BUICK PONTIAC GM PHONE: WORK: 408-983-5300 HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT	LAB-TOT
1	01	03				95		36354	4			40.61

LN-TOT: 40.61 TECH SSN: AUTH CODE: AUTH: AUTHOR:  
COMMENTS: REFLASH PCM FOR IDLE SURGE PER BULLETIN SOFTWARE U  
PCMC REFLASHED

R. O. TOTAL: 40.61

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PNCS154785

BAR # AM-150896

EPA # CAD 981171408

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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. <b>100</b>	ADVISOR <b>APRIL MONTELLO</b>	TAG NO. <b>62 835</b>	INVOICE DATE <b>10/12/04</b>	INVOICE NO. <b>PNCS154785</b>
STEVENS CREEK BUICK PONTIAC GM 4201 STEVENS CREEK BLVD SANTA CLARA, CALIFORNIA 95051	LICENSE NO.	MILEAGE <b>41</b>	COLOR <b>SILVER META</b>	STOCK NO. <b>5-2685</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SD</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO. <b>SRGH26808522</b>	P.C. NO.	R.O. DATE <b>10/11/04</b>	
RESIDENCE PHONE	BUSINESS PHONE <b>408-983-5300</b>	COMMENTS	<b>MO: 41</b>	

LABOR & PARTS

REFLASH PCM FOR IDLE SURGE PER BULLETIN  
SOFTWARE UPDATE  
REFLASHED PCM

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS.  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK PONTIAC GMC  
WE APPRECIATE YOUR BUSINESS.

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

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH	[ ]	[ ]	CHECK	[ ]	[ ]
*CHARGE	[ ]	[ ]	MC/VISA	[ ]	[ ]
*A/E-D/C/B	[ ]	[ ]	DISCOVER	[ ]	[ ]
*WARR DED	[ ]	[ ]	EXT WARR	[ ]	[ ]

TOTAL INVOICE \$ 0.00

EPA# CAD981171408 BAR# AM 150896  
I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

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154785

154785

BAR # AM-150896

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SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

EPA # CAD 981171408

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

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/01/04	154276	2	105	489 489	I I	89BUZ 89BUZ-02	NEW CAR GET READY PDI CAR WASH

SALESPERSON NO. SERVICE STATE REG# AM150896

DISPATCH NO.	VEHICLE I.D. NO. <b>1GZZG528154</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/SB</b>	PRODUCTION DATE <b>5-2685</b>	LICENSE NO.	R.O. NO. <b>154785</b>
CUSTOMER NO. <b>STEVENS CREEK BUICK PONTIAC GM 100</b>		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. <b>10/11/04</b>
RESIDENCE PHONE <b>408-983-5300</b>		BUSINESS PHONE	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
TIME RECEIVED <b>01:14pm</b>		DATE/TIME PROMISED <b>10/11/04 06:00pm</b>	PRIORITY <b>4</b>	HAZ. WASTE ESTIMATE	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		I hereby authorize the repair work to be done along with the necessary material and any subtle repairs. I hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a breakdown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unless seen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any subtle repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR MANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF SUBJECT TO ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. "By law, you may choose another certified smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."			

ORIGINAL CUSTOMER ESTIMATE: TOTAL	ADVISOR PHONE (408) 983-5330 EXT.
<input checked="" type="checkbox"/>	REVISED ESTIMATE \$
<b>W 06BUZ DRIVEABILITY/EMIS</b>	ADD'L COST \$
<b>REFLASH PCM FOR IDLE SURGE PER BULLETIN</b>	PERSON CONTACTED BY WHOM
<b>(423)</b>	DATE
	<input type="checkbox"/> VIA PHONE
	<input type="checkbox"/> IN PERSON
	PHONE
	REASON
	REVISED ESTIMATE \$
	ADD'L COST \$
	PERSON CONTACTED BY WHOM
	DATE
	<input type="checkbox"/> VIA PHONE
	<input type="checkbox"/> IN PERSON
	PHONE
	REASON
	<b>SERVICE DEPT. HOURS</b>
	7:30 A.M. TO 5:30 P.M. MONDAY THROUGH FRIDAY
	SA/URDAY 9:00 A.M. TO 5:00 P.M.
	NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSERS. UNI F88 PRIOR ARRANGEMENTS ARE MADE IN ADVANCE.
	Bring Your Vehicle For Service ANYTIME...Nite or Day.
	Tell us what to Fix, Lock Car & Drop Keys in the Safe Slot
	No refunds after 15 days.
	Electrical items and special orders not returnable.
	35% handling charge on all returns.
	All claims and returned goods must be accompanied by this bill
	ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. <input type="checkbox"/> SAVE PARTS
	NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE

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0201J154785

R.O. OR W.O. NO.	EMPL. NO.	MECH PAY \$	PLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF
154785423	W1		-1	R	-1	ON

1

USE

WI- REPROGRAM PINN

HAS UPDATED SOFTWARE INSTALLED.

DEFECT

USE

DEFECT

USE

DEFECT

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USE

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154785

154785

BAR # AM-150896

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EPA # CAD 981171408

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SERVICE (408) 983-5330 • BODY SHOP (408) 983-6370

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

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/01/04	154276	2	105	489 489	I I	89BUZ 89BUZ-02	NEW CAR GET READY PDI CAR WASH

SALESPERSON NO. SERVICE STATE REG# AM150896

DISPATCH NO.	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G2ZG528154	05/PONTIAC/G6/SD		5-2685		54785
STEVENS CREEK BUICK PONTIAC GM 100 4201 STEVENS CREEK BLVD SANTA CLARA, CALIFORNIA 95051			CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE: 408-983-5300 BUSINESS PHONE: 408-983-5300			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
TIME RECEIVED: 01:14pm DATE/TIME PROMISED: 10/11/04 06:00pm PRIORITY: 4			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
HAZ. WASTE ESTIMATE: \$			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
APPOINTMENT: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
FUEL GAUGE:			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
I hereby authorize the repair work to be done along with the necessary material and any sublet repairs. I hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a breakdown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications notwithstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTIFIED THAT THE SAID PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
*By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.*			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE

ORIGINAL CUSTOMER ESTIMATE: TOTAL	ADVISOR PHONE (408) 983-5330 Ext.
X	REVISED ESTIMATE ADD'L COST PERSON CONTACTED BY WHOM
1. W 06BUZ DRIVEABILITY/EMS REFLASH PCM FOR IDLE SURGE PER BULLETIN	TIME DATE VIA PHONE IN PERSON
	PHONE REASON
	REVISED ESTIMATE ADD'L COST PERSON CONTACTED BY WHOM
	TIME DATE VIA PHONE IN PERSON
	PHONE REASON
	SERVICE DEPT. HOURS
	7:30 A.M. TO 5:30 P.M. MONDAY THROUGH FRIDAY SATURDAY 8:00 A.M. TO 5:00 P.M. NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSURE, UNLESS PRIOR ARRANGEMENTS ARE MADE IN ADVANCE.
	Bring Your Vehicle For Service ANYTIME...Nite or Day.
	Tell us what to Fix. Lock Car & Drop Keys in the Safe Slot
	No refunds after 15 days. Electrical items and special orders not returnable. 35% handling charge on all returns. All claims and returned goods must be accompanied by this bill.
	ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. <input type="checkbox"/> SAVE PARTS
	NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE



0201J154785





PNIP154276

BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171400

"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.



0201IPNIP154276

CUSTOMER NO. <b>100</b>	ADVISOR <b>KEVIN KUHLMANN</b>	TAG NO. <b>105 2685</b>	INVOICE DATE <b>10/04/04</b>	INVOICE NO. <b>PNIP154276</b>
STEVENS CREEK BUICK PONTIAC GM 4201 STEVENS CREEK BLVD SANTA CLARA, CALIFORNIA 95051	LICENSE NO.	MILEAGE <b>2</b>	COLOR <b>SILVER META</b>	STOCK NO. <b>5-2685</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SD</b>	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. <b>1G2ZG528154</b>	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO. <b>SRGH26808522</b>	F.O. NO.	R.O. DATE <b>10/01/04</b>	
RESIDENCE PHONE	BUSINESS PHONE <b>408-983-5300</b>	COMMENTS		
				MO: <b>2</b>

LABOR & PARTS

J# 1 898UZ NEW CAR GET READY HOURS: 1.00 TECH(S): 489 81.22  
 PERFORM PDI COMPLETED

JOB # 1 TOTAL LABOR & PARTS 81.22

J# 2 898UZ 02 PDI CAR WASH HOURS: 1.00 TECH(S): 489 50.76  
 PERFORM PDI CAR WASH & REMOVE PLASTICS. DO NOT DETAIL UNLESS REQUESTED BY SALES DEPT PER PDI PERFORMED PDI CAR WASH AND REMOVED PLASTIC COVERS.

JOB # 2 TOTAL LABOR & PARTS 50.76

TOTALS

CONTROL#	ACCOUNT#	AMOUNT	TOTAL LABOR	131.98
1G2ZG528154		131.98	TOTAL PARTS	0.00
			TOTAL SUBLET	0.00
			TOTAL G.O.G.	0.00
			TOTAL MISC. CHG.	0.00
			TOTAL MISC. DISC.	0.00
			TOTAL TAX	0.00
			<b>TOTAL INVOICE \$</b>	<b>131.98</b>

APPROVED BY SIGNATURE

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154276

154276

BAR # AM-150896

"SERVING OUR CUSTOMERS WITH DISTINCTION"

EPA # CAD 981171408

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
 SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

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

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

STATE REG# AM150896

DISPATCH NO.	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1G2ZG528154		05/PONTIAC/G6/SD		5-2685		154276
STEVENS CREEK BUICK PONTIAC 4201 STEVENS CREEK BLVD SANTA CLARA, CALIFORNIA 95051			CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
RESIDENCE PHONE			BUSINESS PHONE	408-983-5300	2	105
TIME RECEIVED			DATE/TIME PROMISED	01:00pm	10/01/04	05:30pm
APPOINTMENT			HAZ. WASTE ESTIMATE			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			I hereby authorize the repair work to be done along with the necessary material and any sublet repairs. I hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a leaddown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications notwithstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER HEREBY AGREES THAT THE CAR PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER KNOWS AND AGREES TO A COPY HEREOF, SUBJECT TO ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.			

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X \_\_\_\_\_

1. ~~89BUZ-02 NEW CAR GET READY~~

2. ~~89BUZ-02 PDI CAR WASH~~  
 PERFORM PDI CAR WASH & REMOVE PLASTICS. DO NOT DETAIL  
 UNLESS REQUESTED BY SALES DEPT.

ADVISOR PHONE (408) 983-5330 EXT.

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		

SERVICE DEPT. HOURS  
 7:30 A.M. TO 5:30 P.M. MONDAY THROUGH FRIDAY  
 SATURDAY 8:00 A.M. TO 5:00 P.M.  
 NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSÉS, UNLESS PRIOR ARRANGEMENTS ARE MADE IN ADVANCE.

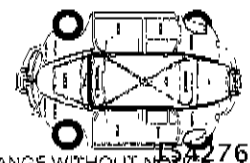
Bring Your Vehicle For Service ANYTIME...Nite or Day.

Tell us what to Fix, Lock Car & Drop Keys in the Safe Slot

No refunds after 15 days.  
 Electrical items and special orders not returnable.  
 35% handling charge on all returns.  
 All claims and returned goods must be accompanied by this bill.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.  SAVE PARTS

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE



0201J154276

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① part PDI service

DESCRIPTION

② part PDI CAN WASH

R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY \$	FLAT RATE TIME	W. TIME	REPAIR ORDER TIME	OFF
154276	484	T 1	18		13	OFF 9
						OFF 10
154276	484	T 2	5		06	ON

DESCRIPTION

DESCRIPTION

DESCRIPTION

DESCRIPTION

DESCRIPTION

DESCRIPTION

DESCRIPTION



154276

154276

BAR # AM-150896

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EPA # CAD 981171408

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

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

P D I

STATE REG# AM150896

DISPATCH NO.	VEHICLE I.D. NO. <b>1GZZG528154</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/SD</b>	PRODUCTION DATE	STOCK NO. <b>5-2685</b>	LICENSE NO. <b>154276</b>	R. O. NO.
	<b>STEVENS CREEK BUICK PONTIAC GM</b> 4201 STEVENS CREEK BLVD SANTA CLARA, CALIFORNIA 95051	CUSTOMER NO. <b>100</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. <b>10/01/04</b>
		COLOR <b>SILVER METALLIC/E</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>2685</b>
	RESIDENCE PHONE	BUSINESS PHONE <b>408-983-5300</b>	TURBO	M/MO	AIR COND.	R. S.
	TIME RECEIVED <b>01:00pm</b>	DATE/TIME PROMISED <b>10/01/04 05:30pm</b>	TRANS	MILEAGE <b>2</b>	ADVISOR NO. <b>105</b>	ADVISOR <b>KEVIN KUHLMANN</b>
FUEL GAUGE	I hereby authorize the repair work to be done along with the necessary material and any sublet repairs. I hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. In the event of a breakdown for inspection, I understand that my vehicle will be reassembled within _____ days of the date shown above, unforeseen complications not withstanding. If automobile is returned to customer before authorized service is performed, a diagnostic and handling charge will be made. If I choose not to authorize the services recommended, YOU WILL BE ALLOWED TO COMPLETE ANY FACTORY AUTHORIZED WARRANTY REPAIRS OR SERVICES THAT ARE AT NO COST TO ME. I also authorize any sublet repairs that you deem necessary. CUSTOMER IS HEREBY NOTICED THAT THE CAR PROPERTY IS NOT INSURED OR PROTECTED AGAINST LOSS OCCASIONED BY THEFT, FIRE OR VANDALISM WHILE THE PROPERTY REMAINS WITH THE REPAIR GARAGE. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. SUBJECT TO ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.					
APPOINTMENT	By law, you may choose another licensed smog check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.					
JOB	X					

ORIGINAL CUSTOMER ESTIMATE: TOTAL

- X \_\_\_\_\_
  - 1. 1998 BUICK NEW CAR GEOMETRY
  - 2. 1998 BUICK HOI CAR WASH
- PERFORM PDI CAR WASH & REMOVE PLASTICS. DO NOT DETAIL UNLESS REQUESTED BY SALES DEPT.

ADVISOR PHONE (408) 983-5330 EXT.

REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		
REVISED ESTIMATE	ADD'L COST	PERSON CONTACTED	BY WHOM
\$	\$		
TIME	DATE	<input type="checkbox"/> VIA PHONE	<input type="checkbox"/> IN PERSON
PHONE	REASON		

**SERVICE DEPT. HOURS**  
7:30 A.M. TO 5:30 P.M. MONDAY THROUGH FRIDAY  
SATURDAY 8:00 A.M. TO 5:00 P.M.  
NO CARS MAY BE PICKED UP AFTER OUR SERVICE DEPARTMENT CLOSURES, UNLESS PRIOR ARRANGEMENTS ARE MADE IN ADVANCE.

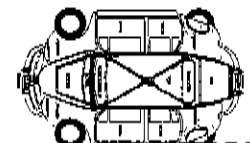
Bring Your Vehicle For Service ANYTIME...Nite or Day.

Tell us what to Fix, Lock Car & Drop Keys in the Safe Slot

No refunds after 15 days.  
Electrical items and special orders not returnable.  
35% handling charge on all returns.  
All claims and returned goods must be accompanied by this bill.

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.  SAVE PARTS

NOTE ANY AND ALL PRIOR DAMAGE TO VEHICLE



0201J154276

154276

# CHECK IN SHEET


DATE: 10/01/04

STOCK#: 5-2685

YEAR/MAKE: 05 1 Pontiac

MODEL G6

ORDER# NKG285

VIN# 1G2ZG528154   
Gray

COLOR/TRIM: 1

MSRP\$: 23,130.00

MILEAGE: 2

IGN/TRUNK/PASS KEY CODES:

G0065 1 1

CHECKED IN

BY: [Signature]



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

Vehicle Identification Number

16276578154

Dealer/BAC Code

--	--	--	--	--	--

Stock #

5-2645

Repair Order #

154276

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

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

## Initial Preparation:

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

AFTER: LF 80 RF 80 RR 80

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

## Accessories:

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

## Road Test:

ODOMETER: Before 2 After 8

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

## During Road Test:

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

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

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

## Under Hood:

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

VOLTAGE

12.7

DATE

10/11

INITIAL

JW

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

## Body/Chassis:

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

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

## Under Vehicle:

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

## Final Inspection & Preparation:

Perform just prior to delivery.

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

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

Technician (Print Name)

Service Manager (Signature)

Date

**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.

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

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

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$25,443.00
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$1000

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



05/11/06

**MANUFACTURER RESPONSE FORM  
(CALIFORNIA)**

Case Number: PGM0648337

Vehicle: 2005 Pontiac G6

Customer Name: [REDACTED]

VIN: 1G2ZG528154 [REDACTED]

**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.

Bulletin PIC3747: Some G6s may experience a knock, clunk, or rattle type of noise at slow speeds when there is a suspension input. Do NOT replace the intermediate steering shaft; this is not the cause of the noise. When service parts are available to repair this noise, a bulletin will be issued.

**Documentation Provided (please check):**

- Technical Service Bulletin(s)
- Recall Notice(s)
- Vehicle Repair Records
- Purchase/Lease documentation
- Other: \_\_\_\_\_

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing  By phone  In person  In writing

Form completed by: Dave McWhorter \_\_\_\_\_ Date: 11 May 2006

Future 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

**GMAC SMARTLEASE® -- Monthly Payment**

PAGE 01/05

*SWA*

LESSEE (and CO-LESSEE) ("You") name and address, including county <div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div> SAN JOSE CA <span style="margin-left: 100px;">SANTA CLARA</span>	Garaging address (if different)  Principal driver (if business use)	LESSOR (Retailer)  STEVENS CREEK BUICK PONTIAC GML 4201 STEVENS CREEK BLVD. SANTA CLARA CA 95051
--	---	--

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).  
 If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").  
 If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.  
 If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A  
 If this box is checked, Lessor (Retailer) intends not to assign this lease.

**THE VEHICLE YOU ARE LEASING**

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	License #	Primary Use
NEW	2005	PONTIAC G6	SD	1G2ZG528154	7	APPLY	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options:						GVW (if truck)	N/A

**FEDERAL CONSUMER LEASING ACT DISCLOSURES**

<b>1. Amount Due at Lease Signing or Delivery</b> (Itemized Below)  \$ <u>1799.99</u>	<b>2. Monthly Payments</b> Your first monthly payment of \$ <u>391.76</u> is due on <u>10/22/2004</u> , followed by <u>47</u> payments of \$ <u>391.76</u> due on the <u>22nd</u> of each month. The total of your monthly payments is \$ <u>18804.48</u>	<b>3. Other Charges (not part of your monthly payment)</b> Disposition fee (if you do not purchase the vehicle) <u>N/A</u>	<b>4. Total of Payments</b> (The amount you will have paid by the end of the lease.)  \$ <u>20212.71</u>
--	---	--	---

**Itemization of Amount Due at Lease Signing or Delivery**

<b>5. Amount Due at Lease Signing or Delivery:</b> <table style="width:100%; border-collapse: collapse;"> <tr><td>a. Capitalized cost reduction</td><td style="text-align: right;">\$ <u>1088.43</u></td></tr> <tr><td>b. First monthly payment</td><td style="text-align: right;">\$ <u>391.76</u></td></tr> <tr><td>c. Refundable security deposit</td><td style="text-align: right;">\$ <u>N/A</u></td></tr> <tr><td>d. Title fees</td><td style="text-align: right;">\$ <u>N/A</u></td></tr> <tr><td>e. Registration fees</td><td style="text-align: right;">\$ <u>225.00</u></td></tr> <tr><td>f. Sales/use tax</td><td style="text-align: right;">\$ <u>89.80</u></td></tr> <tr><td>g. CALIFORNIA TIRE FEE</td><td style="text-align: right;">\$ <u>5.00</u></td></tr> <tr><td>h. <u>N/A</u></td><td style="text-align: right;">\$ <u>N/A</u></td></tr> <tr><td>i. <u>N/A</u></td><td style="text-align: right;">\$ <u>N/A</u></td></tr> <tr><td><b>j. Total</b></td><td style="text-align: right;"><b>\$ <u>1799.99</u></b></td></tr> </table>	a. Capitalized cost reduction	\$ <u>1088.43</u>	b. First monthly payment	\$ <u>391.76</u>	c. Refundable security deposit	\$ <u>N/A</u>	d. Title fees	\$ <u>N/A</u>	e. Registration fees	\$ <u>225.00</u>	f. Sales/use tax	\$ <u>89.80</u>	g. CALIFORNIA TIRE FEE	\$ <u>5.00</u>	h. <u>N/A</u>	\$ <u>N/A</u>	i. <u>N/A</u>	\$ <u>N/A</u>	<b>j. Total</b>	<b>\$ <u>1799.99</u></b>	<b>6. How the Amount Due at Lease Signing or Delivery will be paid:</b> <table style="width:100%; border-collapse: collapse;"> <tr><td>a. Net trade-in allowance</td><td style="text-align: right;">\$ <u>N/A</u></td></tr> <tr><td>b. Rebates and noncash credits</td><td style="text-align: right;">\$ <u>1000.00</u></td></tr> <tr><td>c. Amount to be paid in cash</td><td style="text-align: right;">\$ <u>799.99</u></td></tr> <tr><td><b>d. Total</b></td><td style="text-align: right;"><b>\$ <u>1799.99</u></b></td></tr> </table>	a. Net trade-in allowance	\$ <u>N/A</u>	b. Rebates and noncash credits	\$ <u>1000.00</u>	c. Amount to be paid in cash	\$ <u>799.99</u>	<b>d. Total</b>	<b>\$ <u>1799.99</u></b>
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<b>d. Total</b>	<b>\$ <u>1799.99</u></b>																												

/ PAGE 1

BB FAX

9098255246

06/01/2006 08:24

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>26103.00</u> ) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	=	\$	<u>25698.00</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, no-cash credit, or cash you pay that reduces the gross capitalized cost	-	\$	<u>1088.43</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	=	\$	<u>25609.57</u>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	-	\$	<u>11627.70</u>
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	=	\$	<u>13981.87</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+	\$	<u>3989.33</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	=	\$	<u>17371.20</u>
h. Lease payments. The number of payments in your lease	=		<u>48</u>
i. Base monthly payment	=	\$	<u>361.90</u>
j. Monthly sales/use tax (estimated)	+	\$	<u>29.86</u>
k. <u>N/A</u>	+	\$	<u>N/A</u>
l. Total monthly payment	=	\$	<u>391.76</u>

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

- 8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 11527.70 miles per year at the rate of \$ .20 per mile.
- 9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 12000 plus official fees and taxes.
- 10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.



PAGE 2

**11. ITEMIZATION OF GROSS CAPITALIZED COST.**

a. Agreed upon value of the vehicle as equipped at lease signing	\$	26103.00
b. Agreed upon value of accessories or optional equipment that Lessor agrees to add to the vehicle after lease signing		
(Describe) <u>N/A</u>	+	\$ <u>N/A</u>
(Describe) <u>N/A</u>	+	\$ <u>N/A</u>
(Describe) <u>N/A</u>	+	\$ <u>N/A</u>
c. GMAC administrative fee	+	\$ <u>595.00</u>
d. License/registration/title fees	+	\$ <u>N/A</u>
e. Sales tax	+	\$ <u>N/A</u>
f. Other tax (describe) <u>N/A</u>	+	\$ <u>N/A</u>
g. Optional service contract (describe) <u>N/A</u>	+	\$ <u>N/A</u>
h. Optional service contract (describe) <u>N/A</u>	+	\$ <u>N/A</u>
i. Optional service contract (describe) <u>N/A</u>	+	\$ <u>N/A</u>
j. Optional life insurance	+	\$ <u>N/A</u>
k. Optional disability insurance	+	\$ <u>N/A</u>
l. <u>N/A</u>	+	\$ <u>N/A</u>
m. <u>N/A</u>	+	\$ <u>N/A</u>
n. Gross Capitalized Cost	=	\$ <u>26698.00</u>

**12. THE VEHICLE YOU ARE TRADING.**

	(year)	(make)	(model)	
Gross trade-in value				\$ <u>N/A</u>
Payoff				- \$ <u>N/A</u>
Net trade-in value				= \$ <u>N/A</u>

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2428.08  
 The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$	<u>N/A</u>
b. Registration fees/taxes	\$	<u>N/A</u>
c. License fees/taxes	\$	<u>906.00</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	<u>1523.08</u>
e. Excise taxes	\$	<u>N/A</u>
f. Property taxes	\$	<u>N/A</u>
g. Other (describe) <u>N/A</u>	\$	<u>N/A</u>
h. Other (describe) <u>CALIFORNIA TIRE FEE</u>	\$	<u>5.00</u>
i. Other (describe) <u>N/A</u>	\$	<u>N/A</u>

**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 \$4.

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

**17. SCHEDULED LEASE END DATE.** This lease is scheduled to end 10/21/2008  
 You are scheduled to return the vehicle on this date. (month) (day) (year)

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

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

Insurance company name: AMEX ASSURANCE CO  
 Insurance agency name: N/A  
 Agency Address: N/A  
 Agency Phone no.: N/A  
 Agent's name: N/A  
 Policy no.: AX01155859  Liability  Physical damage  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

Insurance company name: N/A  
 Insurance agency name: N/A  
 Agency Address: N/A  
 Agency Phone no.: N/A  
 Agent's name: N/A  
 Policy no.: N/A  Physical damage  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

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

Insurer name: N/A  
 Address: \_\_\_\_\_  
 Life insurance ( Lessee  Co-Lessee  Both) Premium \$ N/A  
 Coverage limit \$ N/A  
 Disability insurance (Lessee  Co-Lessee  Both) Premium \$ N/A  
 Coverage limit \$ N/A  
 LESSEE'S SIGNATURE: \_\_\_\_\_ Age N/A  
 CO-LESSEE'S SIGNATURE: X Age N/A

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

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

Total Allowed Mileage on the Odometer at Lease End is 48007 miles.  
 Starting odometer mileage 7 miles  
 Base mileage allowance 48000 miles  
 Purchased extra miles N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

Standard manufacturer's warranty  
 N/A

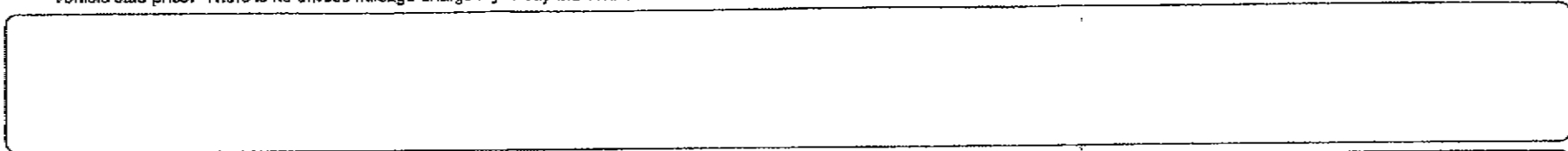
Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

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 WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.**

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

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

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



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 fraud.

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 in writing and signed by you and us. No oral changes are binding. We may delay or refrain from enforcing any of our rights under this lease without losing them.

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

(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 FILLED-IN COPY OF THIS AGREEMENT AT SANTA CLARA CA ON 10 22 2004  
 (city) (state) (month) (day) (year)  
 LESSEE: X [Redacted] BY: X [Redacted] CO-LESSEE: X [Redacted]  
 LESSOR: STEVENS CREEK BUICK PONTIAC GMC SIGNATURE AND TITLE: X [Signature]

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

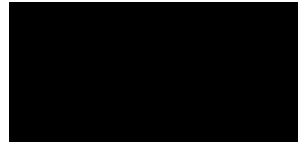
LESSOR: STEVENS CREEK BUICK PONTIAC GMC BY: X [Redacted] TITLE: \_\_\_\_\_

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)  
 Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Lease Agreement 9

QUADRUPPLICATE ORIGINAL - LESSEE



PAGE 4

To: BBB-Auto Line <sup>FAX</sup> 909-835-6086

ATTN: Mari Lopez

From: [REDACTED]

FAX- [REDACTED]

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

[Redacted]  
 San Jose, CA [Redacted]

Re: [Redacted] vs Pontiac/GMC Division # PGM0648337

Dear [Redacted]:

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:

\*\*\*\*\*REVISED SETTLEMENT\*\*\*\*\*

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



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

### FAX TRANSMISSION

**TO:** Dave McWhorter **FAX #** 866-480-3634  
BRC-ADR Cust. Rel. Mgr.

**FROM:** Dwayne Bowman **FAX#** 408-445-6765

**DATE:** 5/9/06

**RE:** [REDACTED] 2005 Pont. VIN 1G2ZG528154 [REDACTED]

**Number of pages, including this page:** 32

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



HISTORY - SPECIFIC VEHICLE

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.

10 WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	321479	Y0014		

11 CAMPAIGN NO.	CAMPAIGN DESC.
12 CAMPAIGN NO.	CAMPAIGN DESC.

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



PNWS321479



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

GMC

800-238-5800 448-6537

PNWS321479



01011PNWS321479

CUSTOMER NO. <b>63286</b>		ADVISOR <b>WILLIAM FISHER</b>		TAG NO. <b>254 204</b>	INVOICE DATE <b>09/08/05</b>	INVOICE NO. <b>PNWS321479</b>
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE <b>14,839</b>	COLOR <b>/</b>	STOCK NO.
SAN JOSE, CA		YEAR / MAKE / MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>			DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES
[REDACTED]		VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		BUSINESS PHONE		F. T. E. NO.	P. O. NO.	R. D. DATE <b>08/30/05</b>
COMMENTS						

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.191  
09/08/2005  
1039

WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
321479 08/30/2005 1G2ZG528154 6 12164 14839 545-15-4297

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		MA				96	Y0014	.2			20.89
LN-TOT: 20.89 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:												
2	03		04				66	N4180	1.3		20.00	135.80
LN-TOT: 155.80 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:												
3	03		MJ				98	Z7903			131.00	
LN-TOT: 131.00 TECH SSN: [REDACTED] AUTH CODE: [REDACTED] AUTH. AUTHOR.:												
COMMENTS: 1GIAK55F767 [REDACTED]												

R.O. TOTAL: 307.69

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

BAR #AG161775  
EPA #CAD983612805



PNWS321479

GMC



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

800-238-5800 448-6537

PNWS321479



01011PNWS321479

CUSTOMER NO. <b>63286</b>	ADVISOR <b>WILLIAM FISHER</b>	TAG NO. <b>254 204</b>	INVOICE DATE <b>09/08/05</b>	INVOICE NO. <b>PNWS321479</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>14,839</b>	COLOR <b>/</b>
<b>SAN JOSE, CA</b>	YEAR / MAKE / MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	F. T. E. NO.	P. O. NO.	R. O. DATE <b>08/30/05</b>	
COMMENTS				

LABOR  
**J# 1 41PNZ** RECALL HOURS: 0.20 TECH(S):165 PERFORM OPEN 04088 WATER INTRUSION CAMPAIGN 20:89  
 PROGRAMMED BCM AND DOOR LOCK ENABLE MODULE WITH SPS PASS THRU.  
**J# 2 26PNZ** ELECTRICAL SYSTEM HOURS: 0.00 TECH(S):219 CUSTOMER STATES INTERIOR LAMPS STAY ON WHILE DRIVING LIGHTING SYSTEM OPERATES OK AT THIS TIME. 0:00  
 COULD NOT DUPLICATE COMPLAINT  
**J# 3 26PNZ-6** ELECTRICAL INSTRMNTS HOURS: 1:30 TECH(S):165-219 CUSTOMER STATES SPEEDOMETER NEEDLE VIBRATES ON ACCELL I.P. IS SHORTED 135:80  
 REPLACED I.P.

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

**BAR #AG161775  
EPA #CAD983612805**

	TOTAL - LABOR	156.69
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----		
JOB # 3 43436 536777 09/02/05 GM WARRANTY RENTAL	TOTAL - SUBLET	131.00
	TOTAL - SUBLET	131.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # 3 XTRA TRADE PARTS	TOTAL - MISC	20.00
	TOTAL - MISC	20.00
	R/O TAX	0.00
	R/O TOTALS	307.69

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#.....	TOTAL.....
321479	307.69
CLAIM TOTALS	307.69

APPROVED BY SIGNATURE \_\_\_\_\_

1.800 rent-a-car

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO  
3591 PEARL AVENUE  
SAN JOSE CA 95136-1532 408-448-2100

MO 7:30A- 6:00P TU 7:30A- 6:00P  
WE 7:30A- 6:00P TH 7:30A- 6:00P  
FR 7:30A- 6:00P SA 8:00A- 4:00P  
SU CLOSED

9/2/05 RENTAL TYPE B SOURCE # GMINT09 ID # 007 RENTAL AGREEMENT NO. D36777  
7:22 PM 8/30/05 RENTER

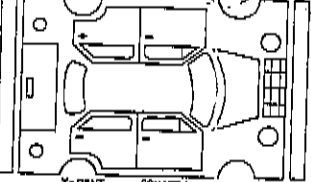
DAY = 24 HOUR PERIOD

MILES @ .25/MI AFTER 200 MI FREE/DAY

ORIGINAL VEHICLE  
COLOR 140 LICENSE NO 5M5E30  
MODEL obalt ECAR# 601859  
MILE-AGE IN 2593  
OUT 2431

BILL TO COMPANY Y CAPITOL PONTIAC/GMC\*\*  
ATTN: UNKNOWN\*\* PHONE 408-448-6537 EXT  
REFERENCE NUMBER: 42434

CONDITION AGREED TO RENTER  
SPECIAL: W/ MILES DAYS @ 43.42 200 MILES 43 42



ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S): CA ONLY NON SMOKING  
OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT

DAMAGE WAIVER NOTICE: RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER MAY BE DUPLICATE OF COVERAGE MAINTAINED UNDER HIS OR OTHER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED

RENTER DECLINES WAIVER (DW) AND ACCEPTS RESPONSIBILITY. RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE DW NOTICE TO LEFT AND PAGE 3 PARAGRAPH 18 DW IS NOT INSURANCE

RENTER DECLINES ACCIDENT INSURANCE (PAI) RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3 PARAGRAPH 16

RENTER DECLINES LIABILITY PROTECTION (SLP) RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT SEE PAGE 3 PARAGRAPH 17

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE 'RENTER' UNDER THIS AGREEMENT. BY SIGNING BELOW I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) IN ADVANCE OF DEPOSITS, INCREMENTAL AUTHORIZATIONS DEPOSITS AND CHARGES INCURRED AS WELL AS PAYMENTS REFLECTED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS/ARE VALID, UNREVOKED, NOT SUSPENDED, REVOKED, CANCELLED OR SURRENDERED.

REPLACEMENT VEHICLE RENTER X DATE 8/30/05

COLOR LICENSE NO OWNER REP X EMP# 83152

I WILL RETURN CAR BY: DATE 8/31/05 TIME DEPOSIT(S): AMOUNT 50.00 PAID BY CC AUTH 1980 DATE PAID 8/30/2005

ADDITIONAL INFORMATION 1G1AK55F7678

CONDITION AGREED TO RENTER

TOTAL CHARGES 131.00

DEPOSITS REFUNDS AMOUNT DUE 131.00

CLOSED BY PAID BY CASH CHECK CHARGE RECEIPT OF DATE AMOUNT RECEIVED BY


**Pre-Exchange Order #: 487975**


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

**\*\* This is not an Invoice \*\***

<b>Bill To:</b>		<b>Ship To:</b>	
Capitol Buick Pontiac GMC Inc. 980 W. Capitol Exway  San Jose CA 95136 (408) 448-6537		Capitol Buick Pontiac GMC Inc. 980 W. Capitol Exway  San Jose CA 95136 Route#:	
Order Date: 8/30/2005	Cust#: [REDACTED]	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.			
<b>Part # Ordered:</b> 21996866 <b>Unit Type:</b> Cluster <b>Description:</b> 05 PON G6 INST. CLUSTER <b>Part# Acquired By:</b> Tech 2 <b>RO #:</b> 321479 <b>PO #:</b> [REDACTED] <b>VIN #:</b> 1G2ZG528154 [REDACTED] <b>Year:</b> 2005 <b>Make:</b> Pontiac <b>Model:</b> G6 <b>Mileage:</b> 14839 <b>Delivery Date:</b> 10/22/2004		<b>Ordered Via:</b> Phone <b>Part # Shipped:</b> 15261511 <b>Description:</b> 05 PON G6 Inst. Cluster <b>Serial # :</b> 6174 <b>Core Value:</b> \$105.00 <b>Reman Price:</b> \$105.00 <b>Shipping Method:</b> FedEx Overnight <b>Estimated Freight:</b> \$18.00	
<b>Remarks:</b>		<b>Description of Failure:</b> speedo sticks on acceleration	
Okسد-ler		<i>BE Alw2-6620</i>	
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.			
Form 500 7/02		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 \*\***

<b>Bill To:</b>		<b>Ship To:</b>	
Capitol Buick Pontiac GMC Inc. 980 W. Capitol Exway  San Jose CA 95136 (408) 448-6537		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
<b>Part # Ordered:</b> 21996866 <b>Unit Type:</b> Cluster <b>Description:</b> 05 PON G6 INST. CLUSTER <b>Part# Acquired By:</b> Tech 2  <b>RO #:</b> 321479 <b>RO Date:</b> 8/30/2005  <b>PO #:</b> <b>VIN #:</b> 1G2ZG528154 <b>Year:</b> 2005 <b>Make:</b> Pontiac <b>Model:</b> G6 <b>Mileage:</b> 14839 <b>Delivery Date:</b> 10/22/2004		<b>Part # Shipped:</b> 15261511 <b>Ordered Via:</b> Phone <b>Description:</b> 05 PON G6 Inst. Cluster <b>Serial #:</b> 6174 <b>Core Value:</b> \$105.00 <b>Reman Price:</b> \$105.00 <b>Shipping Method:</b> FedEx Overnight <b>Estimated Freight:</b> \$18.00	
<b>Remarks:</b> Oksd-ler		Description of Failure: speedo sticks on acceleration	

*cc AW2-6620*

### 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.

## CLAIM HISTORY

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

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# GM Vehicle Inquiry System

## Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G2ZG528154 [REDACTED]
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### VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	Warranty Start Date :	10/22/2004				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	STEVENS CREEK BUICK-PONTIAC-GMC 4201 STEVENS CREEK BLVD SANTA CLARA , CA 95051-6999 (408) 983-5300	Selling Source :	16 - PONTIAC				
		Site Code :	08140				
		Business Associate Code :	163372				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	04088	DRIVER DOOR WATER INTRUSION	11/05/2004	Open
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or: <a href="http://www.onstarenrollment.com">www.onstarenrollment.com</a> or (888)ONSTAR1 (888)667-8271			
XM Equipped	Yes	XM Radio ID	W6B86004	XM Status	Active	Refer to Help page for details or: <a href="http://www.gm.xmradio.com">www.gm.xmradio.com</a> or (800)556-3600	

### APPLICABLE WARRANTIES

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 [www.mygmlink.com](http://www.mygmlink.com), 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 safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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CERTIFICATION

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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.

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						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-96	*	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/repared 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"
  - L. 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 Pontiac 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 [REDACTED]	54 [REDACTED]

**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  
Lorin

GMC

321479

RECOMMENDED SERVICES

800-238-5800 448-6537

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05PNZ-15K 01PNZ13	15000 MILE SERVICE LUBE ONLY	MI MI	0.00 14.25	55PNZ	CUSTOMER RIDE	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AG161775

ALL OLD PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.	VEHICLE I.D. NO. <b>1G2ZG528154</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. <b>321479</b>	
	CUSTOMER NO. <b>63286</b>	SERVICE CONTRACT	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE <b>08/30/05</b>	
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES			
	TURBO	MMC <b>PNZZ</b>	AIR COND.	P. S.	TRANS	MILEAGE <b>14,839</b>	ADVISOR NO. <b>254</b>
SAVE OLD PARTS YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	SAN JOSE, CA		ADVISOR <b>WILLIAM FISHER</b>				
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED <b>12:05pm</b>	DATE/TIME PROMISED <b>08/30/05 04:00pm</b>	PRIORITY <b>3</b>	LABOR RATE			

ORIGINAL CUSTOMER ESTIMATE: TOTAL <b>1614K557767</b>	REVISED ESTIMATE	REASON	ADDITIONAL COSTS
<b>W-1126PNZ RECALL</b>	AUTHORIZED COPY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE TIME
<b>PERFORM OPEN 04086 WATER INTRUSION CAMPAIGN</b>	REVISED ESTIMATE	REASON	ADDITIONAL COSTS
<b>W-26PNZ ELECTRICAL SYSTEM</b>	AUTHORIZED COPY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE TIME
<b>CUSTOMER STATES INTERIOR LAMPS STAY ON WHILE DRIVING</b>	BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.		
<b>W-26PNZ ELECTRICAL INSTRMNTS</b>	A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED IF APPLICABLE.		
<b>CUSTOMER STATES SPEEDOMETER NEEDLE VIBRATES ON ACCELL</b>	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.		
<b>W-26PNZ</b>	BAR #AG161775 EPA #CAD983612805		

*Handwritten notes:*  
 1. **W-1126PNZ RECALL**  
 2. **W-26PNZ ELECTRICAL SYSTEM**  
 3. **W-26PNZ ELECTRICAL INSTRMNTS**

*Handwritten signatures and dates:*  
 M196 40014.2  
 CF/42 N4498  
 CF/66 N482 8/30/05  
 3/2/13





PNCS321479



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

GMC

800-238-5800 448-6537

PNCS321479



0101PNCS321479

CUSTOMER NO. <b>63286</b>	ADVISOR <b>WILLIAM FISHER</b>	TAG NO. <b>254 204</b>	INVOICE DATE <b>09/02/05</b>	INVOICE NO. <b>PNCS321479</b>	
[REDACTED] SAN JOSE, CA	LABOR RATE	LICENSE NO.	MILEAGE <b>14,839</b>	COLOR <b>/</b>	
	YEAR / MAKE / MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>			DELIVERY DATE <b>10/22/04</b>	DELIVERY MILBS
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		R. O. DATE <b>08/30/05</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

LABOR  
J# 1 41PNZ RECALL UNITS: 0.00 TECH(S):165 WARRANTY  
PERFORM OPEN 04088 WATER INTRUSION CAMPAIGN

PROGRAMMED BCM AND DOOR LOCK ENABLE MODULE WITH SPS PASS THRU.

J# 2 26PNZ ELECTRICAL SYSTEM UNITS: 0.00 TECH(S):219 WARRANTY  
CUSTOMER STATES INTERIOR LAMPS STAY ON WHILE DRIVING LIGHTING SYSTEM OPERATES OK AT THIS TIME. COULD NOT DUPLICATE COMPLAINT

J# 3 26PNZ-6 ELECTRICAL INSTRMNTS UNITS: 0.00 TECH(S):165 219 WARRANTY  
CUSTOMER STATES SPEEDOMETER NEEDLE VIBRATES ON ACCELL I.P. IS SHORTED REPLACED I.P.

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

**BAR #AG161775  
EPA #CAD983612805**

TOTAL - LABOR 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
JOB # 3 43436 536777 09/02/05 GM WARRANTY RENTAL

TOTAL - SUBLET WARRANTY 0.00

TOTALS-----

\*\*\*\*\*

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

\*\*\*\*\*

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!

I ACKNOWLEDGE THE ORIGINAL APPROVAL OF AN INCREASE IN THE ORIGINAL PRICE

\*\*\* [REDACTED] \*\*\*

CUSTOMER SIGNATURE





321479

321479



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

GMC

RECOMMENDED SERVICES

800-238-5800 448-6537

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05PNZ-1SK 01PNZ13	15000 MILE SERVICE LUBE ONLY	MI MI	0.00 14.25	55PNZ	CUSTOMER MADE	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# AG161775

ALL OLD PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.	VEHICLE I.D. NO. <b>1G2ZG528154</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. <b>321479</b>
SAVE OLD PARTS YES <input type="checkbox"/> NO <input type="checkbox"/>	<b>SAN JOSE, CA</b>	CUSTOMER NO. <b>63286</b>	SERVICE CONTRACT	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES	SELLING DEALER NO. <b>08/30/05</b>
RESIDENCE PHONE	TURBO	M/MC <b>PNZZ</b>	AIR COND.	P. S.	TRANS	MILEAGE <b>14,839</b>
TIME RECEIVED <b>12:05pm</b>	DATE/TIME PROMISED <b>08/30/05 04:00pm</b>	PRIORITY <b>3</b>	LABOR RATE	ADVISOR NO. <b>254</b>	ADVISOR <b>WILLIAM FISHER</b>	

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

1. W 26PNZ-8 **RECALL**  
PERFORM OPEN 04088 WATER INTRUSION CAMPAIGN  
165 PROGRAMMED BLM AND  
DOOR DOOR LOCK ENABLE MODULE.

2. W 26PNZ-8 **ELECTRICAL SYSTEM**  
CUSTOMER STATES INTERIOR LAMPS STAY ON WHILE DRIVING  
165 TURNED OFF LAMPS.  
DOOR LIGHT COME ON - OFF WORK DRIVING

3. W 26PNZ-8 **ELECTRICAL INSTRMNTS**  
CUSTOMER STATES SPEEDOMETER/NEEDLE VIBRATES ON ACCELL  
165 No problem found! No ISBs. Seen checked.  
SEE BILL Road tested OK

REVISED ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED COPY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE TIME

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED IF APPLICABLE. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR #AG161775

EPA #CAD993612805

CAR IN SHOP

DATE  
PART  
ITL

B0685

500 System Indicator  
short to ground or open

U2107 lost com with BCM

U2105 lost com with PCM

U2103 Fan controllers on bus than program

Date

Signature



0101J321479



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

GMC

326268

RECOMMENDED SERVICES

800.238.5800 448.6537

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05PNZ-15K 55PNZ	15000 MILE SERVICE CUSTOMER RIDE	MO MO	0.00 0.00	05PNZ-21K 01PNZ13	21000 MILE SERVICE LUBE ONLY	MI MI	0.00 14.25

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/05	321479	14839	254	165 219 165	W W W	41PNZ 26PNZ 26PNZ-6	RECALL ELECTRICAL SYSTEM ELECTRICAL INSTRMNTS

SALESPERSON NO.

S E R V I C E

STATE REG# AG161775

ALL OLD PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.	VEHICLE I.D. NO. <b>1GZZG528154</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>	PRODUCTION DATE <b>10/22/04</b>	STOCK NO.	LICENSE NO.	R. O. NO. <b>326268</b>
SAVE OLD PARTS YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	CUSTOMER NO. <b>63286</b>	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE <b>01/16/06</b>
RESIDENCE PHONE	BUSINESS PHONE	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TIME RECEIVED <b>07:39am</b>	DATE/TIME PROMISED <b>01/16/06 03:36pm</b>	PRIORITY <b>7</b>	TURBO	M/MC <b>PNZZ</b>	AIR COND.	P. S.
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE	TRANS	MILEAGE <b>21,411</b>	ADVISOR NO. <b>254</b>	ADVISOR <b>WILLIAM FISHER</b>	

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for any damage to the vehicle in case of fire, theft or other cause beyond your control; that an express warranty may operate the vehicle to secure the amount of repairs thereto; that your employees may operate the vehicle to test and/or inspecting such vehicle.

ORIGINAL CUSTOMER ESTIMATE: TOTAL

- X
- 1. W 03PNZ 553 STEERING  
CUSTOMER STATES RATTLE/KNOCKING NOISE FROM STEERING COLUMN AREA WHEN TURNING. *STEERING SHAFT WORN. PIC 3747. NO PARTS AVAILABLE AT THIS TIME.*
- 2. W 36PNZ 553 DOORS/WINDOWS  
CUSTOMER STATES WATER LEAKS FROM DRIVERS DOOR TOP EDGE AREA. *W/ DOOR WEATHER STRIP COLLAPSED. AIR WINDSHIELD STRIP REMOVED. 1" YELLOW TUBING & 1/2" YELLOW TUBING TO REPAIR STRIP.*
- 3. W 26PNZ 553 ELECTRICAL SYSTEM  
CUSTOMER STATES REMOTE START INOP. *553 LIGHT ON. FACTORY FUEL CAP MESSAGE GET AREA. INSTALLED FACTORY CAP & CLEANING COVERS. (OK)*
- 4. W 08PNZ 553 BRAKES  
CK AND ADVISE CUSTOMER STATES EXCESSIVE BRAKE NOISE WHEN APPLIED. *ROADTESTED & COULD NOT DUPLICATE CONCERN, NO PROBLEM FOUND.*

REVISED ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED COPY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE TIME
REVISED ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED COPY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE TIME

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

**WARRANTY RETURN**

A CHARGE FOR WASTE DISPOSAL MAY BE ADDED IF APPLICABLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR #AG161775  
EPA #CAD983612805

Authorization Sub  
Comments Before after  
Date 1-16-06  
Signature [Signature] 326268

REPLACE GAS CAP - COUNTER



0101J326268

ADDITIONAL  
TECHNICIANS COMMENTS

PARTS TICKET LABELS HERE

NOTES/FLAGS HERE

JOB #1

LEVEL 2

WATER TESTED BEFORE & AFTER REPAIRS  
TO VERIFY CONCERN & REPAIR. (OK)

JOB #2

JOB #3

JOB #4

JOB #5

Authorization \_\_\_\_\_

Comments \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

GM15073G

MILEAGE OUT \_\_\_\_\_



PNC326268



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

GMC

800-238-5800 448-6537

PNC326268



01011PNC326268

CUSTOMER NO. <b>63286</b>	ADVISOR <b>WILLIAM FISHER</b>	TAG NO. <b>254 759</b>	INVOICE DATE <b>01/18/06</b>	INVOICE NO. <b>PNC326268</b>
[REDACTED] SAN JOSE, CA	LABOR RATE	LICENSE NO.	MILEAGE <b>21,411</b>	COLOR <b>/</b>
	YEAR / MAKE / MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>			DELIVERY DATE <b>10/22/04</b>
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>			DELIVERY MILES
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	SELLING DEALER NO.	PRODUCTION DATE
			R. O. DATE <b>01/16/06</b>	

LABOR-----

J# 1 03PNZ STEERING UNITS 0:00 TECH(S) 553 WARRANTY  
CUSTOMER STATES RATTLE/KNOCKING NOISE FROM STEERING COLUMN  
AREA WHEN TURNING  
FOUND PIC3747  
NO PARTS AVAILABLE AT THIS TIME  
SEE DOCUMENT#1716682 ATTACHED TO R.O. HARD COPY

J# 2 36PNZ DOORS/WINDOWS UNITS 0:00 TECH(S) 553 WARRANTY  
CUSTOMER STATES WATER LEAKS FROM DRIVERS DOOR TOP EDGE AREA  
L/F DOOR WEATHER STRIP COLLAPSED  
R&R WEATHERSTRIP

J# 3 26PNZ ELECTRICAL SYSTEM UNITS 0:20 TECH(S) 553 25:60  
CUSTOMER STATES REMOTE START INOP  
FOUND SES LIGHT ON, INCORRECT FUEL FILLER CAP INSTALLED  
INSTALLED FACTORY CAP AND CLEARED CODES

J# 4 08PNZ BRAKES UNITS 0:00 TECH(S) 553 WARRANTY  
CK AND ADVISE CUSTOMER STATES EXCESSIVE BRAKE NOISE  
WHEN APLIED

ROAD TESTED AND COULD NOT DUPLICATE CONCERN

TOTAL - LABOR 25.60

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
JOB # 2	1	10396612	WEATHERST 10.694	18.51	18.51
JOB # 3	1	10372244	CAP 3.028	18.51	18.51
TOTAL - PARTS				18.51	18.51

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	WARRANTY
JOB # 1	45166	544089	01/18/06	G.M. WARRANTY RENTAL	0.00
TOTAL - SUBLET					0.00

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

**BAR #AG161775  
EPA #CAD983612805**

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$45.00 (+TAX)



PNC326268

PNC326268



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

GMC

800-238-5800 448-6537



01011PNC326268

*622*

CUSTOMER NO. <b>63286</b>	ADVISOR <b>WILLIAM FISHER</b>	TAB NO. <b>254</b>	759	INVOICE DATE <b>01/18/06</b>	INVOICE NO. <b>PNC326268</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>21,411</b>	COLOR <b>/</b>	STOCK NO.
<b>SAN JOSE, CA</b>	YEAR / MAKE / MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>			DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R. O. DATE <b>01/16/06</b>	

TOTALS

\*\*\*\*\*  
 \* 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! \*  
 \* \*  
 I ACKNO [REDACTED] AN INCREASE IN  
 THE ORI [REDACTED]  
 \*\*\*\*\*

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
<b>TOTAL INVOICE \$</b>	<b>45.64</b>

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

**BAR #AG161775  
EPA #CAD983612805**

REC'D BY *mas*  
 1/18  
 CASH  CHECK #  
 CHARGE #  
 AMEX  VISA/MC  DISC



326268

326268

GMC

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

RECOMMENDED SERVICES

800-238-5800 448-6537

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05PNZ-15K 55PNZ	15000 MILE SERVICE CUSTOMER RIDE	MO MO	0.00 0.00	05PNZ-21K 01PNZ13	21000 MILE SERVICE LUBE ONLY	MI MI	0.00 14.25

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/30/05	321479	14839	254	165 219 165	W W W	41PNZ 26PNZ 26PNZ-6	RECALL ELECTRICAL SYSTEM ELECTRICAL INSTRMNTS

SALESPERSON NO.

SERVICE

STATE REG# AG161775

ALL OLD PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE.  SAVE OLD PARTS YES  NO

VEHICLE I.D. NO. **1G2ZG528154** YEAR/MAKE/MODEL **05/PONTIAC/GT SEDAN/G6 6CYL SEDAN** PRODUCTION DATE [REDACTED] STOCK NO. [REDACTED] LICENSE NO. [REDACTED] R. O. NO. **326268**

CUSTOMER NO. **63286** SERVICE CONTRACT [REDACTED] DELIVERY DATE **10/22/04** DELIVERY MILES [REDACTED] SELLING DEALER NO. [REDACTED] R. O. DATE **01/16/06**

COLOR [REDACTED] CONTRACT NO. [REDACTED] EXPIRATION DATE [REDACTED] EXPIRATION MILES [REDACTED] TAG NO. [REDACTED]

TURBO [REDACTED] MMC **PNZZ** AIR COND. [REDACTED] P. S. [REDACTED] TRANS [REDACTED] MILEAGE **21,411** ADVISOR NO. **254** ADVISOR **WILLIAM FISHER**

RESIDENCE PHONE [REDACTED] BUSINESS PHONE [REDACTED]

TIME RECEIVED **07:39am** DATE/TIME PROMISED **01/16/06 03:36pm** PRIORITY **7**

APPOINTMENT  Yes  No

LABOR RATE [REDACTED]

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for any articles left therein; in case of fire, theft or other cause beyond your control; that you agree to secure the amount of repairs thereto; that your employees may operate and/or inspecting such vehicle.

ORIGINAL CUSTOMER ESTIMATE: TOTAL **2,000.00**

1. **W 03PNZ STEERING**  
CUSTOMER STATES RATTLE/KNOCKING NOISE FROM STEERING COLUMN AREA WHEN TURNING

2. **W 36PNZ DOORS/WINDOWS**  
CUSTOMER STATES WATER LEAKS FROM DRIVERS DOOR TOP EDGE AREA

3. **W 26PNZ ELECTRICAL SYSTEM**  
CUSTOMER STATES REMOTE START INOP

4. **W 08PNZ BRAKES**  
CK AND ADVISE CUSTOMER STATES EXCESSIVE BRAKE NOISE WHEN APLIED

*WV/gz H9991*

REVISED ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED COPY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE TIME
REVISED ESTIMATE	REASON	ADDITIONAL COSTS
AUTHORIZED COPY	<input type="checkbox"/> IN PERSON <input type="checkbox"/> PHONE	DATE TIME

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

A CHARGE FOR HAZARDOUS WASTE DISPOSAL MAY BE ADDED IF APPLICABLE. ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

BAR #AG161775  
EPA #CAD983612805

*1-19 8:15*



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

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO  
3591 PEARL AVENUE 408-448-2100  
SAN JOSE CA 95136-1532 2309  
RENTAL TYPE D SOURCE GM2309 - 004

RENTAL AGREEMENT  
D544089  
PAGE 1 OF 1

24-HOUR DAY

UNIT 1

UNIT # LM7N72

LIC# [REDACTED]

MODEL EQUI

COLOR SILVER

IN 10627

OUT 10554

V# 2CNDL23F656 [REDACTED]

RENTER

[REDACTED]

SAN JOSE CA [REDACTED]

LOCAL:

(H) [REDACTED] (W) [REDACTED]

DR. LICENSE [REDACTED]

STATE CA EXPIRE 12/29/09

DOB 12/29/74 HT WT

EYES HAIR

S.S.#

EMPLOYER

SUMMARY OF CHARGES

DAY = 24 HOUR PERIOD

MILES

NO CHARGE

200 MI FREE/DA

1 DAYS @ 33.95 33.95

SPECIAL @ 38.54 38.54

BILL TO Y CUST # [REDACTED]

CAPITOL PONTIAC/GMC

ATTN: BILL\*\*

980 W CAPITOL EXPWY

SAN JOSE, CA

408-448-6537

95136

DAMAGE WAIVER 011606/011806

2 DAYS DW @ 14.99 29.98

ADDITIONAL DRIVER  
NO OTHER DRIVER PERMITTED

SALES TAX% 8.25 5.98

CLAIM INFO  
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE  
YES NO X

PO 45166  
INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 108.45

LOSS DATE  
THEFT ACCIDENT

PAYMENT INFORMATION

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

DEPOSITS 29.98  
REFUND

TYPE CAR

SHOP CAPITOL PONT  
PHONE 408-448-6537  
NAME

BILL TO CUST 501692 78.47

CLOSED TICKET PAYMENT INFO

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

**CAPITOL BUICK • PONTIAC • GMC**  
 980 CAPITOL EXPY. AUTO MALL  
 SAN JOSE, CA 95136-1102  
 (408) 448-6537  
 800-238-5800

**PURCHASE ORDER TO**

433

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

**NUMBER**

45166

WRITTEN BY

**WILLIAM FISHER**

DEPARTMENT

**SERVICE**

DATE

01/16/06

P. O. AMOUNT

42.00

**SHIP TO**

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

**BILL TO**

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

TAX EXEMPT #

SRGH26826220

QTY.	DESCRIPTION	PRICE	AMOUNT
	326268 G.M. WARRANTY RENTAL	42.00	

ACCT.	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
246	42.00	326268			

SIGNATURE

**PURCHASE ORDER**





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Forward -&gt;

Document ID# 1716682  
2005 Pontiac G6

Feedback

Print

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

Knock, Clunk or Rattle 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 technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

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&lt;- Back

Forward -&gt;

Document ID# 1716682  
2005 Pontiac G6

Feedback

Print

# GM Vehicle Inquiry System

## Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G2ZG528154 [REDACTED]
-------	------------------------

### VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	Warranty Start Date :	10/22/2004				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	STEVENS CREEK BUICK-PONTIAC-GMC 4201 STEVENS CREEK BLVD SANTA CLARA , CA 95051-6999 (408) 983-5300	Selling Source :	16 - PONTIAC				
		Site Code :	08140				
		Business Associate Code :	163372				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	04088	DRIVER DOOR WATER INTRUSION	N/A	Closed
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or: www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271			
XM Equipped	Yes	XM Radio ID	W6B86004	XM Status	Active	Refer to Help page for details or: www.gm.xmradio.com or (800)556-3600	

### APPLICABLE WARRANTIES

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
36/50000 CALIFORNIA EMISSIONS	10/22/2004	7 miles	10/22/2007	50007 miles
84/70000 CALIFORNIA SELECT COMPONENT	10/22/2004	7 miles	10/22/2011	70007 miles

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/30/2005	321479	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	14839 miles
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
08/30/2005	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	0 miles

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PNWS326268

PNWS326268



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

GMC

800-238-5800 448-6537



0101IPNWS326268

CUSTOMER NO. <b>63286</b>	ADVISOR <b>WILLIAM FISHER</b>	TAG NO. <b>254 759</b>	INVOICE DATE <b>01/19/06</b>	INVOICE NO. <b>PNWS326268</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>21,411</b>	COLOR <b>/</b>
<b>SAN JOSE, CA</b>	YEAR / MAKE / MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES
	F. T. E. NO.	P. O. NO.	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R. O. DATE <b>01/16/06</b>	

LABOR

J# 2 36PNZ	DOORS/WINDOWS	HOURS: 1.10	TECH(S): 553	119.30
	CUSTOMER STATES WATER LEAKS FROM DRIVERS DOOR TOP EDGE AREA			
	L/F DOOR WEATHER STRIP COLLAPSED			
	R&R WEATHERSTRIP			
J# 4 08PNZ	BRAKES	HOURS: 0.30	TECH(S): 553	32.54
	CK AND ADVISE CUSTOMER STATES EXCESSIVE BRAKE NOISE WHEN APLIED			
	ROAD TESTED AND COULD NOT DUPLICATE CONCERN			

	TOTAL - LABOR	151.84					
PARTS	QTY	P-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	10396612	WEATHERST	10.694	31.45	31.45	44.03
			JOB # 2 COST TOTAL			31.45	
			TOTAL - PARTS				44.03
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION			
JOB # 1	45166	544089	01/18/06	G.M. WARRANTY RENTAL			
				TOTAL - SUBLET			79.00
				R/O TAX			0.00
				R/O TOTALS			274.87

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

BAR #AG161775  
EPA #CAD983612805

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
326268	274.87
CLAIM TOTALS	274.87

APPROVED BY SIGNATURE



PNWS326268

PNWS326268



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

GMC

800-238-5800 448-6537



0101PNWS326268

CUSTOMER NO. <b>63286</b>		ADVISOR <b>WILLIAM FISHER</b>	TAG NO. <b>254 759</b>	INVOICE DATE <b>01/19/06</b>	INVOICE NO. <b>PNWS326268</b>
[REDACTED] SAN JOSE, CA		LABOR RATE	LICENSE NO.	MILEAGE <b>21,411</b>	COLOR <b>/</b>
[REDACTED]		YEAR / MAKE / MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>			DELIVERY DATE <b>10/22/04</b>
[REDACTED]		VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>			DELIVERY MILES
[REDACTED]		R. T. E. NO.			SELLING DEALER NO.
[REDACTED]		P. O. NO.			PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			R. O. DATE <b>01/16/06</b>

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.044  
01/19/2006 0845  
WARRANTY NEW CLAIM

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
326268 01/16/2006 1G2ZG528154 6 12164 21411 545-15-4297

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		BV	1	10396612	44.03	13	C1043	.5	.6		119.30
LN-TOT: 163.33 TECH SSN: [REDACTED] AUTH CODE: E AUTH. AUTHOR.: 0090												
2	04		WV					H9991	.3			32.54
LN-TOT: 32.54 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												
3	01		MJ					Z7902				79.00
LN-TOT: 79.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												

COMMENTS: 2CNDL23F656 [REDACTED]

R.O. TOTAL: 274.87

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

**BAR #AG161775  
EPA #CAD983612805**



PNIS326268

PNIS326268



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

GMC

800-238-5800 448-6537



0101IPNIS326268

CUSTOMER NO. <b>63286</b>	ADVISOR <b>WILLIAM FISHER</b>	TAB NO. <b>254</b>	759	INVOICE DATE <b>01/19/06</b>	INVOICE NO. <b>PNIS326268</b>
SAN JOSE, CA	LABOR RATE	LICENSE NO.	MILEAGE <b>21,411</b>	COLOR <b>/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/PONTIAC/GT SEDAN/G6 6CYL SEDAN</b>			DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			P. O. NO.	R. O. DATE <b>01/16/06</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

SCANNED

LABOR # 1 03PNZ STEERING HOURS: 0.10 TECH(S):553 13.42  
 CUSTOMER STATES RATTLE/KNOCKING NOISE FROM STEERING COLUMN  
 AREA WHEN TURNING  
 FOUND PIC3747  
 NO PARTS AVAILABLE AT THIS TIME  
 SEE DOCUMENT#1716682 ATTACHED TO R.O. HARD COPY

TOTAL - LABOR 13.42

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

BAR #AG161775  
EPA #CAD983612805

TOTALS

CONTROL#	ACCOUNT#	AMOUNT..	
		TOTAL LABOR....	13.42
		TOTAL PARTS....	0.00
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
		TOTAL MISC.CHG.	0.00
		TOTAL MISC.DISC	0.00
		TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>			<b>13.42</b>

*QTD EXCESSIVE OF A  
OIL OIL TIME SHOULD BE  
RECOVERED. EXCEEDS  
RAIL TIME WITH  
PARTS COME IN*

*670  
IS*

APPROVED BY SIGNATURE

CUSTOMER NAME [REDACTED] SERIAL NO. 1G2ZG528154 [REDACTED]

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

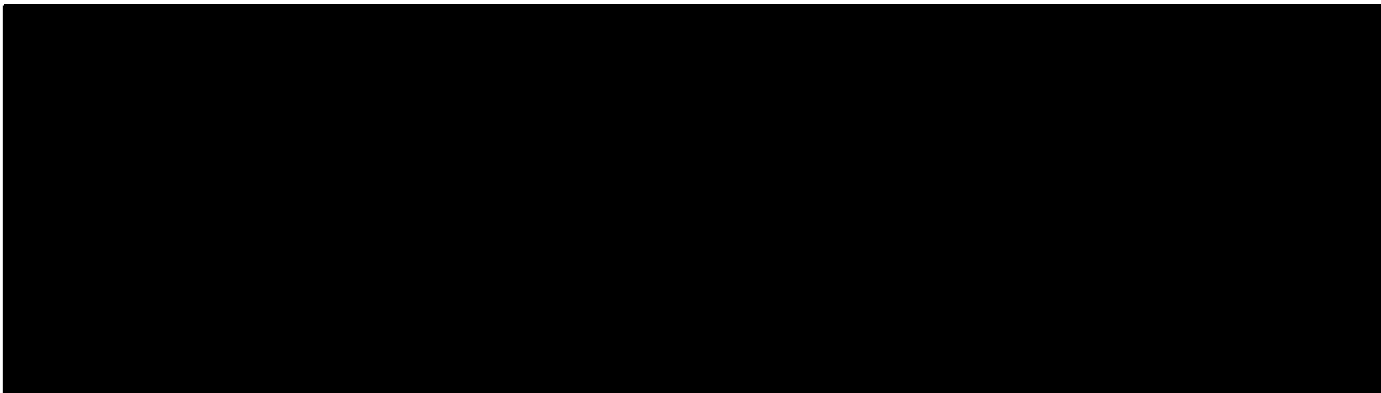
5 OPERATION NO. 03PNZ OP. DESC. STEERING  
6 SALE TYPE (C/W/I) I TECH.NO(S). 553  
7 COMPLAINT CUSTOMER STATES RATTLE/KNOCKING NOISE FROM STEERING COLUMN  
AREA WHEN TURNING  
8 CAUSE FOUND PIC3747

9 CORRECTION NO PARTS AVAILABLE AT THIS TIME  
SEE DOCUMENT#1716682 ATTACHED TO R.O. HARD COPY

10 WARRANTY CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.  
326268 27902

11 CAMPAIGN NO. CAMPAIGN DESC.  
12 CAMPAIGN NO. CAMPAIGN DESC.

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



VEHICLE IDENTIFICATION NUMBER

1G2ZG528154

BODY TYPE MODEL

4D

DATE ISSUED

10/29/2005

CYLS.

DATE FIRST SOLD

00/00/2004

CLASS

FZ

MAKE

PONT

\*YR

Yr. Model

2005

TYPE VEH.

MP

AX

WC

UNLADEN/O/GW

120

G

TOTAL FEES PAID

\$215

4300

OWNER

VAULT FOR GMAC OR COLT LSR

SAN JOSE CA

REGISTRATION

GMAC  
PO BOX 8128  
COCKEYSVILLE

R0040  
L0153

MD

21030  
142101920053129

STATE OF CALIFORNIA  
DEPARTMENT OF MOTOR VEHICLES  
VALIDATED REGISTRATION CARD  
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

F 5498115





PNWS181463

BAR # AM-150896

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EPA # CAD 961171406

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**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. <b>82592</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119 0899</b>	INVOICE DATE <b>05/24/06</b>	INVOICE NO. <b>PNWS181463</b>
	LICENSE NO. [REDACTED]	MILEAGE <b>27,167</b>	COLOR <b>SILVER META</b>	STOCK NO.
YEAR / MAKE / MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4 [REDACTED]</b>		DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES <b>7</b>
SAN JOSE, CA [REDACTED]	F T E NO		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	R O NO		R O DATE <b>05/10/06</b>	
COMMENTS				<b>MO: 27171</b>

**LABOR & PARTS**

~~05/24/06~~ ~~05/24/06~~ ~~ENGINE/ELECTRICAL~~ ~~HOURS~~ ~~75.92~~  
 OWNER REPORTS AN INTERMITTENT EXTENDED CRANK TO START, RANDOM TIMES, COLD OR A 2 HOUR HOT SOAK. NO DTC'S SET, NO TSB'S FOUND. CHECK FOR SPS PROGRAMMING UPDATES. FOUND UPDATED CALIBRATIONS AVAILABLE. PERFORM PCM RE-FLASH, WARRANTY CODE# 10FB0  
 JOB # 2 TOTAL LABOR & PARTS 75.92

~~05/24/06~~ ~~05/24/06~~ ~~RADIO/ACCESSORIES~~ ~~HOURS~~ ~~32.54~~  
 OWNER REPORTS THIS RADIO VOLUME IS ABOUT 2/3 LESS THAN THE ORIGINAL RADIO. CAPITOL JUST REPLACED THIS JUST TWO WEEKS AGO. VERIFY COMPLAINT, CHECK SPS PROGRAMMING, FOUND UNKNOWN CALIBRATION EXISTS. FOUND RADIO SETUP PROCEDURE HAD NOT BEEN PERFORMED WITH TECH 2. PERFORM SPS PROGRAMMING OF RADIO, WARRANTY CODE# 80CC4. PERFORM RADIO SETUP PROCEDURE, VOLUME IS NOW NORMAL.  
 JOB # 4 TOTAL LABOR & PARTS 32.54

~~05/24/06~~ ~~05/24/06~~ ~~UB/ADJ~~ ~~DRIVE SHAFT/SUSPENSION~~ ~~HOURS~~ ~~0.00~~  
 OWNER REPORTS IS UNHAPPY WITH THE WAY THE VEHICLE FEELS ON THE ROAD. FEELS THIS IS VERY BUMPY, NOT A SOFT FEEL AT ALL. UNABLE TO MAKE CHANGES TO FACTORY SUSPENSION. NO TROUBLE FOUND, COMPARED TO ANOTHER LIKE KIND VEHICLE.  
 JOB # 5 TOTAL LABOR & PARTS 0.00

~~05/24/06~~ ~~05/24/06~~ ~~FACTORY PAID RENTALS~~ ~~HOURS~~ ~~0.00~~  
 PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY. PER CUSTOMER REQUEST.  
 PROVIDED RENTAL  
 JOB # 6 TOTAL LABOR & PARTS 0.00

~~05/24/06~~ ~~05/24/06~~ ~~FRONT BRAKES~~ ~~HOURS~~ ~~205.05~~  
 Added Operation (02KENK @ 05/10/2006 18:08)  
 ADDED OPERATION: OWNER ADDED AFTER THE REPAIR WAS PRINTED. OWNER REPORTS EXCESSIVE BRAKE SQUEEL DURNING BRAKE APPLICATIONS. 5/10/06 18:10 KK  
 TEST DROVE FOUND FRONT RIGHT SQUEEKING, RACKED CAR FOUND FRONT ROTORS GLAZED. MEASURED ROTORS AT 1.030 AND RUNOUT AT .003 DISCARD AT .005. OK TO TURN. RECOMMEND REPLACED FRONT PADS AND TURN ROTORS. REPLACED FRONT PADS TURNED ROTORS. LUBED SLIDES. ROTORS AT 1.020, TEST DROVE OK AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 7	1	15808204	PAD KIT 5.017	47.50	47.50	66.50	66.50
JOB # 7	1	12378392	CLEANER 8.800	2.82	2.82	3.95	3.95
				JOB # 7 COST TOTAL	50.32		
				JOB # 7 TOTAL PARTS			70.45
				JOB # 7 TOTAL LABOR & PARTS			276.51

It's your life. And it's your choice. ERBAP74WE 020302006 0 110003



PNWS181463

BAR # AM-150896

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EPA # CAD 981171408

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

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CUSTOMER NO. <b>82592</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119 0899</b>	INVOICE DATE <b>05/24/06</b>	INVOICE NO. <b>PNWS181463</b>
SAN JOSE, CA	LICENSE NO.	MILEAGE <b>27,167</b>	COLOR <b>SILVER META</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES <b>7</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
	F T E. NO.	R. O. NO.	R. O. DATE <b>05/10/06</b>	
COMMENTS			<b>MO: 27171</b>	

SUBLET	PC#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 6	84540	104296	05/12/06	GM RENTAL 1/DAY 104296	131.00
TOTAL - SUBLET					131.00

COMMENTS  
505-1993

R/O TAX	0.00
R/O TOTALS	515.97

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
181463	515.97
CLAIM TOTALS	515.97

APPROVED BY SIGNATURE

Reynolds and Reynolds EPA/VTMAE GC050200010 1/03/01



PNWS181463

BAR # AM-150896

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CUSTOMER NO. <b>82592</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119 0899</b>	INVOICE DATE <b>05/24/06</b>	INVOICE NO. <b>PNWS181463</b>
SAN JOSE, CA	LICENSE NO.	MILEAGE <b>27,167</b>	COLOR <b>SILVER META</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>		DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/10/06</b>	
RESIDENCE PHONE	COMMENTS			MO: 27171

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.176

05/24/2006

WARRANTY NEW CLAIM

1104

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
181463	05/12/2006	1G2ZG528154	6	08140	27167	

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	02		OJ				6C	J6354	.7			75.92
LN-TOT: 75.92 TECH SSN: [REDACTED] AUTH CODE: B AUTH. AUTHOR.: 0090												
COMMENTS: 10FB1 CUST WITH MULTIPLE COMPLAINTS CASE 1-391444145												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	04		OJ				6C	R0760	.3			32.54
LN-TOT: 32.54 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: 80CC4												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	06		MJ				99	Z7903			131.00	
LN-TOT: 131.00 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: 2G1WB55K669 [REDACTED] 3 DAYS RENTAL 1-391444145												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
4	07		OJ	2	15808204	70.45	02R02	H0042	1.9			206.06
LN-TOT: 276.51 TECH SSN: [REDACTED] AUTH CODE: AUTH. AUTHOR.:												
COMMENTS: ADDED OPERATION- OWNER ADDED AFTER THE REPAIR WAS PRINTED. OTEST DROVE FOUND FRONT RIGHT SQUEAKING. RACKED CAR FOUND FRONT ROTORS, GLAZED, MEASURE REPLACED FRONT PADS TURNED ROTORS LUBED SLIDES. ROTORS AT 1.												
MEMO PART NUMBERS: 12378392												

R.O. TOTAL: 515.97

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

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

Lessee, [REDACTED] hereby gives notice under Section 10517 of the California Commercial Code that Lessee revokes acceptance of the goods, (new Pontiac 2005 G6 VIN 1G2ZG528154 [REDACTED]), 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 10505 and obtain damages under Section 10519.

[REDACTED]  
San Jose, CA [REDACTED]

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



**GMC**

**HUMMER**

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



BAR # AM-150896

EPA # CAD 981171408

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CUSTOMER NO <b>82592</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAC NO <b>119 0809</b>	INVOICE DATE <b>05/24/06</b>	INVOICE NO. <b>PNC5181629</b>
	LICENSE NO.	MILEAGE <b>27,276</b>	COLOR <b>SILVER META</b>	STOCK NO.
<b>SAN JOSE, CA</b>	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>		DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES <b>7</b>
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	R. T. E. NO.	P. O. NO.	R. O. DATE <b>05/15/06</b>	REPRINT# <b>1</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>MO: 27281</b>		

**LABOR & PARTS**

~~#1: 21BUZ-0DIAG~~ ~~BRAKE DIAGNOSIS~~ ~~TECHS: 452/527~~ ~~WARRANTY~~  
 OWNER REPORTS THE SAME BRAKE SQUEEL IS STILL THERE AFTER WE REPLACED THE PADS LAST WEEK. TEST DROVE HEARD WHISTLE SOUND WHEN BRAKING, HOOKED UP CHASSIE EARS, TEST DROVE HEARD SOUND OR WHISTLE COMING FROM INSIDE ENGINE COMPARTMENT, TEST DROVE AGINE WITH TECH495 CALLED TAC SAID TO REPLACE BOOSTER, ORDERED BOOSTER. INSTALED S/O POWER BUSTER.E WHISLTE NOISE STILL PRESENT, CALLED TAC, THEY SAID THIS IS NORMAL. CASE#8946446

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	10382217	BOOSTER 4.805		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

~~#2: 50BUZ~~ ~~SQUEAK AND RATTLES~~ ~~TECHS: 452~~ ~~WARRANTY~~  
 OWNER REPORTS A SLIGHT RATTLE COMING FROM THE LEFT CORNER OF THE DASH, NEEDS TO BE QUITE TO HERE THIS. AROUND 35MPH TEST DROVE, HOOKED UP CHASSIE EARS, TRACED SOUND TO LEFT SIDE AIR VENT ORDERED PART. REPLACED LEFT A/C VENT TEST DROVE OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	22731352	OUTLET 9262		
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

~~#3: 18BUZ03~~ ~~MOUNT/REAL THREE TIRES~~ ~~TECHS: 452~~ ~~WARRANTY~~  
 REPLACE BOTH REAR TIRES, REPLACE DAMAGED TIRE & PUT THE TWO NEW TIRES IN THE FRONT, RETURN THE SPARE TIRE BACK IN TRUNK. MOUNTED AND BALANCED 3 TIRES, ROTATED TO THE FRONT.  
 2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	3	19111170	U2156016 5.880	84.76	254.28
				JOB # 3 TOTAL PARTS	254.28
				JOB # 3 TOTAL LABOR & PARTS	308.28

~~#4: 02BUZ4~~ ~~FACTORY PAID RENTALS~~ ~~TECHS: 998~~ ~~WARRANTY~~  
 PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY PER CUSTOMER REQUEST  
 PROVIDED RENTAL CASE#1-391444145 GM PAY ALL OF RENTAL PER DAVE McWHORTER.



BAR # AM-150896

www.onthocreek.com

EPA # CAD 981171408

**"SERVING OUR CUSTOMERS WITH DISTINCTION"**

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
 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. <b>82592</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAB NO. <b>119 0809</b>	INVOICE DATE <b>05/24/06</b>	INVOICE NO. <b>PNC5181629</b>
[REDACTED] <b>SAN JOSE, CA</b>	LICENSE NO. [REDACTED]	MILEAGE <b>27,276</b>	COLOR <b>SILVER META</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILES <b>7</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
	R. T. E. NO.	R. O. NO.	R. O. DATE <b>05/15/06</b>	REPRINT# <b>1</b>
RE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS	<b>MO: 27281</b>	

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

~~J# 5+9980Z~~ ~~WARRANTY~~  
 Added Operation (02KENK @ 05/15/2006 14:08)  
 PLEASE QC LINES 1 & 2

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
 JOB # 5 TOTAL PARTS 0.00  
 JOB # 5 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY  
 JOB # 4 84577 104312 05/24/06 GM RENTAL INV#104312  
 TOTAL - SUBLET 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
 JOB # 3 BPAS BUICK/GMC POLICY ADJ-SERVICE  
 TOTAL - MISC -60.38

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 APPROVED REVISED ESTIMATE (# 1) OF \$55.00 (+TAX) ON 05/16/06 AT 05:03pm  
 BY [REDACTED] COMMENTS 50/50 SPLIT TO REPLACE THE TIRE.  
 APPROVED REVISED ESTIMATE (# 2) OF \$275.00 (+TAX) ON 05/17/06 AT 03:00pm  
 BY [REDACTED] COMMENTS 50/50/ SPLIT FOR ONE TIRE. CUSTOMER ADDED 2 MORE TIRES  
 COMMENTS-----  
 505-1993  
 LINE 3, ALFRED AUTH TO SPLIT THE COST TO REPLACE ONE TIRE.  
 \$60.38  
 DAVE McWHORTER FROM PONTIAC AUTH FULL RENTAL, CASE#1-391444145  
 PLEASE COMPLETED INVOICE TO 866-480-3634

Receivable Reganfile - ESARTIVE 05062506 Q (0003)



BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

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CUSTOMER NO <b>82592</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO <b>119 0809</b>	INVOICE DATE <b>05/24/06</b>	INVOICE NO <b>PNC5181629</b>
SAN JOSE, CA	LICENSE NO [REDACTED]	MILEAGE <b>27,276</b>	COLOR <b>SILVER META</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>	DELIVERY DATE <b>10/22/04</b>	DELIVERY MILLS <b>7</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 1 5 4</b>	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
	F T E NO.	R. O. NO.	R. O. DATE <b>05/15/06</b>	REPRINT# <b>1</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>MO: 27281</b>		

TOTALS.....

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

TOTAL LABOR....	54.00
TOTAL PARTS....	254.28
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-60.38
TOTAL TAX.....	20.98

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH	[ ]	[ ]	CHECK	[ ]	[ ]
*CHARGE	[ ]	[ ]	MC/VISA	[ ]	[ ]
*A/E-D/C/B	[ ]	[ ]	DISCOVER	[ ]	[ ]
*WARR DED	[ ]	[ ]	EXT WARR	[ ]	[ ]

**TOTAL INVOICE \$ 268.88**

EPA# CAD981171408 BAR# AM-150896  
I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE





**GMC**

**HUMMER**

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: [REDACTED]

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

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

Insurance Co. Name

Att: DAVE



CVR Report

www.dmvlink.com

Vehicle Registration Inquiry Report

70397613

\* 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: Requested: 1GNDS13S022 Date: 10/22/2004 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:

LEGAL OWNER (LIENHOLDER) INFO

NAME: VAULT FOR GMAC OR COLT ADDRESS: PO BX 8129 COCKEYSVILLE CITY: MD ZIP CODE: 21030

VEHICLE INFO

EXPIRES: 07/08/05 VIN: 1GNDS13S022 LICENSE: YR MODEL: 2002 YR SOLD: 00/00/02 \* YEAR: BODY TYPE: UT EQUIP NO: MAKE: CHEV VLP: JB TYPE: 11:Regular - Automobile ENGINE NO: WEIGHT: AXLE: FUEL: G VEH TYPE: 12 HULL NO: 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 User: JM Fee based on (default) SANTA CLARA County.

NOTICE

\* 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, etc. County fees are based on the registered Owners county and zip code if available.

## SMARTLEASE EARLY TERMINATION QUOTE SHEET

FAXED TO: Steven's Creek Pontiac  
 FROM: **GMAC**  
 LESSEE NAME: [REDACTED]  
 REQUESTED BY: \_\_\_\_\_  
 GIVEN TO: Shawn  
 MAKE, MODEL: N02 Chevtrailblazer  
 ACCOUNT NUMBER: [REDACTED]

ATTENTION: Shawn  
 GMAC EMPLOYEE: Tom Murphy  
 PHONE #: (408) 323-8028  
 PHONE #: \_\_\_\_\_  
 PHONE #: \_\_\_\_\_  
 VIN: 1GND513S022 [REDACTED]

**REASON FOR QUOTE:**

LESSEE PURCHASE  DEALER PURCHASE  LESSEE RETURN  TOTAL LOSS

OTHER INFORMATION:

**QUOTE INFORMATION:**

	AMOUNT	THROUGH	END DATE	
DEALER FOR INVENTORY	\$			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 <input type="checkbox"/> Assignment of Credits Letter <input type="checkbox"/> Application of Credits Letter May <u>not</u> be sold to the lessee.
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 registration information). GMAC Will Need <input type="checkbox"/> Assignment of Credits Letter

DEALER NET FOR LESSEE	\$			required (e.g., bill of sale or registration information). GMAC Will Need <input type="checkbox"/> Assignment of Credits Letter <input type="checkbox"/> 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 FAXED: 10/22/04 2:18:54 PM

Actual mileage of \_\_\_\_\_ provided by \_\_\_\_\_

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


**STEVENS CREEK BUICK PONTIAC GM**  
 4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
 (408) 983-5300 www.onthecreek.com

Reynolds and Reynolds order toll free: 1-800-444-4444 FAX: 1-800-951-0025

CASH RECEIVED FROM **60978**  
**GMAC**  
**PO BOX 12699**  
**GLENDALE, ARIZONA 85318**

**NUMBER** [REDACTED]  
 RECEIVED BY **MARITZA GASCON**  
 DATE **11/03/04**  
 TIME **08:31**

ACCT.	AMOUNT	CONTROL NUMBER	PAYMENT TYPE	AMOUNT
333	-3,314.99	82592	CHECK	15,331.30
309	18,646.29	2GTEC19T741291476		

SIGNATURE

**GMAC** [REDACTED] **PAY OFF LEASE 5-2885 #82592 VIN#** [REDACTED]  
**MARK SCOTT RET FUNDS 4-1032 VIN#41** [REDACTED]



0201A011577

FORM ERA-128-C (1/99)

# SmartCash

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)			#1579 11/3	56,357.14	205	28.00 GBA
RETAIL/LEASE PROCEEDS						
1-1268	:82682	41	[REDACTED]	\$56,329.14	205	595 [REDACTED] /Mosley, Victor
4-510	:82681	42	[REDACTED]	\$22,793.40	205	595 [REDACTED] /sherry, lauren
4-1377	:76871	41	[REDACTED]	\$19,109.04	205	/BILIGIRI, NEELA
				\$98,231.58		SUBTOTAL

NOV 04 2004

OTH-ACH(085)			#1577 11/3			
CUSTOMER PMTS/PAYOFFS						
	085-9004-98491		VIN#	\$3,314.99	333	PAY OFF lease
5-2685	:82592		[REDACTED]	- \$3,314.99		SUBTOTAL

AUCTION PROCEEDS-OTH						
		Y1	[REDACTED]	\$12,145.00		SmartAuction 11/02/2004
		31	[REDACTED]	\$18,145.00		SmartAuction 11/02/2004
				\$30,290.00		SUBTOTAL

NOV 04 2004

WHOLESALE FLOORPLAN						
1925		31	[REDACTED]	\$18,145.00	F	SmartAuction 11/02/2004
1925		Y1	[REDACTED]	\$12,145.00	F	SmartAuction 11/02/2004
				\$30,290.00		SUBTOTAL

MISC-DUE DEALER						
		41	[REDACTED]	\$18,646.29	309	CLC RET FUNDS ON SCOTT
			4-1032	\$18,646.29		SUBTOTAL