

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

Ver.4-9/25/2002

## electronic Preliminary Repurchase Authorization (ePRA)

(\*\*To go from field to field, use the **TAB KEY**)

- 1.Date (mm/dd/yyyy): 08/03/2006
- 2.Customer Name: (Redacted)
- 3.Customer Address: (Redacted)
- 4.Customer City, State, and Zip: Glenville, Wv (Redacted)
- 5.Primary Customer Phone #: (redacted) Work
- 6.Additional Customer Phone #: (Redacted) Home
- 7.Customer fax #: (redacted)
8. Cust Drivers Licenses #: (redacted)
9. State tax % rate: 5%

### **Customer Vehicle Information**

- 10.Year/Make/Model: 2005/Pontiac/G6
- 11.VIN (17 Digits): 1G2ZG5286541
- 12.Current Mileage: 9,500
- 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Ballard's Chevrolet Pontiac
- 15.Dealership Phone #: \_\_\_\_\_
- 16.Dealership Contact Name and **TITLE**: \_\_\_\_\_
- 17.Dealership Contact Phone # (if different than Dealership #): \_\_\_\_\_
- 18.Dealership Contact Fax #: \_\_\_\_\_
- 19.Dealership BAC: \_\_\_\_\_ Region: Click here for pull-down:

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"/> Other                       |
| <input type="checkbox"/> Owner Loyalty Certificate | <input type="checkbox"/> NOTHING OFFERED             |
| <input type="checkbox"/> GM SmartCare              |  |
| <input type="checkbox"/> GMPP                      |  |

21.Was a **TRADE** Repurchase offered? Click here for pull-down:

22.If this will not be a Trade Repurchase, Please explain Why? \_\_\_\_\_

### **TAC case number is required and if not available, Please explain why not?**

23.CAC Case Number: \_\_\_\_\_ 24.TAC Case Number (N/A if TAC not contacted): \_\_\_\_\_

25.If no TAC number, Explain: \_\_\_\_\_

**26.Reason for Repurchase (Include specific mechanical failure):** \_\_\_\_\_

27.This case was resolved by: Click here for pull-down:

28.Does this vehicle meet the presumption of Lemon Law in applicable state? Click here for pull-down:

29.Recommended Disposition of Repurchased Vehicle: Click here for pull-down: (If Rebill, please include 26 digit account # or 10 authorization code).

30.Type of TRANSACTION? Click here for pull-down:

31.Vehicle Damage (explain what damage is present and who is responsible): \_\_\_\_\_

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

36.Aftermarket Items: Click here for pull-down:

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

37.Lease Termination Terms: \_\_\_\_\_

38.Who will be responsible for the **Taxes and/or Fees**? Click here for pull-down:

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

Explain:\_\_\_\_\_

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): Click here for pull-down:

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

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

42.Authorizer Name: \_\_\_\_\_

43.GM Position: \_\_\_\_\_

44.VoiceMail Node: \_\_\_\_\_ Mailbox Number: \_\_\_\_\_

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 at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.**

FOR DIVISION USE ONLY		FOR DIVISION USE ONLY	
R	N T E	R	N T E
CLASS		CLASS	
LICENSE #		LICENSE #	
MAKE	YEAR	MAKE	YEAR
EXP DATE		EXP DATE	

# DEPARTMENT OF TRANSPORTATION DIVISION OF MOTOR VEHICLES


 355  
 05140637266

## CERTIFICATE OF TITLE TO A MOTOR VEHICLE

The Division of Motor Vehicles of West Virginia certifies that pursuant to an application under oath and in substance prescribed by the laws of West Virginia and filed with said Division, the applicant, whose name and address first hereunder appear, has been registered in the office of said Division as the lawful owner of the vehicle/boat hereinafter described, or is otherwise entitled to have said vehicle/boat registered in the name of said applicant, that is to say:

09  
14  
05

ODOMETER READING 36 ACTUAL

MAKE/Model YEAR VIN/Chassis No. Weight/Class City Port/Hwy Mileage

PONT - 2005 3420 BK26471

4D 16226528654 09/14/2005

GLENVILLE WV

0659

Said Division further certifies that from said verified application it appears the above described vehicle/boat is subject to the lien and encumbrance described below, and none other, that is to say:

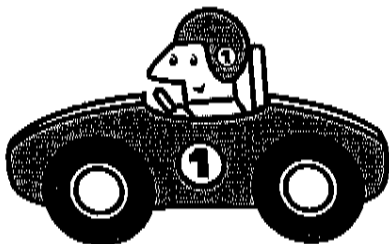
FIRST LIEN		RELEASE	
Name and real address of lender		This lien fully paid, satisfied and released to this the ____ day of ____, 20__	
NUVELL CREDIT CORP PO BX 8134 LITTLE ROCK 72223-2510 AR		Name of Lender Signature of person or officer	
Name, subscribed and sworn to before me this the ____ day of ____, 20__		Notary Public	
09/14/2005		My commission expires on ____ day of ____, 20__	
SECOND LIEN		RELEASE	
Name and real address of lender		This lien fully paid, satisfied and released to this the ____ day of ____, 20__	
		Name of Lender Signature of person or officer	
Name, subscribed and sworn to before me this the ____ day of ____, 20__		Notary Public	
		My commission expires on ____ day of ____, 20__	

Witness the corporate seals of the Division of Motor Vehicles of West Virginia and the seal of said Division, the day of year set beneath the name of the applicant in the Certificate.

DIVISION OF MOTOR VEHICLES

WV-5736553

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Ballard's Chevrolet-Pontiac-Buick  
476 US Highway 19 North  
Weston, West Virginia 26452  
Telephone - 304-269-3600  
Facsimile - 304-269-7544

Date: 5-30-06

Company: GM

Attention: Brittany Griffin

Fax Number: 1-866-715-8521

From: Bob Hoover

Subject: [REDACTED]

Pages (including cover sheet) 21

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_



# BALLARD'S

SINCE . . . 1927

CHEVROLET - OLDSMOBILE - PONTIAC - BUICK CO., INC.  
476 US HIGHWAY 19 NORTH WESTON, WV 26452  
Phone 304-269-3600



May 30, 2006

Brittany Griffin  
BRC Customer Relationship Manager  
GM  
c/o MSX International MC 336-105-000  
1426 Pacific Drive  
Auburn Hills MI 48326

FASCIMILE TRANSMISSION  
FAX NUMBER 866-715-8521

RE: [REDACTED]  
Siebel Request 1-392381606  
2005 Pontiac G6  
VIN 1G2ZG528654 [REDACTED]

Dear Ms. Griffin:

In response to your request of May 26, 2006, I am forwarding copies of the following documents:

- Motor Vehicle Purchase Agreement dated September 3, 2005;
- GMAC Flexible Finance Plan dated September 3, 2005;
- Incentive Acknowledgement dated September 3, 2005;
- Used Vehicle Appraisal dated September 3; and
- All repair orders for above vehicle, fronts only. The backs of these repair orders were blank.

If you have any questions, please feel free to contact me.

Very truly yours,  
BALLARD'S CHEVROLET

Bob Hoover  
Service Manager



This Retail Installment Sale Contract consists of this document, the Gas Protection (Dish Cancellation) Rider, and Gas Card Waiver.

# RETAIL INSTALLMENT SALE CONTRACT

## GMAC FLEXIBLE FINANCE PLAN

Register Number 011800 Contract Number

Buyer (and Co-buyer): Name and address (include county) (at 0000)	Seller (Seller name and address)
GREENVILLE, GILMER County, WV	Ballard's Chevrolet-Bullock, Inc. 470 US Highway 19 North Weston, WV 26452

You, the Buyer (and Co-buyer), hereby agree to the terms and conditions of this contract, and you agree to pay the vehicle on credit under the agreement, on the first and last of the month. You agree to pay to the Seller, the Dealer, the Finance Company and the Finance Company's agent in the amount of the monthly payment. We will deliver the Vehicle to you on a credit basis.

Year	Make and Model	Vehicle Identification No.	Country (for Vehicle Payment)
2005	PONTIAC G6	1G7ZB528654	USA
Year	Make	Model	Year
2003	CHEVROLET	BLAZER	2005

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount of Monthly Payment	Total of Payments	Cost of Vehicle
3.95%	11,273.96	23,076.08	34,300.00	34,300.00

Number of Payments	Amount of Payment	Monthly Payment Due	Year
72	475.46	9, 2005	2005

Late Charge: If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the past due payment that is late. This charge will not exceed \$15. If you default on the vehicle payment for personal, family, household, or agricultural use.

Insurance: You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy new-style insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is provided below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance:

1 Credit Life: ☐ 2 Credit Property: ☐ 3 Credit Auto: ☐ 4 Credit Life: ☐ 5 Credit Life: ☐ 6 Credit Life: ☐ 7 Credit Life: ☐ 8 Credit Life: ☐ 9 Credit Life: ☐ 10 Credit Life: ☐ 11 Credit Life: ☐ 12 Credit Life: ☐ 13 Credit Life: ☐ 14 Credit Life: ☐ 15 Credit Life: ☐ 16 Credit Life: ☐ 17 Credit Life: ☐ 18 Credit Life: ☐ 19 Credit Life: ☐ 20 Credit Life: ☐ 21 Credit Life: ☐ 22 Credit Life: ☐ 23 Credit Life: ☐ 24 Credit Life: ☐ 25 Credit Life: ☐ 26 Credit Life: ☐ 27 Credit Life: ☐ 28 Credit Life: ☐ 29 Credit Life: ☐ 30 Credit Life: ☐ 31 Credit Life: ☐ 32 Credit Life: ☐ 33 Credit Life: ☐ 34 Credit Life: ☐ 35 Credit Life: ☐ 36 Credit Life: ☐ 37 Credit Life: ☐ 38 Credit Life: ☐ 39 Credit Life: ☐ 40 Credit Life: ☐ 41 Credit Life: ☐ 42 Credit Life: ☐ 43 Credit Life: ☐ 44 Credit Life: ☐ 45 Credit Life: ☐ 46 Credit Life: ☐ 47 Credit Life: ☐ 48 Credit Life: ☐ 49 Credit Life: ☐ 50 Credit Life: ☐ 51 Credit Life: ☐ 52 Credit Life: ☐ 53 Credit Life: ☐ 54 Credit Life: ☐ 55 Credit Life: ☐ 56 Credit Life: 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☐ 849 Credit Life: ☐ 850 Credit Life: ☐ 851 Credit Life: ☐ 852 Credit Life: ☐ 853 Credit Life: ☐ 854 Credit Life: ☐ 855 Credit Life: ☐ 856 Credit

**General Motors Car and Truck Divisions**  
**CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT**

1G2ZG528654

CUSTOMER NAME: \_\_\_\_\_  
VIN: \_\_\_\_\_ (or see attached list\*)

**CUSTOMER INCENTIVE(S)**

XX

**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 on this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied) or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below.

NORTHEAST

1000.00

CNE

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ N.A.	_____
_____	\$ N.A.	_____
_____	\$ N.A.	_____
_____	\$ N.A.	_____
Total Incentive Amount Received	1000.00	_____

**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 \_\_\_\_\_  
in lieu of \_\_\_\_\_ 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 \_\_\_\_/\_\_\_\_/\_\_\_\_. 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: \_\_\_\_\_ Date: 1/ /

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: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Dealership Name: 1 \_\_\_\_\_ Dealer Code: \_\_\_\_\_

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

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Dealer File.  
Copy #1 - Dealer Copy Copy #2 - Customer 99GMA000/GM0005 (050)

Ballard's Chev-Pont-Buick, Inc.

06-016



## USED VEHICLE APPRAISAL

Name \_\_\_\_\_ Phone \_\_\_\_\_  
 Address \_\_\_\_\_  
 Year 06 Make Chevy Series 200  
 Body 200 Color Red Mileage 29K  
 Lic. No. \_\_\_\_\_ Salesman Ray

EXCELLENT <input type="checkbox"/>		FAIR <input type="checkbox"/>		WHOLESALE <input type="checkbox"/>	
ITEMS		COST		ITEMS	
TIRES TYPE				FORWARD	
W.W. _____	R.F. _____			Motor	
Spare _____	R.R. _____			Clutch	
Body (Metal)				Transmission	
Paint				Automatic Trans.	
Clean Up - Polish				Front End	
Upholstery - Mats - Carpets				Rear Axle	
Covers				Brakes	
Glass				Electrical	
Top				Heater	
Vinyl Roof				Air Conditioning	
Gas - Oil - Grease				Radio	
Exhaust System				Pwr. Wind. - Seats	
Special Wheels					
Cruise Control					
TOTAL FORWARD				TOTAL	

Remarks: \_\_\_\_\_

WHLSE. MKT. 12,500 RETAIL MKT. \_\_\_\_\_

APPRAISED BY Ray LESS REPAIRS \_\_\_\_\_

DATE 9/5 ALLOWANCE \_\_\_\_\_

ALLOWANCE GOOD FOR FIVE DAYS ONLY

DS-574 ORDER FROM DEALERS SUPPLY CO., BOX 100, TROY, MI 48066

# Ballard's Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



R/O	VIN	14109 1 G 2 Z G 5 2 8 6 5 4		DATE	04/24/06
YEAR	MAKE	MODEL	COLOR	TIME	03:53
2005	PONTIAC	G-6	SILVER	FROM	00:00
MILES IN	MILES OUT	FIRST USE	LOC.	WRITER	BOB
7672		02/18/05			
SERVICE CONTRACT Expires:				REG.	BUS.
				H:	W: (304)

(1) CK FOR CLUNK NOISE IN FRT. SUSP. ON ROUGH ROA (W)

DS  
LF strut & mount are worn

128 Replaced LF strut & mount Reset Alignment  
Set Camber one side, Front toe & road tested again

Case no.

8922273

Ken Radcliff

John Mason

Gordon Ballard X59067

THANK YOU!  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION
13745D	04/07/2006	7356	28 W	CUSTOMER STATES THAT W
13745C	04/07/2006	7356	28 W	CUSTOMER STATES THAT T
13745B	04/07/2006	7356	28 W	CUSTOMER STATES THAT W
13745A	04/07/2006	7356	28 W	CUSTOMER STATES THAT W
13746A	03/29/2006	7435	32 C	LUBE - OIL - FILTER
C/B	??			

All parts are new or factory rebuilt unless specified otherwise. Paintwork is discarded parts will be removed unless specified otherwise. Parts replaced under the manufacturer's warranty are returned by the dealer for inspection by the manufacturer.

## WARRANTY TERMS

PAINT AND LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. POLICY ADJUSTED ON VEHICLES CHAINED. MUST BE RETURNED TO OUR SERVICE DEPARTMENT AT OWNER'S EXPENSE.

## TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24 HOURS AFTER THE VEHICLE IS DELIVERED TO YOU.

Page 1 of 1

14109

Job 14109

X

MAIL PER SIGNATURE

14109



# Ballard's

## Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



R/O	VIN		DATE	
12599	1 G 2 Z G 5 2 8 6 5 4		01/03/06	
YEAR	MAKE	MODEL	COLOR	TIME
2005	PONTIAC	G-6	SILVER	02:03
MILES IN	MILES OUT	FIRST USE	LOC.	PROM.
4/87		02/18/05	GLENVILLE WV	00:00
SERVICE CONTRACT Expires:			REG.	WINTER
			H: (304)	BOB

(1) LUBE - OIL - FILTER

(C)

\*\*\*\*\*

25010792  
1224505

12599

THANK YOU!  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION
11976A	11/11/2005	2117	28 W	CHECK FOR RATTLE IN FR
11794C	11/07/2005	1789	00 W	CUSTOMERS VEHICLE WAS
11794B	11/07/2005	1789	47 W	CUSTOMER STATES PAINT
11794A	11/07/2005	1789	47 W	CUSTOMER STATES PAINT
10930A	09/06/2005	36	55 I	STATE INSPECTION

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer.

[ ] DISCARD

## WARRANTY TERMS

PARTS AND LABOR WARRANTED FOR 90 DAYS OR 1,000 MILES, WHICHEVER COMES FIRST. POLICY ADJUSTED ON VEHICLES REPAIRED. MUST BE RETURNED TO OUR SERVICE DEPARTMENT AT OWNER'S EXPENSE.

## TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24 HOURS AFTER WORK HAS BEEN COMPLETED.

X

CUSTOMER'S SIGNATURE

Page 1 of 1

12599 Job 12599

# Ballard's

## Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



H/O 11794		VIN 1G2ZG528654		[REDACTED]		DATE 11/02/05	
YEAR 2005	MAKE PONTIAC	MODEL 6 CYL	COLOR SILVER	[REDACTED]		TIME 07:58	
MILES IN 1789	MILES OUT	FIRST USE 02/18/05	DISC.	GLENVILLE WV		BOOK 00:00	
SERVICE CONTRACT Expires: [REDACTED]				BUS (304) -		WRITER BOB	

(1) CUSTOMER STATES PAINT IS FLAKEING OFF THE HOOD (W)



(2) CUSTOMER STATES PAINT IS FLAKEING OFF THE RIGHT REAR QUARTER PANEL (W)



③ Customer Vehicle needed Rental Car

11794

THANK YOU!  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION
10930A	09/06/2005	36	55 I	STATE INSPECTION
08360B	03/10/2005	2	22 W	CHECK FLUIDS
08360A	03/10/2005	2	22 I	N.V.I.

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturers warranty are retained by the dealer for inspection by the manufacturer.

**WARRANTY TERMS**  
PARTS AND LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. POLICY ADJUSTED ON VEHICLES REPAIRED, MUST BE RETURNED TO OUR SERVICE DEPARTMENT AT OWNER'S EXPENSE

### TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24 HOURS AFTER WORK HAS BEEN COMPLETED.

X

Page 1 of 1

11794 Job 11794

CUSTOMER SIGNATURE

# Ballard's

## Chevrolet - Pontiac - Buick, Inc

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



REQ <b>10930</b>		VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>		<b>INTERNAL - P3458 (05-PONTIAC)</b>		DATE <b>09/03/05</b>	
YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>6 CYL</b>	COLOR <b>SILVER</b>		TIME <b>11:59</b>		
MILES IN <b>36</b>		MILES OUT		FIRST USE <b>02/18/05</b>	LIC.		PROM. <b>00:00</b>
SERVICE CONTRACT Expires:				WESTON WV 26452		WRITER <b>DAVE</b>	
				RES. <b>(304) -</b>		RUB. <b>(304) -</b>	

(1) STATE INSPECTION # 0243616

(I)



10930

**THANK YOU!**  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION	
08360B	03/10/2005	2	22 W	CHECK FLUIDS	
08360A	03/10/2005	2	22 I	N.V.I.	

All parts are new or factory rebuilt unless specified otherwise. Discard parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are returned by the dealer for inspection by the manufacturer.

**WARRANTY TERMS**  
PARTS AND LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. POLICY ADJUSTED ON VEHICLES REPAIRED. MUST BE RETURNED TO OUR SERVICE DEPARTMENT AT OWNER'S EXPENSE.

**TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE**

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24 HOURS AFTER WORK HAS BEEN COMPLETED.

X

CUSTOMER'S SIGNATURE

Page 1 of 1

10930 Job 10930

# Ballard's

## Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



R/O		VIN		DATE	
11976		1G2ZG528654		11/11/05	
YEAR	MAKE	MODEL	COLOR	TIME	
2005	PONTIAC	G-6	SILVER	10:39	
MILES IN	MILES OUT	FIRST USE	LISC.	FROM	
2117		02/18/05		00:00	
SERVICE CONTRACT			RES.		WRITER
Expires:			(304)		DAVE

H9991 .3

(1) CHECK FOR RATTLE IN FRONT END WHEN HITTING BUMPS

(W)

*(R) Could not duplicate*



11976

R/O	DATE	MILES	TECH TYPE	DESCRIPTION
11794C	11/07/2005	1789	00 W	CUSTOMERS VEHICLE WAS
11794B	11/07/2005	1789	47 W	CUSTOMER STATES PAINT
11794A	11/07/2005	1789	47 W	CUSTOMER STATES PAINT
10930A	09/06/2005	36	55 I	STATE INSPECTION
08360B	03/10/2005	2	22 W	CHECK FLUIDS
C/B	??			

Page 1 of 1

11976 Job 11976

# Ballard's

## Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



BO 12440	VIN 1G2ZG528654			12/19/05
2005	PONTIAC	MODEL 6	COLOR SILVER	10:26
MILES IN 2391	MILES OUT	DATE 02/18/05	LOC GLENVILLE WV	100:00
Expires:			DUC (304)	BOB
SERVICE CONTRACT				

(1) REPAIR AS PER ESTIMATE  
BODY WORK

(C)



(2) PAINT WORK

(C)



#39.95

(3) Thrust Align (128)

#12.00

(4) FRONT Tire Balance (128)

1-19120467 Cover  
1-25771372 EL  
1-22494323 fender  
1-15783700 fender  
1-15292018 fender  
1-15801208 fender

12/19/05  
10:26  
100:00  
BOB

THANK YOU!  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION
11976A	11/11/2005	2117	28 W	CHECK FOR RATTLE IN FR
11794C	11/07/2005	1789	00 W	CUSTOMERS VEHICLE WAS
11794B	11/07/2005	1789	47 W	CUSTOMER STATES PAINT
11794A	11/07/2005	1789	47 W	CUSTOMER STATES PAINT
10930A	09/06/2005	36	55 I	STATE INSPECTION

All parts are new or factory rebuilt unless specified otherwise. Highway parts will be returned unless specified otherwise. Parts replaced under the manufacturers warranty are replaced by the dealer for inspection by the manufacturer.

### WARRANTY TERMS

PARTS AND LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. POLICY ADJUSTED ON VEHICLES REPAIRED. MUST BE RETURNED TO OUR SERVICE DEPARTMENT AT OWNER'S EXPENSE.

### TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24 HOURS AFTER WORK HAS BEEN COMPLETED.

X

CUSTOMER'S SIGNATURE

Page 1 of 1

12440 Job 12440



# Ballard's

## Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



R/O	VIN	DATE	
12603	1 G 2 Z G 5 2 8 6 5 4	01/03/06	
YEAR	MAKE	MODEL	COLOR
2005	PONTIAC	G-6	SILVER
MILES IN	MILES OUT	FIRST USE	LOCATION
4187		02/18/05	GLENVILLE WV
SERVICE CONTRACT Expires:		RES.	WRITER
		H: (304) -	BOB

(1) CK FOR CAMPAIGN 05548

② Completed

10042

0.3 (W)

\$13.83

(2) CUSTOMER STATES THAT FUEL CAP LIGHT ON

② Found Evap large leak code  
 1 out + found hose 1003C  
 on vent solenoid - gapped  
 hose onto solenoid

36441 (W)

0.4

\$64.51

12603

THANK YOU!  
 FOR BRINGING YOUR CAR  
 TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION
11976A	11/11/2005	2117	28 W	CHECK FOR RATTLE IN FR
11794C	11/07/2005	1789	00 W	CUSTOMERS VEHICLE WAS
11794B	11/07/2005	1789	47 W	CUSTOMER STATES PAINT
11794A	11/07/2005	1789	47 W	CUSTOMER STATES PAINT
10930A	09/06/2005	36	55 I	STATE INSPECTION

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer.

**WARRANTY TERMS**  
 PARTS AND LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. POLICY ADJUSTED ON VEHICLES REPAIRED, MUST BE RETURNED TO OUR SERVICE DEPARTMENT AT OWNER'S EXPENSE.

### TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24 HOURS AFTER WORK HAS BEEN COMPLETED.

Page 1 of 1

12603 Job 12603

X

CUSTOMER'S SIGNATURE

# Ballard's Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



R/O 12612	VIN 1 G 2 Z G 5 2 8 6 5 4	[REDACTED]		DATE 01/04/06
YEAR 2005	MAKE PONTIAC	MODEL G-6	COLOR SILVER	TIME 08:52
MILES IN 4187	MILES OUT	FIRST USE 02/18/05	LOC. [REDACTED]	FROM 00:00
SERVICE CONTRACT Expires:			RES. H: [REDACTED]	WRITER BOB
			BUS. W: (304) -	

(1) CUSTOMER STATES THAT STEERING IS HARD  
ON COLD MORNING.

*Resistance in lower control arm but let's try Bulletin #05-02-32-001A*

128 Replaced lower control Arms



2273075  
2273076

12612

THANK YOU!  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

S/O	DATE	MILES	TECH	TYPE	DESCRIPTION
12440D	01/03/2006	2391	28	C	BALANCE FRONT TIRES
12440C	01/03/2006	2391	28	C	WHEEL ALIGNMENT
12440B	01/03/2006	2391	47	C	PAINT WORK
12440A	01/03/2006	2391	47	C	REPAIR AS PER ESTIMATE
11976A	11/11/2005	2117	28	W	CHECK FOR RATTLE IN FR
C/B	??				

All parts are new or factory rebuilt unless specified otherwise. Repaired parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer. ( ) DISCARD

**WARRANTY TERMS**  
PARTS AND LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. POLICY ADJUSTED ON VEHICLES RETURNED. MUST BE RETURNED TO OUR SERVICE DEPARTMENT AT OWNER'S EXPENSE.

## TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24 HOURS AFTER WORK HAS BEEN COMPLETED.

Page 1 of 1

12612

Job 12612

X

CUSTOMER'S SIGNATURE

# Ballard's

## Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



R/O		VIN		DATE	
13014		1 G 2 Z G 5 2 8 6 5 4		02/02/06	
YEAR	MAKE	MODEL	COLOR	TIME	
2005	PONTIAC	G-6	SILVER	08:14	
MILES IN	MILES OUT	FIRST USE	LIC	FROM	
0		02/18/05		00:00	
SERVICE CONTRACT Expires:				RES.	W:
				H:	(304)
				WRITER	
				BOB	

(1) CUSTOMER STATES THAT THE DOOR IS CREAKING WHEN OPENING

Found LF door ✓ strap noisy  
Replaced

B4051 (W)

0.4

\$19.13

1581773

13014

(2) CUSTOMER STATES THAT THERE IS A VIBRATION BETWEEN 55MPH AND 60MPH

Rebalanced all 4 tires & found LF 1.25 inch 100 psi  
R/R 0.75 R/R 1.00 inch

E0203 .8 (W)

REBALANCED ALL 4 TIRES

(3) CUSTOMER STATES THERE IS A NOISE COMING FROM FRONT END

Could not duplicate

REBALANCED ALL 4 TIRES

THANK YOU!  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION	
12612A	01/26/2006	4187	28 W	CUSTOMER STATES THAT S	
12599A	01/05/2006	4187	32 I	LUBE - OIL - FILTER/WI	
12603B	01/04/2006	4187	78 W	CUSTOMER STATES THAT F	
12603A	01/04/2006	4187	78 W	CK FOR CAMPAIGN 05548	
12440D	01/03/2006	2391	28 C	BALANCE FRONT TIRES	
C/B ??					

All parts are new or factory (except  
unless specified otherwise). Exchanged  
parts will be returned unless specified  
otherwise. Parts replaced under the  
manufacturer's warranty are retained by the dealer or  
inspection by the manufacturer.

### WARRANTY TERMS

PARTS AND LABOR WARRANTED FOR 90 DAYS OR  
4,000 MILES, WHICHEVER COMES FIRST. POLICY  
ADJUSTED ON VEHICLES REPAIRED. MUST BE  
RETURNED TO OUR SERVICE DEPARTMENT AT  
OWNER'S EXPENSE.

### TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be  
furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case  
of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for  
any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I  
herby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or  
elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the  
vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24  
HOURS AFTER WORK HAS BEEN COMPLETED

Page 1 of 1

13014 Job 13014

X

CUSTOMER INFORMATION

# Ballard's

## Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



12782		VIN 1G1JH12F537		[REDACTED]		DATE 01/13/06	
2003	CHEV	CAVALIER	COLOR	[REDACTED]		04:31	
MADE IN 34153	MILES OUT	FIRST USE /	LIC.	GLENVILLE WV		00:00	
Expires:				[REDACTED]		WALTER BOB	
SERVICE CONTRACT				[REDACTED]		[REDACTED]	

(1) REPAIR AS PER ESTIMATE  
BODY WORK

(C)



(2) PAINT WORK

(C)



1-10361097

Hand

1-22707213

Lo. up

1-15253232 Buick

12782

**THANK YOU!**  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION
12297E	12/07/2005	33477	55 W	DEALER DIFFERENCE
12297D	12/07/2005	33477	22 W	CHECK FOR VIBRATION IN
12297C	12/07/2005	33477	22 W	CHECK FOR CLICKING NOI
12297B	12/07/2005	33477	22 W	CHECK FOR NOISE HITTING
12297A	12/07/2005	33477	22 W	CHECK FOR NOISE IN FRO

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are obtained by the dealer for inspection by the manufacturer.

DISCARD

**WARRANTY TERMS**  
PARTS AND LABOR WARRANTED FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. POLICY ADJUSTED ON VEHICLES RETURNED. MUST BE RETURNED TO OUR SERVICE DEPARTMENT AT OWNER'S EXPENSE.

**TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE**

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ASSESSED 24 HOURS AFTER WORK HAS BEEN COMPLETED.

X

CUSTOMER'S SIGNATURE

Page 1 of 1

12782 Job 12782

# Ballard's Chevrolet - Pontiac - Buick, Inc.

476 US Highway 19 North • Weston, WV 26452

Phone: 304-269-3600



R/O	VIN			DATE	
12839	1 G 1 J H 1 2 F 5 3 7			01/18/06	
YEAR	MAKE	MODEL	COLOR	TIME	
2003	CHEV	CAVALIER		01:26	
MILES IN	MILES OUT	FIRST USE	LISC.	FROM	
36719		00/00/00		00:00	
SERVICE CONTRACT Expires:			RES.	BUS.	WHITER
			H: [REDACTED]	W: ( )	BOB

(1) LUBE - OIL - FILTER

(C)



12579143  
12345615

12839

THANK YOU!  
FOR BRINGING YOUR CAR  
TO US FOR SERVICE

R/O	DATE	MILES	TECH TYPE	DESCRIPTION
12297E	12/07/2005	33477	55 W	DEALER DIFFERENCE
12297D	12/07/2005	33477	22 W	CHECK FOR VIBRATION IN
12297C	12/07/2005	33477	22 W	CHECK FOR CLICKING NOI
12297B	12/07/2005	33477	22 W	CHECK FOR NOISE HITIN
12297A	12/07/2005	33477	22 W	CHECK FOR NOISE IN FRO

All parts are new or factory rebuilt unless specified otherwise. Disposed parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are returned by the dealer for inspection by the manufacturer.

## WARRANTY TERMS

PAID AND LABOR WARRANTY FOR 100,000 MILES OR 100,000 MILES, WHICHEVER COMES FIRST. WORK IS ADJUSTED ON VEHICLE RETURNED. WORK IS RETURNED TO THE OWNER'S EXCLUSIVE OWNERSHIP. EXCESSIVE

## TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delay caused by unavailability of parts or materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. STORAGE CHARGES OF \$15.00 PER DAY WILL BE ADDED TO 24 HOURS AFTER WORK HAS BEEN COMPLETED.





BALLARD'S  
CHEVROLET, PONTIAC, BUICK, CO., INC.  
476 US HWY 19 N., WESTON, WV. 26452  
304-269-3600

SEPTEMBER 3, 2005

[REDACTED]  
JOENVILLE, WV [REDACTED]  
[REDACTED]

P3458

Dear [REDACTED],

We would like to take this opportunity to thank you for the recent purchase of your **2005 Pontiac G6** on **September 3, 2005**. We appreciate your business and friendship, and look forward to serving your automotive needs in the future. In addition to the full tank of fuel at delivery, we will provide your first oil, filter, and lubrication service at no cost. (Please present this letter to our service dept. at the time of service).

Again, thank you for letting us serve you and your automotive needs.

PS. If you like your new **Pontiac**, please tell your friends and neighbors. If you have a problem with your new automobile please tell us so we can take care of it for you.

THANK YOU



GARY G. GAINER  
GENERAL SALES MANAGER

- ① DRIVER SIDE DOOR CREAKS SINCE FIXED FROM hitting door.
- ② VIBRATION ON INTERSTATE APPROX. 70-80 mph.
- ③ NOISE COMING FROM FRONT END (ID E-4 - 1000 rpm)  
Hit Bump



DMV-1-TR  
REV. 12/04STATE OF WEST VIRGINIA  
DEPARTMENT OF TRANSPORTATION  
DIVISION OF MOTOR VEHICLES  
CHARLESTON 25317

## FOR DEPARTMENT USE ONLY

CLASS \_\_\_\_\_  
NUMBER \_\_\_\_\_  
EXP. \_\_\_\_\_  
DATE \_\_\_\_\_

## Application for a Certificate of Title for a Motor Vehicle

TYPE OR PRINT IN BLUE OR BLACK INK

MAKE CHECKS PAYABLE TO DIVISION OF MOTOR VEHICLES

The owner(s) of the following vehicle make application for a certificate of title for that vehicle and for that purpose state the following:

NAME \_\_\_\_\_  
(Name of purchaser to be written plainly and exactly as it is to appear on the Certificate of Title)  
ADDRESS \_\_\_\_\_  
Number Street City or Town County State Zip Code

## VEHICLE DESCRIPTION

MAKE PONTIAC YEAR 2005 V.I.N. 1G2ZG528654  
STYLE OF BODY 4S WEIGHT \_\_\_\_\_  
Odometer Reading 36 (No Tenths) Title Brands: ☐ SALVAGE ☐ RECONSTRUCTED  
☐ OTHER: \_\_\_\_\_Purchase Price \$ 19431.68 Trade-in \$ 12500.00 Net Cost \$ 6931.68 (EXPLAIN) 346.58  
(Credit allowed only on vehicles registered in West Virginia and the tax paid thereon by applicant)

## TRADE IN DESCRIPTION

1) CHEVROLET 03 1GNCT18X93K \_\_\_\_\_ WEST VIRGINIA TITLE NUMBER \_\_\_\_\_  
MAKE YEAR SERIAL NO.  
2) \_\_\_\_\_  
MAKE YEAR SERIAL NO. WEST VIRGINIA TITLE NUMBER \_\_\_\_\_Registration Plate Transferred from: (Send copy of registration card both sides)  
CHEVROLET 1GNCT18X93K \_\_\_\_\_ 5Z6324  
Make of Vehicle Weight Serial Number Title Number License Number

## LIENS AND ENCUMBRANCES

1 Name Nuvel Credit Corporation Amount 34300.80  
Address P. O. Box 8134, Little Rock, AR 72223-2510 Name of Lienholder S/A Date 09/3/05  
Street City State Zip Code Kind of Lien C/S/C D/T S/A  
2 Name \_\_\_\_\_ Amount \_\_\_\_\_  
Address \_\_\_\_\_ Name of Lienholder \_\_\_\_\_  
Street City State Zip Code Kind of Lien C/S/C D/T S/A Date \_\_\_\_\_

I hereby state that there is a motor vehicle liability policy in effect on the described vehicle in accordance with the provisions of the West Virginia Motor Vehicle Laws and certify that the statements made are true and correct to the best of my knowledge and belief under penalty of false swearing. West Virginia Motor Vehicle Law § 17A-9-1; Fraudulent Applications.

Effective date of insurance Policy: From 07/21/05 To 01/21/06  
Name of Insurance Company STATE FARM INSURANCE  
Name of Insurance Agent DAN JOHNSON  
Insurance Policy Number 187 2794-A21-48L

## TITLE APPLICATION MUST BE SIGNED BY OWNER

If title reads "AND" Both Signatures of Owners must appear  
(X) \_\_\_\_\_ OWNER'S SIGNATURE  
(X) \_\_\_\_\_ OWNER'S SIGNATUREINSURANCE MUST BE IN EFFECT WHEN APPLICATION IS RECEIVED.  
DEALER CERTIFICATIONThis is to certify that the above described vehicle was acquired from \_\_\_\_\_ Sep 3 05  
month \_\_\_\_\_ day \_\_\_\_\_ year \_\_\_\_\_ and sold to the above named purchaser on month \_\_\_\_\_ day \_\_\_\_\_ year \_\_\_\_\_. The undersigned dealer further certifies that the sale price, trade-in, and net cost are true and correct and that the Federal Odometer Regulation has been satisfied. Federal Regulations Require You to State the Odometer Mileage Upon Transfer of Ownership. 36

I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ and reflects the actual mileage of the vehicle unless one of the following statements is checked:

- ☐
1. The mileage stated is in excess of its mechanical limits.
- 
- ☐
2. The odometer reading is not the actual mileage - WARNING-ODOMETER DISCREPANCY.

Dealer Name 476 US Highway 19 North, Weston, WV 26452  
Address \_\_\_\_\_  
Signature (X) \_\_\_\_\_  
Dealer Number \_\_\_\_\_

06/13/2006 07:30 3044625498

JD PERSINGER CPA

PAGE 05

EXPIRATION DATE			CLASS	0088781 03 MOTORBOAT/VEHICLE REGISTRATION STATE OF WEST VIRGINIA
MONTH	DAY	YEAR		
05	01	07	A	RENEWAL

The accompanying boat or plate number assigned to the address is to be used for the boat/vehicle described on this card

VEHICLE/BOAT IDENTIFICATION NUMBER 1G2ZG528654

MAKE	YEAR	LENGTH/WEIGHT	TITLE NUMBER
BOAT	MODEL		
PONT	05	3420	
40		GILM	09/14/05

GLENNVILLE WV

OWNER'S SIGNATURE

## CERTIFICATE OF INSURANCE - WEST VIRGINIA

State Farm Mutual Automobile Insurance Company

VEHICLE OWNER ENTER PLATE NO.

An authorized West Virginia insurer certifies that there is in effect a motor vehicle liability policy upon the described vehicle in accordance with the provisions of the West Virginia Motor Vehicle Code.

NAME AND ADDRESS OF INSURED

NAME AND ADDRESS OF OWNER

GLENNVILLE WV

POLICY NUMBER

MUTL

DATE CERTIFICATE ISSUED DECEMBER 19, 2005

VOL

EFFECTIVE DATES OF POLICY TERM FROM JAN 21 2006 TO JUL 21 2006

YR 2005 MAKE PONTIAC VIN 1G2ZG528654

DAN JOHNSON

1376-602

PHONE (304)462-7000

701

THIS CERTIFICATE MUST BE CARRIED IN THE VEHICLE DESCRIBED ABOVE FOR USE AS PROOF OF INSURANCE  
A COPY OF THIS CERTIFICATE MUST BE FILED WITH THE COMMISSIONER OF MOTOR VEHICLES.

Signature of Owner

Date 1-21-06

WV-1B 4/84 (6750310b)



Council of Better Business Bureaus, Inc.

**BBB AUTO LINE**

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

## AGREEMENT TO ARBITRATE

Date: 06/23/06

Case Number: PGM0650233

Customer: [REDACTED]

Business: Pontiac/GMC

Mfr-Info: 1712 WV 1G2ZG528654 [REDACTED]

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

Model : G6

Year : 2005

All parties named above submit to arbitration the following:

\* Front end clunking noise-started as a rattle-

The parties have come to agreement on the following: N/A

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

Consumer : Repurchase/Replacement

Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

06/13/2006 07:30 3044625498

JD PERSINGER CPA

PAGE 02

07/12/2006 11:00:00 AM PAGE 001/011 FAX 001/011

COMPANY:

**Customer Claim Form**

Contact Date: 06/23/06

Start Date:

Case Number: PGM0650233

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

**Titled Owner(s) Name&Address**

GI ENVILLE, WV

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

**Vehicle Information**

Name(s) of individual(s) or business that appear on vehicle title: Brian Ritter

Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes:

Transmission Type: Automatic

Number of vehicles owned or leased by the business:

Make: Pontiac/GMC

Model: G6

Model Year: 2005

Current Mileage: 8137

Vehicle Identification Number: 1G2ZG528654

Selling Dealer/City/State: BALLARD'S CHEV,OLDS,PONT,BK,CO,

Selling Dealer/City/State: BALLARD'S CHEV,OLDS,PONT,BK,CO, WESTON, WV

Insurance Carrier: State Farm

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 12-19-05

Description of Damage: Front passenger body no mechanical DAMAGE

**Purchase/Lease Information** (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 09/03/05 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As: ☒ New ☐ Used ☐ DemoLeased As: ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: Nevell Credit Corp Nuvell

Leasing Company's Name:

Address: PO Box 8134

Address:

City/St/Zip: Little Rock AR 72223-2510

City/St/Zip:

Phone: ( ) - 1-800-350-3561

Phone:

Lienholder Acct #: ng

Leasing Company's Acct #:

**Customer's Desired Outcome** (Describe what you want done to resolve your concern)

The customer is seeking a buy back or replacement vehicle

Signature of Titled Owner(s): \_\_\_\_\_

Date 6-12-06

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 300, Arlington Va, 22203-1838

06/13/2006 07:30 3044625498

JD PERSINGER CPA

PAGE 03

CBBB

6/12/2006 11:59:05 AM PAGE 003/014 FAX Server

COMPANY:

## Customer Claim Form

Customer Name:

Case Number: PGM0650233

## Vehicle Concerns

First Repair Attempt Date: 11/11/05 Mileage: 2117

Last Repair Attempt Date: 5/25/06 Mileage: 8101

Total Days out of Service: 24 recorded

Another Approx 20 days that we left car with Ballards until they decided they couldn't afford Loaner any longer.

Problems - Please list your primary concern first	Servicing Dealer(s)	Current? Ycs or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
front end clunking noise-started as a rattle-	Ballards	yes	(5 Below)			
Rattle in front end	"	yes	1	11/11/05	2117	1
noise in front end		yes	1	IN 2/2/06 OUT 2/9/06	5751 5751	7
clunking noise when driving on rough road		yes	1	IN 3/29/06 OUT 4/07/06	7356 7356	10
clunking noise when driving on rough road		yes	1	IN 4/24/06 OUT 4/28/06	7672 7672	5
noise still in front - GM TECH CALLED	↓	yes	1	5/25/06	8101	1
OTHER-						
BAD PAINT JOB FROM FACTORY HAD TO REPAINT	Ballards	NO	IN OUT	11/2/5 11/7/5	1789 1789	6
FUEL CAP LIGHT WOULD NOT GO OFF	↓	NO	IN OUT	11/3/6 11/4/6	4187 4187	2
STEERING HARD TO TURN	↓	?	IN OUT	11/4/6 11/24/6	4187 4187	28
DOOR (DRIVERS SIDE) CREEKING + VIBRATION IN FRONT END		?	IN OUT	2/2/06 2/9/06	5751 5751	8
ANTIFREEZE SMELL						
SQUEAL IN BRAKES when backing up		NO	IN OUT	3/29/06 4/1/06	7356 7356	10
IDLE CRIPPING		yes				



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

05/26/06

Bob Hoover  
Ballard s Chevrolet, Oldsmobile, Pontiac, Buick CO., Inc.  
U.S. Route 19 North  
Weston, WV 26452

Re: [REDACTED]  
Siebel Request: 1-392381606  
2005 Pontiac G6  
VIN # 1G2ZG528654 [REDACTED]

Dear Mr. Hoover:

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 as documented on appraisal form or documented on dealership letterhead
- 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 within 24 hours. 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,

Brittany Griffin  
BRC Customer Relationship Manager  
Ph# 866-790-5600 x10160  
FAX# 866-715-8521

**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** (Redacted)      **Request #:** 1-392381606**BBB#:** PGM0650233

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)	\$19,431.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$21,805.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$-2,374.00

Trade Allowance (from dealer Bill of Sale)	\$12,500.00
Actual Cash Value Statement	\$12,500.00
Difference (if positive, this is the overallowance)	\$0.00

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$16,975.00
Actual Cash Value Statement	\$12,500.00
Difference (if positive, this is the negative equity )	\$4,475.00

<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.)	\$19,431.00
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>	\$1,000.00

Overallowance and/or Negative Equity minus	<u>\$4,475.00</u>
Actual price of Vehicle that should be presented to BBB for ATA	<u>\$13,956.00</u>



JD PERSINGER CPA

PAGE 05

EXPIRATION DATE				CLASS	RENEWAL
MONTH	DAY	YEAR			
05	01	07		A	

0088781 03  
MOTORBOAT/VEHICLE REGISTRATION  
STATE OF  
WEST VIRGINIA

The accompanying boat or plate number assigned to the addressee is to be used for the boat/vehicle described on this card

VEHICLE/BOAT IDENTIFICATION NUMBER 1G2ZG528654

MAKE	YEAR	LENGTH/WEIGHT	TITLE NUMBER
PONT	05	3420	
40		GILM	09/14/06

GLENVILLE WV

OWNER'S SIGNATURE

CERTIFICATE OF INSURANCE - WEST VIRGINIA

State Farm Mutual Automobile Insurance Company

VEHICLE OWNER ENTER PLATE NO.

An authorized West Virginia insurer certifies that there is in effect a motor vehicle liability policy upon the described vehicle in accordance with the provisions of the West Virginia Motor Vehicle Code.

NAME AND ADDRESS OF INSURED

NAME AND ADDRESS OF OWNER

GLENVILLE WV

POLICY NUMBER

MUTL

DATE CERTIFICATE ISSUED DECEMBER 19, 2005

VOL

EFFECTIVE DATES OF POLICY TERM FROM JAN 21 2006 TO JUL 21 2006

YR 2005 MAKE PONTIAC VIN 1G2ZG528654

DAN JOHNSON

1376-682

PHONE (304)462-7000

701

THIS CERTIFICATE MUST BE CARRIED IN THE VEHICLE DESCRIBED ABOVE FOR USE AS PROOF OF INSURANCE  
A COPY OF THE COMMISSIONER OF MOTOR VEHICLES.

Signature of Owner

Date 1-21-06

WV-18 4/84 (91b0310b)

2005 G6 - 6CYL SEDAN  
 67U LIQUID SILVER METALLIC /V6G  
 19B EBONY  
 ORDER NO. HRQTCS/TDC STOCK NO.  
 VIN 1G2 ZG52 86 54

PONTIAC/GMC DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 20D19248309

\*\*\*\*\*16\*06126S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20675.00	18917.63	INVOICE 02/18/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 02/18/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 02/21/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	INT COM 02/22/05
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 02/18/05
PF9 (4) WHEELS, 16" CAST ALUMINUM	500.00	445.00	KEYS G2487 G2487
PAINTED			WFP-S QTR OPT-1
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	BANK: UNITED NATI
			CHG-TO 06-126

SHIP WT: 3314  
 HP: 32.9  
 GMS: 19431.68  
 SUPPLR: 20302.73  
 MRM: 21805.00  
 MEMO 984.00

TOTAL MODEL & OPTIONS	21180.00	19367.08	ACT 231	19356.68
DESTINATION CHARGE	625.00	625.00	H/B 261	635.40
DEALER CO-OP ADVERTISING		105.90	ADV 261	105.90

TOTAL	21805.00	20097.98	PAY 310	20097.98
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19152.45		

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

BALLARD'S CHEVROLET, OLDSMOBILE, PON

*Current*

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

NO <b>08360</b>	VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>	<b>BALLARDS NEW CARS</b>		DATE IN <b>03/09/05</b>
YEAR <b>2005</b>	MAKE <b>PONT</b>	MODEL <b>G-6</b>	COLOR <b>SILVER</b>	TIME IN <b>05:06</b>
MILES IN <b>2</b>	MILES OUT <b>2</b>	FIRST USE <b>00/00/00</b>	LIC.	CLOSED <b>03/10/05</b>
REG. <b>(304) -</b>			WRITER <b>DAVE</b>	

(1) N.V.I.  
COMPLETED 27000 99 MG [22] 13 22.23 49.40  
Total Labor ..... 22.23 49.40  
Total Repair (Internal) ..... 49.40  
(22-7240 TOM-)

(2) CHECK FLUIDS  
NEEDS WASHER FLUID 26999 99 MG [22] 0  
FLUID ADDED (F)1051515 (OPTIKLEE) 1 2.99 4.19  
Total Parts ..... 2.99 4.19  
Total Repair (Warranty) ..... 4.19  
(22-7240 TOM-)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	13	13	
Total Labor	.00	.00	49.40	49.40	55.0%
Total Parts	.00	4.19	.00	4.19	28.6%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	4.19	49.40	53.59	(N/A)

W/C INT CUSTOMER

.00	49.40	Labor	.00
4.19	.00	Parts	.00
.00	.00	Sublet	.00
.00	.00	Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
4.19	49.40	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
4.19	49.40	TOTAL (CHRG)	.00

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452  
(304) 269-3600

NO. 10930		VIN 1 G 2 Z G 5 2 8 6 5 4 [REDACTED]		INTERNAL - P3458 (05-PONTIAC)	DATE IN 09/03/05
YEAR 2005	MAKE PONTIAC	MODEL 6 CYL	COLOR SILVER	WESTON WV 26452	TIME IN 11:59
MILES IN 36	MILES OUT 36	FIRST USE 02/18/05	LIC.		CLOCKED 09/06/05
ARR (304) -				BUS. (304) -	WRITER DAVE

(1) STATE INSPECTION  
COMPLETED 0243616

Labor [55] 0  
STATE INSP 10930 1.00 1.00  
Total Sublet 1.00 1.00  
Total Repair (Internal ) 1.00 1.00

(55-3482 DAVE-)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	1.00	1.00	.0%
Total R/O	.00	.00	1.00	1.00	(N/A)

W/C INT CUSTOMER

.00	.00	Labor	.00
.00	.00	Parts	.00
.00	1.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
		Less Disc.	.00
.00	1.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	1.00	TOTAL (CHRG)	.00

Page 1 of 1

Printed 1 time(s)

10930

Job 10930

R/O HISTORY

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

R/O 11794		VIN 1 G 2 Z G 5 2 8 6 5 4		[REDACTED]		DATE IN 11/02/05	
YEAR 2005	MAKE PONTIAC	MODEL 6 CYL	COLOR SILVER	[REDACTED]		TIME IN 07:58	
MILES IN 1789	MILES OUT 1789	DATE IN 02/18/05	L.D.	GLENVILLE WV		CLOSED 11/07/05	
DGS				R/A		SUB.	
				[REDACTED]		(304) -	
						WRITER BOB	

## (1) CUSTOMER STATES PAINT IS FLAKEING OFF

THE HOOD

CAUSE; DUE TO PAINT NOT ADHEREING TO METAL

PAINT STARTED TO FLAKE OFF

CURE; SANDED AND REFINISHED HOOD

(47-3947 JOSH-)

A0357	5T	VV	[47]	23	47.69	105.98
ENTERPRISE 11794					114.00	114.00
Total Labor					47.69	105.98
Total Sublet					114.00	114.00
Total Repair (Warranty)						219.98

## (2) CUSTOMER STATES PAINT IS FLAKEING OFF

THE RIGHT REAR QUARTER PANEL

CAUSE; DUE TO PAINT NOT ADHEREING TO METAL PAI

NT STARTED TO FLAKE OFF

CURE; SANDED AND REFINISHED HOOD

(47-3947 JOSH-)

A2190	5T	VV	[47]	15	31.10	69.12
PAINT AND 11794					25.00	36.04
Total Labor					31.10	69.12
Total Sublet					25.00	36.04
Total Repair (Warranty)						105.16

## (3) CUSTOMERS VEHICLE WAS REPAIRED NEEDED RENTAL

CAR

CAUSE; CUSTOMER NEEDED RENTAL WHY WE REPAINTED

HOOD AND RIGHT REAR QUARTER PANEL

Total Repair (Warranty)		.00
-------------------------	--	-----

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	38	0	38	
Total Labor	.00	175.10	.00	175.10	55.0%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	150.04	.00	150.04	7.4%
Total R/O	.00	325.14	.00	325.14	(N/A)

	W/C	INT	CUSTOMER
--	-----	-----	----------

175.10	.00	Labor	.00
.00	.00	Parts	.00
150.04	.00	Sublet	.00
	.00	Warr Deduct	.00
72.09	.00	Paint/Mat.	.00
.00	.00	Oil/Grease	.00
	.00	Less Disc.	.00
397.23	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
397.23	.00	TOTAL (CHRG)	.00

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

R/O <b>11976</b>		VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>		DATE IN <b>11/11/05</b>	
YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>G-6</b>	COLOR <b>SILVER</b>	TIME IN <b>10:39</b>	
MILES IN <b>2117</b>	MILEAGE <b>2131</b>	DATE USE <b>02/18/05</b>	LIC.	C/O <b>11/11/05</b>	
SEC			REG	DUP	WRITE
				<b>(304) -</b>	<b>DAVE</b>

(1) CHECK FOR RATTLE IN FRONT END WHEN HITTING  
BUMPS  
TEST DROVE , CHECKED UNDERNEATH AND RETESTED  
COULD NOT DUPLICATE  
(28-5525 BRAD-)

M9991 9Z NQ [28] 3 6.22 13.82  
Total Labor ..... 6.22 13.82  
Total Repair (Warranty ) ..... 13.82

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	3	0	3	
Total Labor	.00	13.82	.00	13.82	55.0%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	13.82	.00	13.82	(N/A)

	W/C	INT	CUSTOMER
--	-----	-----	----------

13.82	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
		Less Disc.	.00
13.82	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
13.82	.00	TOTAL (CHRG)	.00

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Printed 1 time(s)

11976

Job 11976

R/O HISTORY

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

DOC <b>12440</b>	VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>					DATE IN <b>12/19/05</b>
YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>G-6</b>	COLOR <b>SILVER</b>	<b>GLENVILLE WV</b>		TIME IN <b>10:26</b>
MILES IN <b>2391</b>	MILES OUT <b>2391</b>	PRINT USE <b>02/18/05</b>	INC			CLOCK IN <b>01/03/06</b>
SEC				RES.	RUS. <b>(304) -</b>	OWNER <b>BOB</b>

## (1) REPAIR AS PER ESTIMATE

BODY WORK  
COMPLETED

Labor	[47]	63	102.06	226.80
19120467	(FASCIA)	1	155.13	278.71
25771372	(EMBLEM)	1	16.97	28.76
22699328	(GRILLE)	1	16.20	27.46
15783700	(HEADLAMP)	1	97.86	172.89
15801208	(HOOD)	1	226.63	384.12
15292018	(FENDER)	1	96.51	163.58
Total Labor			102.06	226.80
Total Parts			609.30	1055.52
Total Repair (Customer)				1282.32

(47-3947 JOSH-)

## (2) PAINT WORK

COMPLETED

Labor	[47]	137	221.94	493.20
Total Labor			221.94	493.20
Total Repair (Customer)				493.20

(47-3947 JOSH-)

## (3) WHEEL ALIGNMENT

COMPLETED

Labor	[28]	0		39.95
Total Labor			.00	39.95
Total Repair (Customer)				39.95

(28-5525 BRAD-)

## (4) BALANCE FRONT TIRES

COMPLETED

Labor	[28]	0		12.00
Total Labor			.00	12.00
Total Repair (Customer)				12.00

(28-5525 BRAD-)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	200	0	0	200	
Total Labor	771.95	.00	.00	771.95	58.0%
Total Parts	1055.52	.00	.00	1055.52	42.3%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	1827.47	.00	.00	1827.47	(N/A)

W/C INT CUSTOMER

.00	.00	Labor	771.95
.00	.00	Parts	1055.52
.00	.00	Sublet	.00
.00	.00	Warr Deduct	.00
.00	.00	Paint/Mat.	300.70
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	2128.17
.00	.00	Tax	127.69
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CASH)	2255.86

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

VIN		1 G 2 Z G 5 2 8 6 5 4		DATE IN		01/03/06	
YEAR	MAKE	MODEL	COLOR	TIME IN		02:11	
2005	PONTIAC	G-6	SILVER	GLENVILLE WV		CLOSED	
MILES IN	MILES OUT	FIRST USE	USE	01/04/06		WRITER	
4187	4187	02/18/05		(304) -		BOB	

(1) CK FOR CAMPAIGN 05548  
 FOUND OPEN CAMPAIGN COMPLETED Y0042 96 MA [78] 3 6.46 14.35  
 COMPLETED Total Labor ..... 6.46 14.35  
 (78-5578 JEFF-) Total Repair (Warranty) ..... 14.35

(2) CUSTOMER STATES THAT FUEL CAP LIGHT ON  
 CAUSE: FOUND EVAP LEAK CODE J6441 6M WG [78] 14 30.14 66.98  
 CURE: CHECK OUT AND FOUND HOSE LOOSE ON VENT Total Labor ..... 30.14 66.98  
 SOLENOID AND SNAPPED HOSE ONTO SOLENOID Total Repair (Warranty) ..... 66.98  
 (78-5578 JEFF-)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	17	0	17	
Total Labor	.00	81.33	.00	81.33	55.0%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	81.33	.00	81.33	(N/A)

W/C	INT	CUSTOMER
-----	-----	----------

81.33	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
		Less Disc.	.00
81.33	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
81.33	.00	TOTAL (CHRG)	.00



# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

R/O <b>12599</b>	VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>	BRIAN K RITTER 100 SYCAMORE RD GLENVILLE WV 26351		DATE IN <b>01/03/06</b>
YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>G-6</b>	COLOR <b>SILVER</b>	TIME IN <b>02:03</b>
MILES IN <b>4187</b>	MILES OUT <b>4187</b>	FIRST USE <b>02/18/05</b>	LIS <b></b>	CLOSED <b>01/05/06</b>
DOC <b></b>			RGS <b></b>	WRITER <b>BOB</b>

(1) LUBE - OIL - FILTER/WITH LETTER  
COMPLETED

Labor	[32]	2	7.60
25010792	(OIL FLTR)	1	3.40
12345615	(OIL 5W30)	5	6.70
Total Labor			7.60
Total Parts		10.10	12.65
Total Repair (Internal)			20.25

(32- DAVID STUMP-)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	2	2	
Total Labor	.00	.00	7.60	7.60	100.0%
Total Parts	.00	.00	12.65	12.65	20.2%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	.00	20.25	20.25	(N/A)

	W/C	INT	CUSTOMER
--	-----	-----	----------

.00	7.60	Labor	.00
.00	12.65	Parts	.00
.00	.00	Sublet	.00
.00	.00	Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	20.25	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	20.25	TOTAL (CHRG)	.00

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Printed 1 time(s)

12599

Job 12599

R/O HISTORY



# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

VIN <b>13014</b>		VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>		BRIAN K RITTER 100 SYCAMORE RD GLENVILLE WV 26351		DATE IN <b>02/02/06</b>	
YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>G-6</b>	COLOR <b>SILVER</b>			TIME IN <b>08:14</b>	
MILES IN <b>5751</b>	MILES OUT <b>5751</b>	DATE IN <b>02/18/05</b>	LIC. <b></b>			CLOSED <b>02/09/06</b>	
REF. <b>(304) 462-4016</b>				RMA <b>(304) -</b>		WRITER <b>BOB</b>	

(1) CUSTOMER STATES THAT THE DOOR IS CREAKING  
WHEN OPENING

CAUSE: CHECK POPPING WHEN THE DOOR IS OPENED  
CURE: REPLACE DOOR CHECK

(78-5578 JEFF-)

B4051	1B	NP	[78]	4	8.61	19.14
(F)15817773	(LINK)			1	20.71	29.00
Total Labor					8.61	19.14
Total Parts					20.71	29.00
Total Repair (Warranty)						48.14

(2) CUSTOMER STATES THAT THERE IS A VIBRATION  
BETWEEN 55MPH AND 60MPH

CAUSE: TIRES OUT OF BALANCE LEFT FRONT 1.25  
OUT LEFT REAR OUT 1.00 LEFT REAR OUT 0.75  
RIGHT REAR OUT 1.00

CURE: REBALANCE ALL 4 TIRES  
(28-5525 BRAD-)

E0203	3K	O4	[28]	8	17.22	38.27
Total Labor					17.22	38.27
Total Repair (Warranty)						38.27

(3) CUSTOMER STATES THERE IS A NOISE COMING FROM  
FRONT END

CAUSE: NOT KNOW AT AT THIS TIME  
CURE: WAITING ON PIC. FIX  
(28-5525 BRAD-)

H9991	9Z	NE	[28]	3	6.46	14.35
Total Labor					6.46	14.35
Total Repair (Warranty)						14.35

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	15	0	15	
Total Labor	.00	71.76	.00	71.76	55.0%
Total Parts	.00	29.00	.00	29.00	28.6%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	100.76	.00	100.76	(N/A)

W/C INT CUSTOMER

71.76	.00	Labor	.00
29.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
		Less Disc.	.00
100.76	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
100.76	.00	TOTAL (CHRG)	.00

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Printed 1 time(s)

13014

Job 13014

R/O HISTORY

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

R/O <b>13746</b>		VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>		DATE IN <b>03/29/06</b>	
YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>G-6</b>	COLOR <b>SILVER</b>	TIME IN <b>10:31</b>	
MILES IN <b>7435</b>	MILES OUT <b>7435</b>	PISTON LAR <b>02/18/05</b>	LID. <b></b>	CLOSED <b>03/29/06</b>	
R/R <b></b>			R/R <b>(304) -</b>		WRITER <b>BOB</b>

(1) LUBE - OIL - FILTER  
AND CHECK AIR FILTER AND TIRE PRESSURE  
COMPLETED

Labor	[32]	2	6.00
25010792	(OIL FLTR)	1	3.40
12345615	(OIL 5W30)	5	6.70
Total Labor			6.00
Total Parts		10.10	13.95
Total Repair (Customer)			19.95

(32- DAVID STUMP-)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	2	0	0	2	
Total Labor	6.00	.00	.00	6.00	100.0%
Total Parts	13.95	.00	.00	13.95	27.6%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	19.95	.00	.00	19.95	(N/A)

W/C INT CUSTOMER

.00	.00	Labor	6.00
.00	.00	Parts	13.95
.00	.00	Sublet	.00
.00	.00	Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	19.95
.00	.00	Tax	1.20
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CASH)	21.15

Page 1 of 1

Printed 1 time(s)

13746

Job 13746

R/O HISTORY

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

R/O <b>13745</b>	VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>	[REDACTED]		DATE IN <b>03/29/06</b>
YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>G-6</b>	COLOR <b>SILVER</b>	TIME IN <b>10:28</b>
MILES IN <b>7356</b>	MILES OUT <b>7356</b>	PISTON <b>02/18/05</b>	LIO [REDACTED]	CLOCK <b>04/07/06</b>
SCG [REDACTED]			PIA <b>(304) -</b>	WRITER <b>BOB</b>

(1) CUSTOMER STATES THAT WHEN STARTING UP AND ON DEFROST THEY GET A ANTIFREEZE SMELL CHECKED SYSTEM AND ALL HOSE AND RADIATOR HEATER CORE AND PUMPED SYSTEM UP FOUND NO LEAKS AND NO ODOR SMELL WAS DUPLICATED (28-5525 BRAD-)

J9994	92	OP	[28]	3	6.46	14.35
Total Labor					6.46	14.35
Total Repair (Warranty)						14.35

(2) CUSTOMER STATES THAT WHEN BACKING UP THEY HEAR THE BRAKES SQUEAL PERFORMED BULLETIN 05-05-23-010B FOR BRAKE SQUEL (28-5525 BRAD-)

H0127	93	NV	[28]	17	36.60	81.33
(F)15808204		(PAD KIT)		1	47.50	66.50
Total Labor					36.60	81.33
Total Parts					47.50	66.50
Total Repair (Warranty)						147.83

(3) CUSTOMER STATES THAT THERE IS A CLUNKING NOISE WHEN DRIVING OVER ROUGH ROAD REMOVED STEERING SHAFT AND GREASED ACCORDING TO BULLETIN (28-5525 BRAD-)

E7700	2N	NE	[28]	5	10.76	23.92
(F)26098237		(LUBE KIT)		1	6.35	8.89
Total Labor					10.76	23.92
Total Parts					6.35	8.89
Total Repair (Warranty)						32.81

(4) CUSTOMER STATES THAT WHEN IDLING THERE IS A CHIRPING SOUND COULD NOT DUPLICATE (28-5525 BRAD-)

J9991	92	NC	[28]	3	6.46	14.35
Total Labor					6.46	14.35
Total Repair (Warranty)						14.35

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	28	0	28	
Total Labor	.00	133.95	.00	133.95	55.0%
Total Parts	.00	75.39	.00	75.39	28.6%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
-----					
Total R/O	.00	209.34	.00	209.34	(N/A)

WIC	INT	CUSTOMER
133.95	.00	Labor
75.39	.00	Parts
.00	.00	Sublet
	.00	Warr Deduct
.00	.00	Shop Supplies
.00	.00	Oil/Grease
	.00	Less Disc.
209.34	.00	Total
.00	.00	Tax
.00	.00	Tax2
.00	.00	Tire Tax
209.34	.00	TOTAL (CHRG)

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

R/O <b>14109</b>	VIN <b>1 G 2 Z G 5 2 8 6 5 4</b>	[REDACTED]		DATE IN <b>04/24/06</b>
YEAR <b>2005</b>	MAKE <b>PONTIAC</b>	MODEL <b>G-6</b>	COLOR <b>SILVER</b>	TIME IN <b>03:53</b>
MILES IN <b>7672</b>	MILES OUT <b>7672</b>	INSTRUMENT <b>02/18/05</b>	LIC. [REDACTED]	CLOSED <b>04/28/06</b>
DOC [REDACTED]			RUE. <b>(304) -</b>	WRITER <b>BOB</b>

(1) CK FOR CLUNK NOISE IN FRT. SUSP. ON ROUGH ROA

DS

E3921 4Q NE [28] 23 49.51 110.03

L/F STRUT MAKING NOISE ON ROUGH ROADS

22716370 (\*ABSORBE) 1 69.72 97.61

REPLACED L/F STRUT &amp; STRUT MOUNT / RESET ALGN

22716376 (MOUNT) 1 32.85 45.99

Total Labor ..... 49.51 110.03

Total Parts ..... 102.57 143.60

Total Repair (Warranty) ..... 253.63

(28-5525 BRAD-)

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	23	0	23	
Total Labor	.00	110.03	.00	110.03	55.0%
Total Parts	.00	143.60	.00	143.60	28.6%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
-----					
Total R/O	.00	253.63	.00	253.63	(N/A)

W/C INT CUSTOMER

110.03	.00	Labor	.00
143.60	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
		Less Disc.	.00
253.63	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
253.63	.00	TOTAL (CHRG)	.00

Page 1 of 1

Printed 1 time(s)

14109

Job 14109

R/O HISTORY

# Ballards Chevrolet-Pontiac-Buick Co

Weston, WV 26452

(304) 269-3600

VIN 14550		VIN 1 G 2 Z G 5 2 8 6 5 4		DATE IN 05/25/06	
YEAR 2005	MAKE PONTIAC	MODEL G-6	COLOR SILVER	TIME IN 11:15	
MILE IN 8101	MILE OUT 8101	FIRST USE 02/18/05	LIC.	CLOSED 05/25/06	
SRV			R/R		WORKER BOB

(1) CUSTOMER STATES THAT THE NOISE IS STILL THERE  
IN THE FRONT  
CALLED GM DUE TO CUSTOMER UNHAPPY ABOUT  
VEHICLE  
SERVICE TECH. FROM GM CAME IN FOUND NOISE  
AND PIC 3747C WHICH JUST CAME OUT 5-17-2006  
BUT NO CURE WOULD BE AVAILABLE TILL JUNE  
CUSTOMER DOES NOT WANT CAR TILL FIXED  
INFORMED CUSTOMER THAT WE COULD NOT LET THEM  
HAVE ONE OF OUR CARS TILL THEN  
CUSTOMER STATE THAT THEY ARE GOING TO  
PURSUE LEMON LAW  
WE SUPPLIED COURTESY VEHILCE TO DRIVE  
(68-8581 BOB-)

Z7906 98 MJ [68] 0  
RENTAL 14550 222.22 222.22  
Total Sublet ..... 222.22 222.22

Total Repair (Warranty ) ..... 222.22

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	0	0	0	
Total Labor	.00	.00	.00	.00	.0%
Total Parts	.00	.00	.00	.00	.0%
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	222.22	.00	222.22	.0%
Total R/O	.00	222.22	.00	222.22	(N/A)

W/C	INT	CUSTOMER
-----	-----	----------

.00	.00	Labor	.00
.00	.00	Parts	.00
222.22	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
		Less Disc.	.00
222.22	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
222.22	.00	TOTAL (CHRG)	.00

Page 1 of 1

Printed 1 time(s)

14550

Job 14550

R/O HISTORY

2005 G6 - 6CYL SEDAN  
 67U LIQUID SILVER METALLIC /V6G  
 19B EBONY  
 ORDER NO. HRQTCS/TDC STOCK NO.  
 VIN 1G2 ZG52 86 54

PONTIAC/GMC DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 20D19248309  
 \*\*\*\*\*16\*06126S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20675.00	18917.63	INVOICE 02/18/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 02/18/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 02/21/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	INT COM 02/22/05
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 02/18/05
PF9 (4) WHEELS, 16" CAST ALUMINUM	500.00	445.00	KEYS G2487 G2487
PAINTED			WFP-S QTR OPT-1
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	BANK: UNITED NATI
			CHG-TO 06-126

SHIP WT: 3314  
 HP: 32.9  
 GMS: 19431.68  
 SUPPLR: 20302.73  
 MRM: 21805.00  
 MEMO 984.00

TOTAL MODEL & OPTIONS	21180.00	19367.08	ACT 231	19356.68
DESTINATION CHARGE	625.00	625.00	H/B 261	635.40
DEALER CO-OP ADVERTISING		105.90	ADV 261	105.90

TOTAL	21805.00	20097.98	PAY 310	20097.98
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19152.45		

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

BALLARD'S CHEVROLET, OLDSMOBILE, PON

*Current*



Class - BRCSiebel Docs

RequestNum  
1-392381606

MSXDocNum  
NIX44D1D8E

Last

First

Timestamp  
2006-08-03-11.06.00.000000

Division  
PO

CorrType  
B

CatCode  
01

MSXSource  
F

AttachNum

VIN

CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

August 9, 2006

BALLARDS CHEV-OLDS-PONT-BUIC CO INC

Gary Gaynor  
US RTE 19 N  
WESTON, WV 26452

Dealer Confirmation Letter - Trade

Subject: Trade Repurchase

Customer: [REDACTED]

Vehicle: 2005 Pontiac G6  
VIN: 1G2ZG528654 [REDACTED]  
REF SR:1-392381606 V-19398

Dear Gary Gaynor:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

BALLARDS CHEV-OLDS-PONT-BUIC CO INC will issue a check in the amount of \$1,482.36 to General Motors. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disposition Center (RVDC), General Motors will issue a check in the amount of \$21,346.09 to Nuvell to payoff the customer's loan.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G2ZH558664 [REDACTED]
New Vehicle Sales Price:	\$23,303.73
Used Vehicle Trade Value:	\$19,863.73
Trade Difference:	\$3,440.00
Taxes:	\$172.00
Reg/Lic/Title Fees:	\$73.50
Document Fees:	Not paid by either party
Dealer Processing Fee:	<<\$200 applied as warranty credit via W.I.N.S.>>

**\*\*No cash back rebates or incentives of any kind are applicable towards this transaction.\*\***

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Friday August 11, 2006. If you have any questions you may reach me at 866-802-6625 ext 2305.

A handwritten signature in black ink, appearing to read 'Gary G. Gainer', followed by the initials 'S/MGR'.

BALLARDS CHEV-OLDS-PONT-BUIC CO INC 113554 Management Agent's Signature and Title.

The name 'GARY G. GAINER' is printed in a stylized, bold font, followed by the title 'SALES MANAGER'.

BALLARDS CHEV-OLDS-PONT-BUIC CO INC 113554 Management Agent's Printed Name and Title.

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:





CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

Lien Payoff	\$21,346.09
Sales Tax	\$172.00
Upgrade	\$3,440.00
Reg/Lic/Title Fees	\$73.50
 Total Customer Responsibility	 \$25,031.59

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

BALLARDS CHEV-OLDS-PONT-BUIC CO INC agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for assisting General Motors in this trade repurchase for our mutual customer.

Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603

*Sale*

$$\begin{array}{r}
 23,303.73 \\
 - 19,863.73 \\
 \hline
 3,440.00 \\
 172.00 \text{ TAX} \\
 73.50 \text{ FEES} \\
 + 21,346.09 \text{ P/OFF} \\
 \hline
 \$ 25,031.59
 \end{array}$$

*Contract*



**Voluntary/ Mandatory Repurchase**

**xBBB Case**

**x Trade**

**OR**

**Straight**

☐ **State Case**

**Lease**

**COMPLIANCE DATE** 9/18/06

**ADR REQUEST NUMBER** 1-392381606

**CUSTOMER NAME**  (REDACTED)

**LAST SIX OF VIN**  XXXXXX

**ADR CRM**  Regina Nelson  **EXT.**  10213

**AVM**  Ben Matthews  **PHONE**  914 -244- 6162

**DATE ACCEPTANCE RECEIVED**  7/25/06

**NUMBER OF DAYS FOR COMPLIANCE**  45 days from the date cust submitted replacement vin (8/3/06)

**TEAM MANAGERS SIGNATURE** \_\_\_\_\_

**ADR Exceptions that need to be paid i.e. over allowance and negative equity.**

**COMMENTS/REASON FOR EXCEPTION:**

**NOTE:** Compliance date is 45 days from date cust submitted vin, 8/3/06.

**Therefore, his compliance date is 9/18/06.**

**File will be returned without all information above completed.**

**electronic Preliminary Repurchase Authorization (ePRA)**

(\*\*To go from field to field, use the TAB KEY)

1.Date (mm/dd/yyyy): 08/03/2006  
 2.Customer Name: [REDACTED]  
 3.Customer Address: [REDACTED]  
 4.Customer City, State, and Zip: Glensville, Wv [REDACTED]  
 5.Primary Customer Phone #: [REDACTED] Work  
 6.Additional Customer Phone #: [REDACTED] Home  
 7.Customer fax #: [REDACTED]  
 8. Cust Drivers Licenses #: [REDACTED]  
 9. State tax % rate: 5%

**Customer Vehicle Information**

10.Year/Make/Model: 2005/Pontiac/G6  
 11.VIN (17 Digits): 1G2ZG5286541  
 12.Current Mileage: 9,500  
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

14.Dealership Name: Ballard's Chevrolet Pontiac  
 15.Dealership Phone #: 304-269-3600  
 16.Dealership Contact Name and TITLE: Gary Gaynor, Sales Mgr  
 17.Dealership Contact Phone # (if different than Dealership #):  
 18.Dealership Contact Fax #: 304-269-7544  
 19.Dealership BAC: 113554 Region: Southeast

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

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

21.Was a **TRADE** Repurchase offered? YES  
 22.If this will not be a Trade Repurchase, Please explain Why? N/A

**TAC case number is required and if not available, Please explain why not?**

23.CAC Case Number: 1-392381606  
 24.TAC Case Number (N/A if TAC not contacted): 8922273  
 25.If no TAC number, Explain:

26.Reason for Repurchase (Include specific mechanical failure): steering gear

27.This case was resolved by: Field Decision working with open case in ADR  
 28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES  
 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? TRADE REPURCHASE  
 31.Vehicle Damage (explain what damage is present and who is responsible): N/A

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1G2ZH558664 [REDACTED]

33.New Vehicle Year/Make/Model: 2006/Pontiac/G6

34.Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 4,490**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: -0-

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: N/A

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

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

Explain: \_\_\_\_\_

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: Cust is responsible for taxes and fees on upgrade.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/03/2006

42. Authorizer Name: Karen Nixon for DVM Ben Matthews

43. GM Position: DVM

44. VoiceMail Node: 914244 Mailbox Number: 6162

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

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 at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.**

2006 G6 - GT SEDAN

27U CRIMSON RED

192 EBONY

ORDER NO. JGJWWN/TDC STOCK NO.

VIN 1G2 ZH55 86 64

PONTIAC/GMC DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 20D19546041

\*\*\*\*\*16\*06126S

MODEL &amp; FACTORY OPTIONS

2ZH69 G6 - GT SEDAN

AP3 REMOTE VEHICLE STARTER SYSTEM

FE9 50-STATE EMISSIONS

FR9 AXLE RATIO 3.29

LX9 ENGINE, 3.5L V6 SFI

MX0 AUTOMATIC TRANSMISSION

PED PREMIUM VALUE PACKAGE INCLUDES

\* (4) 17" CHROMETECH WHEELS

\* AM/FM STEREO 6 DISC CD PLAYER

(REPLACES STD/OPT/PKG RADIO)

\* SUNROOF, POWER TILT &amp; SLIDE

R9N LEATHER PACKAGE:

\* LEATHER APPOINTED SEATING

\* 6-WAY POWER DRIVER SEAT

\* HEATED FRONT SEATS

\* LEATHER WRAPPED STEERING WHL

\* STEERING WHEEL RADIO CONTROLS

\* LEATHER WRAPPED SHIFT KNOB

AND PARK BRAKE HANDLE

T43 SPOILER

U2K XM SATELITE RADIO - SERVICE

FEE EXTRA 1ST 3 MONTHS INCL.

VK3 LICENSE PLATE BRACKET, FRONT

1SZ PREMIUM PACKAGE DISCOUNT

225.00

325.00

N/C

500.00-

186.75

269.75

N/C

415.00-

INV AMT RETAIL - STOCK

20863.38 INVOICE 08/19/05

124.50 SHIPPED 08/19/05

N/C EXP I/T 08/26/05

N/C INT COM 08/26/05

N/C PRC EFF 08/19/05

0.00 KEYS G0139 G0139

1286.50 WFP-S QTR OPT-1

BANK: UNITED BANK

CHG-TO 06-126

SHIP WT: 3438

HP: 32.9

GMS: 23378.73

SUPPLR: 24427.40

MRM: 26795.00

MEMO 1208.50

TOTAL MODEL &amp; OPTIONS

DESTINATION CHARGE

DEALER CO-OP ADVERTISING

25670.00

625.00

23448.83

625.00

128.35

ACT 231 23303.73

H/B 261 770.10

ADV 261 128.35

TOTAL

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

26295.00

24202.18

23093.75

PAY 310 24202.18

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

BALLARD'S CHEVROLET, OLDSMOBILE, PON

Class - BRCSiebel Docs

RequestNum  
1-392381606

MSXDocNum  
NIX44D1D2F

Last

First

Timestamp  
2006-08-03-10.40.00.000000

Division  
PO

CorrType  
B

CatCode  
01

MSXSource  
F

AttachNum

VIN



Privileged and Confidential Information

CASE ASSESSMENT BY: Brittany Griffin

Siebel/CARS Request No: 1-392381606

**Customer Name:** (Redacted)

**Year of Vehicle:** 2005

**Make:** Pontiac

**Model:** G6

**Current Mileage:** 8,137

**Vehicle ID No.:** 1G2ZG528654XXXXXX

**In Service Date:** 9/3/2005

**Purchased:** New

**What is customer seeking:** Repurchase/ Replacement

**VEHICLE REPAIR HISTORY**

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** Front End clacking/ rattling noise

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
11/11/05	2,117	1	Customer states rattle in front end when hitting bumps. Test drove, checked underneath and retested. Could not duplicate. NPF
02/02/06	5,751	*	Customer states noise coming from front end. Could not duplicate.
03/29/06	7,356	*	Customer states clunking noise when driving over rough roads. Removed steering shaft and greased according to bulletin.
04/24/08	7,627	5	Customer states clunk noise in front suspension on rough roads. Left front strut making noise. Replaced l/f strut and strut mount and rest alignment.
05/25/06	8,101	1	Customer states noise still there. Called GM to arrange for Tech to come out to inspect vehicle. Tech found noise and advised of PIC 3747C which just came out 5/17/06. Advised fix would not be available until June. Customer insists on rental until then. Dissatisfied that warranty will not cover.

**OTHER SYMPTOM/CONCERN:** Paint

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
11/07/05	1,789	6	Customer states Paint is flaking off of hood and right rear quarter panel. Found due to paint not adhering to metal. Sanded and refinished hood and right rear quarter panel.

**OTHER SYMPTOM/CONCERN:** ACCIDENT/ Body shop work: Customer hit a deer

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
12/19/05	2,391	N/A	Ro open from 12/19/05 to 01/03/06. Body work completed to Fascia, Emblem, Grille, Headlamp, Hood, Fender. Paint work. Wheel Alignment and balance front tires completed. Total cost to customer \$2,255.86.

**OTHER SYMPTOM/CONCERN:** Fuel cap light on

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
01/03/06	4,187	2	Customer states fuel cap light on. Found evap leak code and hose loose on vent solenoid. Snapped hose onto solenoid.

**OTHER SYMPTOM/CONCERN:** Steering

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
01/04/06	4,187	3	Customer states that steering is hard on cold mornings. Found resistance in lower control arm is bad. Replaced lower control arms according to bulletin 05-02-32-001A

**OTHER SYMPTOM/CONCERN:** Drivers side door creaks

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
02/02/06	5,751	3	Customer states that driver's side door creaks since it was fixed from hitting deer. Replaced door and checked to verify fix.

Team Manager Approval:

Date:

Privileged and Confidential Information

**OTHER SYMPTOM/CONCERN: Vibration**

Date:	Mileage:	Days Out:	Description of Repair:
02/02/06	5,751	*	Customer states Vibration between 55 and 60MPH Found tires out of balance. Balanced Tires.

**OTHER SYMPTOM/CONCERN: antifreeze smell in defrost**

Date:	Mileage:	Days Out:	Description of Repair:
03/29/06	7,356	5	Customer states that when starting up and on defrost they get a antifreeze smell. Checked system and all hose and radiator heater core and pumped system up. Found no leaks and no odor smell was duplicated. NPF.

**OTHER SYMPTOM/CONCERN: Brakes**

Date:	Mileage:	Days Out:	Description of Repair:
03/29/06	7,356	*	Customer states that when backing up brakes squeal. Performed bulletin 05-05-23-010B for brake squeal.

**OTHER SYMPTOM/CONCERN: Noise when idling**

Date:	Mileage:	Days Out:	Description of Repair:
03/29/06	7,356	*	Customer states that thee is a chirping noise when idling. Could not duplicate. NPF.

Total Days Out of Service: 24 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

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

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

**AVM and/or DEALER RECOMMENDATION(s):**

None

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):**

As Customer was in a fairly major front end accident which very easily could have caused many or all of customer's vehicle concerns CRM does not believe that vehicle merits a repurchase or replacement. However CRM will offer the customer a 1 month vehicle payment reimbursement due to customer's days out of service and a 36/36 GMPP Value guard for customer satisfaction.

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

Team Manager Approval:

Date:

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

- 1.Date (mm/dd/yyyy): 08/03/2006  
 2.Customer Name: [REDACTED]  
 3.Customer Address: [REDACTED]  
 4.Customer City, State, and Zip: Glenville, Wv [REDACTED]  
 5.Primary Customer Phone #: [REDACTED] Work  
 6.Additional Customer Phone #: [REDACTED] Home  
 7.Customer fax #: [REDACTED]  
 8. Cust Drivers Licenses #: [REDACTED]  
 9. State tax % rate: 5%

**Customer Vehicle Information**

- 10.Year/Make/Model: 2005/Pontiac/G6  
 11.VIN (17 Digits): 1G2ZG5286541 12.Current Mileage: 9,500  
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Ballard's Chevrolet Pontiac  
 15.Dealership Phone #: 304-269-3600  
 16.Dealership Contact Name and TITLE: Gary Gaynor, Sales Mgr  
 17.Dealership Contact Phone # (if different than Dealership #): \_\_\_\_\_  
 18.Dealership Contact Fax #: 304-269-7544  
 19.Dealership BAC: 113554 Region: Southeast

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

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

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? N/A**TAC case number is required and if not available, Please explain why not?**

- 23.CAC Case Number: 1-392381606 24.TAC Case Number (N/A if TAC not contacted): 8922273  
 25.If no TAC number, Explain: \_\_\_\_\_

26.Reason for Repurchase (Include specific mechanical failure): steering gear27.This case was resolved by: Field Decision working with open case in ADR28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? TRADE REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): N/A

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION: 1G2ZH558664 [REDACTED]

33.New Vehicle Year/Make/Model: 2006/Pontiac/G634..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 4,490**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: -0-36.Aftermarket Items: No

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

37. Lease Termination Terms: N/A

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

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

Explain: \_\_\_\_\_

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: Cust is responsible for taxes and fees on upgrade.

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/03/2006

42. Authorizer Name: Karen Nixon for DVM Ben Matthews

43. GM Position: DVM

44. VoiceMail Node: 914244 Mailbox Number: 6162

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@GMEExpert.com](mailto:ePRA@GMEExpert.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 at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.**

document Index - 1-392381606

Class - BRCSiebel Docs

RequestNum  
1-392381606

MSXDocNum  
NIX44D6F42

Last

First

Timestamp  
2006-08-07-08.03.00.000000

Division  
PO

CorrType  
B

CatCode  
01

MSXSource  
F

AttachNum

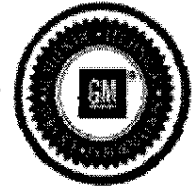
VIN



Document ID# 1837885



**Subject: Knock, Clunk or Rattle Type Noise From Front of Vehicle While Driving Over Bumps At Low Speeds (Diagnose and Replace Steering Gear, If Necessary) #06-02-32-007 - (06/13/2006)**



**Models: 2004-2006 Chevrolet Malibu/Maxx  
2005-2006 Pontiac G6  
with Electronic Power Steering (EPS)**

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### Condition

Some customers may comment on a knock, clunk or rattle type noise from the front of the vehicle when driven at low speeds and over bumps. The noise is most likely to occur when the steering wheel is straight ahead and sounds like it is in the suspension on the left side of the vehicle or directly in front of the driver. This noise will usually develop after 4828-8047 km (3000-5000 mi) on the vehicle.

### Cause

The noise may be generated during contact between the rack gear and the pinion gear. The EPS motor holds the pinion gear from rotating and the suspension input drives the rack gear into the pinion gear.

### Correction

1. Determine the source of the noise. Install chassis ears at the following locations:
  - sway bar link one side at a time
  - upper strut mount one side at a time
2. If the noise is coming from the upper strut mount or sway bar link, replace as necessary and retest.
3. If the noise is not coming from the stabilizer shaft links or struts, then the noise the customer is hearing is the rack gear and pinion gear contact. The steering gear should be replaced with the new part number gear listed below. Refer to the Power Steering Gear (EPS) Replacement procedure in SI.

## Part Information

Part Number	Description
15858368 (Base Gear)	Steering Gear Assembly
15858369 (Restricted Travel Gear) (Vehicles with 17" Wheels)	Steering Gear Assembly

## Warranty Information

For vehicles repaired under warranty, submit the appropriate published labor operation for the repair 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.



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VOLUNTARY  
TECHNICIAN  
CERTIFICATION

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Document ID# 1837885

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GENERAL MOTORS VEHICLE FINANCIAL SERVICES

Wednesday, August 09, 2006

Glenville WV

BBB Arbitration Decision - Trade

Subject: Repurchase of 2005 Pontiac G6  
VIN: 1G2ZG528654  
REF SR: 1-302381606 V-19390

Dear [REDACTED]

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN 1G2ZG528654 [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

For the Better Business Bureau, Pontiac will assist you into a replacement vehicle to keep you a satisfied Pontiac customer; Pontiac will assist you into a 2006 Pontiac G6, VIN 1G2ZG558664 [REDACTED]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 8/27/06	\$21,346.09
Plus upgrade	\$1,440.00
Plus taxes	\$172.00
Plus registration, tag, title fees	\$73.50
<b>Total Responsibility of Customer</b>	<b>\$23,031.59</b>

**\*\*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 866-822-6628 ext 2285 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

8/9/06

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

The requirements of the trade repurchase are as follows:

- ⇒ Vehicle Damage - vehicle is free from any structural damage or alterations, which impact its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ A "Power of Attorney" form - supplied by General Motors must be signed and notarized at the time of repurchase (used only for titling purposes).
- ⇒ An "Odometer Disclosure Statement" form - supplied by General Motors must be signed at the time of the repurchase.
- ⇒ Factory installed equipment - needs to be intact and functional.
- ⇒ Title - if no lien, a lien and clear title is provided at the time of repurchase.







~~CHEVROLET PONTAC BUICK~~ ~~Oldsmobile SATURN~~

- ⇒ Cash backs rebates or incentives- no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ Lending/Leasing Institution - this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

*Please return this signed document to fax number 866-802-6668 by Tuesday August 15, 2006*

Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603





**Case Number** PGM0650233  
**Name** [REDACTED]  
**City-State-Zip** Glenville, WV [REDACTED]  
**Phone #** [REDACTED]  
**Specialist** Lateshia Bland [lbland@cbbb.bbb.org](mailto:lbland@cbbb.bbb.org)  
**Start Date** 06/13/06  
**Close Date** 07/11/06  
**Days Elapsed** 28  
**Attorney**  
**Arbitrator** Ms. Darla L Davidson

## FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A01	05/25/2006	Cheryl Carey Ext 397
UPDATE	A13	06/06/2006	c-address
UPDATE	A13	06/06/2006	c-address
UPDATE	A13	06/12/2006	c-fax
UPDATE	A02	06/13/2006	Response Due Back by 06/20/06
UPDATE	A06	06/27/2006	Arbitration Scheduled for 11:00 on 07/12/06
UPDATE	A04	07/25/2006	Repair was accepted
UPDATE	A09	07/25/2006	Performance Due by 08/25/06

## Documents:

Please ONLY CLICK ONCE!

View Selected Documents

Select	Type	Description	Date
<input type="checkbox"/>	SET	Settlement Letter	08/04/06
<input type="checkbox"/>	SET	Settlement Letter	08/04/06
<input type="checkbox"/>	SET	Settlement Letter	07/25/06
<input type="checkbox"/>	noh	Notice of Hearing	06/27/06
<input type="checkbox"/>	m03	ATA To Manufacturer	06/27/06
<input type="checkbox"/>	als	Arbitrator Listing Sheet	06/27/06
<input type="checkbox"/>	als	Arbitrator Listing Sheet	06/27/06
<input type="checkbox"/>	opn	Opening Statements	06/27/06

<input type="checkbox"/>	sug	Suggested Hearing Format	06/27/06
<input type="checkbox"/>	sug	Suggested Hearing Format	06/27/06
<input type="checkbox"/>	opn	Opening Statements	06/27/06
<input type="checkbox"/>	sug	Suggested Hearing Format	06/27/06
<input type="checkbox"/>	opn	Opening Statements	06/27/06
<input type="checkbox"/>	sug	Suggested Hearing Format	06/27/06
<input type="checkbox"/>	map	Map to Hearing Site	06/27/06
<input type="checkbox"/>	ata	Agreement to Arbitrate	06/23/06
<input type="checkbox"/>	mrf	Manufacturer Response Form	06/13/06
<input type="checkbox"/>	m09	Updated CCF/Documentation Letter	06/13/06
<input type="checkbox"/>	csdoc	Customer's suprt docs	08/01/06
<input type="checkbox"/>	coth	Customer's other docs	06/13/06
<input type="checkbox"/>	veh	Vehicle Registration	06/13/06
<input type="checkbox"/>	csla	Customer's SLA	06/13/06
<input type="checkbox"/>	CCF	Customer Claim Form	06/13/06
<input type="checkbox"/>	m01	CCF To Manufacturer	05/25/06
<input type="checkbox"/>	ccf	Customer Claim Form	05/25/06
<input type="checkbox"/>	prgm	Program Summary	05/25/06

**Time Line:**

<b>Step Dated</b>	<b>Description</b>	<b>Dated By</b>
Not Yet Dated	Send Perf Verif Ltr	N/A
08/25/06	Promised Performance Date	lateshia
07/25/06	Send Settlement Letter	lateshia
07/11/06	Cust Accepts/Rejects Offer	richard
07/11/06	Adjustmnt Offered After ATA	richard
07/12/06	Go to Hrng/Dt M Makes Offer	richard
06/27/06	Send ATA/NOH to C,Mfr,Arb	cheryl
06/27/06	Enter Hrg/Inspect Info	cheryl
06/23/06	Date HSB Checklist Rcvd	cheryl
06/26/06	Cust Accepts/Rejects Offer	cheryl
06/23/06	Mrf Offered Adjustment	cheryl
06/23/06	Send HSB Checklist	cheryl

06/22/06	Draft ATA	cheryl
06/22/06	Contact C & Mfr/Sched Call	cheryl
06/21/06	Cust Accepts/Rejects Offer	cheryl
06/21/06	Mfr Offered Adjustment	cheryl
06/21/06	Call Manufacturer	cheryl
06/21/06	Call Customer	cheryl
06/13/06	Create/Send C36 Letter	samuel
06/13/06	Date Claim Opened	samuel
05/25/06	Claim Sent to Mfr	barbara
05/25/06	Date Claim Taken	barbara

**Reports:**[On-Line CRM Tickler](#)[Recent FTP Cases](#)[Closed Cases Report](#)[On-Line Tickler for Managers](#)[New On-Line Tickler for Managers](#)[Upcoming Hearings Schedule](#)

**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.**

August 4, 2006

Re: [REDACTED] vs Pontiac/GMC Division # PGM0650233 VIN: 1G2ZG528654 [REDACTED]

[REDACTED]  
GLENVILLE WV [REDACTED]

Dear [REDACTED]:

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Ms. Karen Nixon, on behalf of General Motors, and [REDACTED] consumer, have agreed to the following regarding [REDACTED] 2005 Pontiac G6. Ms. Nixon has offered repairs to the concerns raised in the Autoline claim. [REDACTED] will take the vehicle in for repairs. Should the repairs be successful, GM will offer a General Motors Protection Plan Value Guard with zero deductible and one month's reimbursement on the vehicle payment. If the problem does reoccur within the thirty day test drive, GM has agreed to voluntarily replace [REDACTED] vehicle under the terms of West Virginia Lemon Law. The repairs are to be completed within thirty days from the date of this letter. If a vehicle replacement occurs, this will be completed within 45 days of the customer supplying GM with the replacement vehicle vehicle identification number.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm 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 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Lateshia Bland at Extension 533

cc: Vanessa Bueno

WV199G (11/8G) Copyright © 1996

2006 G6 - GT SEDAN

27U CRIMSON RED

192 EBONY

ORDER NO. JGJWWN/TDC

STOCK NO.

VIN 1G2 ZH55 86 64

PONTIAC/GMC DIVISION

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48243-1114

VEHICLE INVOICE 20D19546041

\*\*\*\*\*16\*06126S

MODEL &amp; FACTORY OPTIONS

MSRP

INV AMT

RETAIL - STOCK

2ZH69 G6 - GT SEDAN

22555.00

20863.38

INVOICE 08/19/05

AP3 REMOTE VEHICLE STARTER SYSTEM

150.00

124.50

SHIPPED 08/19/05

FE9 50-STATE EMISSIONS

N/C

N/C

EXP I/T 08/26/05

FR9 AXLE RATIO 3.29

N/C

N/C

INT COM 08/26/05

LX9 ENGINE, 3.5L V6 SFI

N/C

N/C

PRC EFF 08/19/05

MX0 AUTOMATIC TRANSMISSION

0.00

0.00

KEYS G0139 G0139

PED PREMIUM VALUE PACKAGE INCLUDES 1550.00

1286.50

WFP-S QTR OPT-1

\* (4) 17" CHROMETECH WHEELS

BANK: UNITED BANK

\* AM/FM STEREO 6 DISC CD PLAYER

CHG-TO 06-126

(REPLACES STD/OPT/PKG RADIO)

\* SUNROOF, POWER TILT &amp; SLIDE

SHIP WT: 3438

HP: 32.9

R9N LEATHER PACKAGE:

1365.00

1132.95

GMS: 23378.73

\* LEATHER APPOINTED SEATING

SUPPLR: 24427.40

\* 6-WAY POWER DRIVER SEAT

MRM: 26795.00

\* HEATED FRONT SEATS

MEMO 1208.50

\* LEATHER WRAPPED STEERING WHL

\* STEERING WHEEL RADIO CONTROLS

\* LEATHER WRAPPED SHIFT KNOB

AND PARK BRAKE HANDLE

T43 SPOILER

225.00

186.75

U2K XM SATELITE RADIO - SERVICE

325.00

269.75

FEE EXTRA 1ST 3 MONTHS INCL.

VK3 LICENSE PLATE BRACKET, FRONT

N/C

N/C

1SZ PREMIUM PACKAGE DISCOUNT

500.00-

415.00-

TOTAL MODEL &amp; OPTIONS

25670.00

23448.83

ACT 231 23303.73

DESTINATION CHARGE

625.00

625.00

H/B 261 770.10

DEALER CO-OP ADVERTISING

128.35

ADV 261 128.35

TOTAL

26295.00

24202.18

PAY 310 24202.18

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT

23093.75

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

BALLARD'S CHEVROLET, OLDSMOBILE, PON