

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

December 3, 2010

(Redacted)  
(Redacted)  
Loyall, KY (Redacted)

Service Request: 1-396024929  
Customer Relationship Specialist: Felicia Williams

Dear (Redacted):

Pontiac is pleased to provide service coverage for the steering on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528254XXXXXX. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 26, 2011, or 100,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

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ATTENTION: DEALERSHIP SERVICE MANAGER  
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

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

RECEIVED

NOV 20 2006

(1)

G.R. WAGONER, JR.

11-14-06

Dear Sir,

I have A problem with your Company.

I've been A Loyal Gm Buyer For years. I bought A 2005 G6 Pontiac in March of '05; Around Nov. 05 we started to notice problems And very odd sounds. My wife And I don't have A lot, so we try to take care of what we get And watch what we buy. I'm disabled And my wife is A clerk At A Hospital.

I'll start where we bought this car, Johnny Watkins Gmc London, Ky. When I took this car back, because of A "recall"; we told the service manger of our concerns with this car. I've never been treated so bad by A dealer in my life And I'm 52 years young. What they couldn't fix or didn't want to try to fix they messed up other things in our car. They let me sit ALL day 2 times in their waiting Area, then they had enough nerve to Ask what they were suppose to do to my car, when they were the ones who called me to bring it in to be fixed. We started ALL this with 14,842 miles. I was so unhappy I called

(2)

G.M. And Reported ALL trouble I had at this dealer.

I reached A Mrs Rhonda Anderson At 866-790-5600 Ext 10692 Ref No. 1396024929. I told Mrs Anderson of my problem I was having, so she referred me to another dealer as close to home as possible which still was 30 miles one way.

The new dealer DAWKIN-POASE Pontiac Pineville, Ky worked on this car many times. The problem being the Sun Roof Leaks and makes wind noise and pops like its going to FALL out. The steering is terrible and my wife about wrecked because the car would not ~~star~~ turn around a curve. The service manager informed me they could do nothing for the SunRoof except move it from side to side, in other words the problem from one side to the other side. On my last visit to DAWKIN-POASE, they informed me they no longer had anyone to deal with the SunRoof.

ALL this time I kept in touch with Mrs Anderson. I informed her of

3)

the problem I had with Dawkin-Porze. Mrs Anderson set me up with A new dealership, FALLS GMC in Corbin, Ky.

This new dealer is About 80 miles one way. I made several trips to FALLS GMC body shop For the sunroof and talked to Tim McCullah service manager, he informed me that in his opinion the sunroof could not be fixed and ALL this time I'm still having steering problems.

I informed Mrs Anderson, what Tim McCullah told me. At this time she told me to call the BBB in my warranty book, which before she kept telling me to stay with her I was doing the right thing. Well come to find out if she lead me down the wrong path. The BBB informed me they could not help me because I had 26,000 miles.

Mrs Anderson knew of my mileage ALL the time. She then turn me over to Mrs V. Williams ext 11142 who has done nothing but lead me around.

4)

I blame the two Lady's For Leading down the wrong road.

I talked to Ky ATT General About this early on he told me to call the BBB And not to talk to Mrs Anderson. I which I had Lisitend to him. He now tells me to get A Lawyer And sue Gm. because I delt in good Faith And was Lied to.

The KyATT General told me to inform him of the outcome. I Asked that Gm Buy back this car and give back what I was due, so I could buy Another Gm CAR or truck. But Mrs WILLIAMS is Leading me Around by the nose now.

I've even had to Take the CAR back in Last week For the steering. They put A new Rack and pion. in the car. The SunRoof still Leaks And my warrenty runs out in About the 1st of the year, I have 30,000 on it now.

I have never asked For A CAR to drive, even though they gave me one At Dawkins Place.

5)

I have paid For all my gas & Food myself, And it has been tough At times.

Well sir I probley can't Afford A Lawyer To sue A big Company As yours, but I can Trade this piece of Junk your Company had made And I will never buy A Gm car or truck again.

I hope I can talk Any one I Know About to buy A Gm car out OF doing so. All I Asked Mrs Anderson ~~and~~ Mrs Williams to do was the right thing and we know what that was. I believe the BBB would have Ruled in my Favor if these women had not Lied to me, you have trained them well. Sir in closing the way I Feel About your Company is not very good And you have Lost A Loyal Gm Buyer and I hope many more. Maybe you should visit the White House some more and tell the President how your Company Likes to put to the Little guy.

6

In case Mr. Wagoner doesn't see this  
Letter, I Figure it's his Last not mine.

Thank you.

[REDACTED]

Loyally,

[REDACTED]

[REDACTED]

Ref No. 1396024929

P.S.

I've never missed or been Late  
on my Payments, but I bet IF I  
WAS they come calling me.

Even the people at the dealerships Feel  
For me and say that's why things are  
Falling For GM.



LOYALL, KY

SERVICE ADVISOR SUE ISAACS

ORIGINAL

# Johnny Watkins

BUICK-PONTIAC-GMC

2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838

GM CODES  
08004 PONTIAC  
08004 GMC  
61561 BUICK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09JAN06	10JAN06	P9075	1G2ZG528254				10JAN06	100250
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6		6	26MAR05	106	320
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14847	14847							

A RECALL 04088

CAUSE: PER RECALL 04088

Y0014 PER RECALL 04088

587 WP 0.20

FC: 96 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

(N/C)

COMPLETED RECALL

B CUSTOMER STATES: CK FOR POPPING NOISE WHEN  
WHEN DRIVING

SS SEE STORY

587 TB 1.00

(N/C)

TRY TO SECURE SUNROOF FRAME.

C CUSTOMER STATES: CK FOR POPPING NOISE WHEN  
TURNING WHEEL

CAUSE:

CND COULD NOT DUPLICATE CUSTOMER  
COMPLAINT.

587 WP 0.00

(N/C)

**SERVICE HOURS:**

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**PARTS HOURS:**

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**SALES HOURS:**

8:30 A.M. - 6:00 P.M.  
MONDAY - FRIDAY

9:00 A.M. - 5:00 P.M.  
SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

**IMPORTANT**

You may receive a customer satisfaction survey from General Motors in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please contact our Service Department immediately.  
Thank you,

Johnny Watkins Buick Pontiac  
GMC  
(606) 864-2218  
(800) 847-4838

**STATEMENT OF DISCLAIMER**

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

CUSTOMER SIGNATURE

X

**CARS COST THE SAME EVERYWHERE,  
BUT YOU'LL PAY LESS AT JOHNNY WATKINS.**

**[www.johnnywatkinsbuickpongmc.com](http://www.johnnywatkinsbuickpongmc.com)**  
**Email: [sales@johnnywatkinsbuickpongmc.com](mailto:sales@johnnywatkinsbuickpongmc.com)**

CUSTOMER COPY

LOYALL, KY

SERVICE ADVISOR SUE ISAACS

ORIGINAL

**Johnny Watkins**  
BUICK-PONTIAC-GMC2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838GM CODES  
08004 PONTIAC  
08004 GMC  
61561 BUICK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09JAN06	10JAN06	P9075	1G2ZG528254		T029		10JAN06	100250
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	106	320
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14847	14847							

D CUSTOMER STATES: CK FOR POPPING NOISE WHEN  
HEAT IS ON  
CAUSE:

SOP PART ON SPECIAL ORDER  
587 WP 0.00

(N/C)

**SERVICE HOURS:**

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**PARTS HOURS:**

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**SALES HOURS:**

8:30 A.M. - 6:00 P.M.  
MONDAY - FRIDAY

9:00 A.M. - 5:00 P.M.  
SATURDAY

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

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Thank you,

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**Email: [sales@johnnywatkinsbuickpongmc.com](mailto:sales@johnnywatkinsbuickpongmc.com)**

CUSTOMER COPY

LOYALL, KY

# Johnny Watkins

BUICK-PONTIAC-GMC

 2001 North Main Street  
 London, KY 40741 • 606-864-2218  
 1-800-847-4838

 GM CODES  
 08004 PONTIAC  
 08004 GMC  
 51561 BUICK

SERVICE ADVISOR TIM CHEEK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
17JAN06	17JAN06	P9075	1G2ZG528254		T174		17JAN06	100423
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	116	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15000	15000							

TECH.	TYPE	HOURS	QUANTITY	NET/UNIT	TOTAL
1	1051515 OPTIKLEEN	3.50	3.50		3.50
DONE.					
D** LOF (COUP)					
2P	LOF (COUP)				
7578	CC	0.50		12.00	12.00
1	25010792 OIL FLTR	6.00	6.00		6.00
5	12345616 OIL 10W30Q	1.70	1.70		8.50
DONE.					
E** ROTATE TIRES					
9	ROTATE TIRES				
7578	CC	0.30		15.00	15.00
DONE.					
F** CUSTOMER STATES PERFORM MAINTENANCE 1					
SERVICE					
SS SEE STORY					
7578	CC	0.20		9.00	9.00
COMPLETED.					
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER					1.80

**SERVICE HOURS:**

7:30 A.M. - 5:30 P.M.

MONDAY - FRIDAY

**PARTS HOURS:**

7:30 A.M. - 5:30 P.M.

MONDAY - FRIDAY

**SALES HOURS:**

8:30 A.M. - 6:00 P.M.

MONDAY - FRIDAY

9:00 A.M. - 5:00 P.M.

SATURDAY

**\*\* PRE-INVOICE \*\*****IMPORTANT**

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Thank you,

 Johnny Watkins Buick Pontiac  
 GMC

(606) 864-2218

(800) 847-4838

DESCRIPTION	TOTALS
LABOR AMOUNT	41.40
PARTS AMOUNT	18.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / SHOP SUPPLIES	1.80
TOTAL CHARGES	61.20
LESS DISCOUNT	18.45
SALES TAX	1.19
PLEASE PAY THIS AMOUNT	43.94

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CUSTOMER COPY

PO BOX  
LOYALL, KY

ORIGINAL

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BUICK-PONTIAC-GMC

2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838

GSA CODES  
08004 PONTIAC  
08004 GMC  
51561 BUICK

SERVICE ADVISOR TIM CHEEK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
17JAN06	17JAN06	P9075	1G2ZG528254				17JAN06	100423
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	116	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15000	15000							

A CUSTOMER STATES CHECK FOR POPPING NOISE IN  
HEATER AREA

CAUSE:

SS SEE STORY

7578 WB 0.00

(N/C)

(N/C)

1 6356 TAPE

FC:

PART#: 6356

COUNT: 1

CLAIM TYPE:

AUTH CODE:

B CUSTOMER STATES CHECK FOR POPPING NOISE IN  
SUN ROOF

CAUSE:

SS SEE STORY

7578 WB 0.00

(N/C)

C COURTESY CHECK

30 COURTESY CHECK

7578 CC 0.30

5.40

5.40

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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Thank you,

Johnny Watkins Buick Pontiac  
GMC  
(606) 864-2218  
(800) 847-4838



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7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

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7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

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CUSTOMER COPY

*Ronald Anderson*  
866-932-4368  
EX 38598

# Johnny Watkins

BUICK-PONTIAC-GMC

LOYALL, KY

SERVICE ADVISOR TIM CHEEK

2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838

GM CODES  
08004 PONTIAC  
08004 GMC  
51561 BUICK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
17JAN06	18JAN06	P9075	1G2ZG528254				18JAN06	100423
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	106	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15000	15000							

A CUSTOMER STATES CHECK FOR POPPING NOISE IN  
HEATER AREA

CAUSE: REPAIR PER BULLETIN #04-08-59-003A  
C2368 GRILLE, DEFROSTER OUTLET (ONE OR  
BOTH) - REPLACE

7578 WP 0.90  
1 6356 TAPE  
FC: 2W PART#: COUNT: 0  
CLAIM TYPE:  
AUTH CODE: E  
ON

(N/C)  
(N/C)

INSTALLED SQUEAK REDUCTION TAPE.  
B CUSTOMER STATES CHECK FOR POPPING NOISE IN  
SUN ROOF

CAUSE:  
SOP PART ON SPECIAL ORDER  
7578 WP 0.00

(N/C)

PARTS STILL ON ORDER.  
C COURTESY CHECK  
30 COURTESY CHECK



**SERVICE HOURS:**  
7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

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MONDAY - FRIDAY

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MONDAY - FRIDAY

9:00 A.M. - 5:00 P.M.  
SATURDAY

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contact our Service Department  
immediately.  
Thank you,

Johnny Watkins Buick Pontiac  
GMC  
(606) 864-2218  
(800) 847-4838

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	106	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15000	15000							

TECH.	TYPE	HOURS	LIST PRICE	NET QUOTE	TOTAL
7578	CC	0.30		5.40	5.40
1	1051515 OPTIKLEEN		3.50	3.50	3.50
,,, DONE.					
D** LOF(COUP)					
2P LOF(COUP)					
7578	CC	0.50		12.00	12.00
1	25010792 OIL FLTR		6.00	6.00	6.00
5	12345616 OIL10W30Q		1.70	1.70	8.50
,,, DONE.					
E** ROTATE TIRES					
9 ROTATE TIRES					
7578	CC	0.30		15.00	15.00
,,, DONE.					
F** CUSTOMER STATES PERFORM MAINTENANCE 1					
SERVICE					
SS SEE STORY					
7578	CC	0.20		9.00	9.00
,,, COMPLETED.					
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER					1.80

**SERVICE HOURS:**

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**PARTS HOURS:**

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

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8:30 A.M. - 6:00 P.M.  
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SATURDAY

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Thank you,

Johnny Watkins Buick Pontiac  
GMC  
(606) 864-2218  
(800) 847-4838

DESCRIPTION	TOTALS
LABOR AMOUNT	41.40
PARTS AMOUNT	18.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / SHOP SUPPLIES	1.80
TOTAL CHARGES	61.20
LESS DISCOUNT	18.45
SALES TAX	1.19
PLEASE PAY THIS AMOUNT	43.94

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CUSTOMER SIGNATURE

X

*Visa \$43.94 01/17/06 mw*  
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CUSTOMER COPY

LOYALL, KY

ORIGINAL

# Johnny Watkins

BUICK-PONTIAC-GMC

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London, KY 40741 • 606-864-2218  
1-800-847-4838

GM CODES  
08004 PONTIAC  
08004 GMC  
11661 BUICK

SERVICE ADVISOR TIM CHEEK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JAN06	06FEB06	P9075	1G2ZG528254				06FEB06	100640
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	106	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15908	15908							

A CUSTOMER STATES SUNLOAD SENSOR ON DASH FELL  
IN

CAUSE: FOUND SENSOR FELL INTO DASH.

C2205 COVER OR PLATE, INSTRUMENT TRIM  
PANEL ACCESSORY - REPLACE

7578 WP 0.50 (N/C)

1 12450120 SENSOR (N/C)

FC: 6C

PART#: 12450120

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

R & R WINDSHIELD POST & TRIM TO REINSTALL  
COVER. CLOSEST TO LABOR OP.

B CUSTOMER STATES SUNROOF LINER IS DIRTY  
CAUSE: FOUND HEADLINER STAINED.

C3128 HEADLINING ASSEMBLY ONE PIECE R&R  
OR REPLACE

7578 WP 1.80 (N/C)

1 22733127 F-PANEL (N/C)

FC: 6C



## SERVICE HOURS:

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

## PARTS HOURS:

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

## SALES HOURS:

8:30 A.M. - 6:00 P.M.  
MONDAY - FRIDAY

9:00 A.M. - 5:00 P.M.  
SATURDAY

**IMPORTANT**  
You may receive a customer satisfaction survey from General Motors in the next few weeks. If for any reason you cannot grade us as "Completely Satisfied" please contact our Service Department immediately.

Thank you,

Johnny Watkins Buick Pontiac  
GMC  
(606) 864-2218  
(800) 847-4838

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

X

**CARS COST THE SAME EVERYWHERE,  
BUT YOU'LL PAY LESS AT JOHNNY WATKINS.**

[www.johnnywatkinsbuickpongmc.com](http://www.johnnywatkinsbuickpongmc.com)  
Email: [sales@johnnywatkinsbuickpongmc.com](mailto:sales@johnnywatkinsbuickpongmc.com)

CUSTOMER COPY



**ORIGINAL**

**Johnny Watkins**  
BUICK-PONTIAC-GMC

2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838

GM CODES  
08004 PONTIAC  
08004 GMC  
51551 BUICK

SERVICE ADVISOR    TIM CHEEK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JAN06	06FEB06	P9075	1G2ZG528254 [REDACTED]	[REDACTED]	[REDACTED]		06FEB06	100640
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6	[REDACTED]		26MAR05	106	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15908	15908							

TECH.	TYPE	HOURS	LISTAUNIT	NETAUNIT	TOTAL
PART#: 22733127					
COUNT: 1					
CLAIM TYPE:					
AUTH CODE:					
VH					
Z7903 THREE DAY RENTAL.					
	7578	WP	0.00		(N/C)
FC: 98 PART#: COUNT: 0					
CLAIM TYPE:					
AUTH CODE:					
MJ					
SUBL RENTAL (THREE DAYS)					
		WP			(N/C)
FC: 98					
,,,,,REPLACED SUNROOF LINER AND RESECURED					
SUNROOF DRAINS. L2 THREE DAYS RENTAL.					
C CUSTOMER STATES STEERING MAKES CRACKING AND					
POPPING NOISE WHEN TURNING					
CND COULD NOT DUPLICATE CUSTOMER					
COMPLAINT.					
	7578	CC	0.00	0.00	0.00
D COURTESY CHECK					



**SERVICE HOURS:**  
7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**PARTS HOURS:**  
7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**SALES HOURS:**  
8:30 A.M. - 6:00 P.M.  
MONDAY - FRIDAY

9:00 A.M. - 5:00 P.M.  
SATURDAY

## IMPORTANT

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Thank you,

**Johnny Watkins Buick Pontiac  
GMC  
(606) 864-2218  
(800) 847-4838**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. / SHOP SUPPLIES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

## STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

**x**

***CARS COST THE SAME EVERYWHERE,  
BUT YOU'LL PAY LESS AT JOHNNY WATKINS.***

***www.johnnywatkinsbuickpongmc.com***

**Email: [sales@johnnywatkinsbuickpongmc.com](mailto:sales@johnnywatkinsbuickpongmc.com)**

**CUSTOMER COPY**



LOYALL, KY

ORIGINAL

# Johnny Watkins

BUICK-PONTIAC-GMC

2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838

GM CODES  
08004 PONTIAC  
08004 GMC  
51561 BUICK

SERVICE ADVISOR TIM CHEEK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JAN06	06FEB06	P9075	1G2ZG528254				06FEB06	100640
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	106	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15908	15908							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
30	COURTESY CHECK				
7578	CC	0.30		5.40	5.40
...., DONE.					
E** CUSTOMER STATES SUN ROOF POPPING					
SS SEE STORY					
7578	CC	0.00		0.00	0.00
...., SEE LINE B.					

**SERVICE HOURS:**

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**PARTS HOURS:**

7:30 A.M. - 5:30 P.M.  
MONDAY - FRIDAY

**SALES HOURS:**

8:30 A.M. - 6:00 P.M.  
MONDAY - FRIDAY

9:00 A.M. - 5:00 P.M.  
SATURDAY

**IMPORTANT**

You may receive a customer satisfaction survey from General Motors in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please contact our Service Department immediately.

Thank you,

Johnny Watkins Buick Pontiac  
GMC  
(606) 864-2218  
(800) 847-4838

DESCRIPTION	TOTALS
LABOR AMOUNT	5.40
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / SHOP SUPPLIES	0.00
TOTAL CHARGES	5.40
LESS DISCOUNT	5.40
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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**Email: [sales@johnnywatkinsbuickpongmc.com](mailto:sales@johnnywatkinsbuickpongmc.com)**

CUSTOMER COPY

# WORK ORDER

## DAWKINS-POAGE INC.

Log Mountain P.O. Box 1448 Pineville, KY 40977  
Phone 606-337-3002 800-318-3002  
Fax 606-337-3006

### SERVICE HISTORY

Park Location

R.O.	Mileage	Date	Type	Op Code	Description	Op Code	Description	Op Code	Description
19558	21168	052506	MW	B2780	SUNROOF				
19118	19968	042006	MW	E3917	STOP				
18824	18648	033006	MW	B2720	ALIGN	R0760	RADIO	Z7901	RENTAL

**ORIGINAL**

Service Advisor: TIM ROBERTS Salesman ID: SHOP Page: 1

Job #	Mileage	P.O. #	Cust ID	Phone	Del Date	Labor Rate	Veh	R.O. #	
0103	23944		CASH		00/00/0000	58.50		20103	
Vehicle ID #		Stock ID	Description			Pol.	License	Date In	X-Ref
1G2ZG528254			2005 PONT G6 SE1				NA	07/10/2006	
Estimate	Authorized Additions	Date	Time	Person	Phone	Phone When Ready	Time In	Date Promised	Time Promised
						000-000-0000	09:30	07/10/2006	17:00

\*\*\*\*\* DUPLICATE COPY \*\*\*\*\*

Mileage Out

Line	Type	Complaint	Tech	Skill
1	MW	CUST STATES-CHECK STEERING, HARD TO STEER AT TIMES & MAKES A POPPING & CLICKING NOISE AND PULLS TO THE LEFT		01
Cause: <i>Could not duplicate customer at this time</i>				
Correction:				
2	MW	CUST STATES-CHECK LEFT SIDE HEADLIGHT HAS MOISTER IN IT (PREV ORD PARTS)		01
Cause: <i>Replaced headlight</i>				
Correction:				
3	MW	CUST STATES-CHECK TRIM AROUND MAP LIGHTS FOR BEING LOOSE & CHECK TRIM AROUND LEFT SIDE OF BACK GLASS FOR BEING LOOSE		01
Cause: <i>Will Repair on next visit</i>				
Correction:				
4	MW	CUST STATES-CHECK WIND NOISE & WATER LEAK AROUND SUNROOF		01
Cause: <i>Will Repair on next visit</i>				
Correction:				
5	MW	RENTAL UNIT (ENTERPRISE)		01
Cause: <i>No charge to customer</i>				
Correction:				

#### DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of said products.

"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance."

Supplies - An environmental charge equivalent to 4% of the total labor charge with a maximum of \$10.00 is included for recycling of waste supplies used on your vehicle.

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

Signed By **X**

LEE MOTORS  
10/16/2006

SERVICE HISTORY INQUIRY

SHBINQPR  
vB.0.5

VEHICLE ID

Vin: 1G2ZG528254  
Lic: NA  
Desc: 2005 PONT G6 SE1  
Eml:

CUSTOMER INFO

Phone Number:

Service Letter:

Slm Id: SHOP  
Del/Dte:00/00/0000  
Policy:  
Pol No:

Ro No	Ro Date	Mileage	Line	Type	Tech	Oper/Code	Description
20103	07/10/2006	23944	01	MC			
			02	MW	10	B7291	LAMP
			03	MC			
			04	MW			
			05	MW		Z7903	RENT
19558	05/25/2006	21168	01	MW	11	B2780	SUNROOF
			02	MC			
19118	04/20/2006	19968	01	MW	07	E3917	STOP
18824	03/30/2006	18648	01	MW	18	B2720	ALIGN
			02	MW	10	R0760	RADIO
			03	MC			
			04	MW		Z7901	RENTAL

# FALLS . CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904

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Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

**ORIGINAL**

CUSTOMER NO. <b>734446</b>	ADVISOR <b>BRENDA</b>	2274	TAG NO.	INVOICE DATE <b>11/06/06</b>	INVOICE NO. <b>CVCS10610</b>
	LABOR RATE <b>60.00</b>	LICENSE NO.	MILEAGE <b>28,832</b>	COLOR <b>WHITE/</b>	STOCK NO.
<b>LOYALL, KY</b>	YEAR / MAKE / MODEL <b>05/PONTIAC/G6</b>			DELIVERY DATE <b>03/26/05</b>	DELIVERY MILES
	VEHICLE ID. NO. <b>1 G 2 Z G 5 2 8 2 5 4</b>			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>10/23/06</b>		
	BUSINESS PHONE	COMMENTS			<b>MO: 28832</b>

<b>LABOR &amp; PARTS</b>		<b>WARRANTY</b>	
<b>JOB # 1 45CVZ</b> STEERING/SUSPENSION HOURS: TECH(S):6782 NP-CUSTOMER STATES POPPING IN FRONT END WHEN BACKING OR TURNING			
<b>PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----</b>			
<b>JOB # 1 1 15858368 GEAR 6.508</b>			
<b>JOB # 1 TOTAL PARTS</b>		<b>0.00</b>	
<b>JOB # 1 TOTAL LABOR &amp; PARTS</b>		<b>0.00</b>	
<b>TOTALS-----</b>			
*****		TOTAL LABOR.... 0.00	
* [ ] CASH [ ] CHECK CK NO. [ ] *		TOTAL PARTS.... 0.00	
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *		TOTAL SUBLET... 0.00	
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *		TOTAL G.O.G.... 0.00	
*****		TOTAL MISC CHG. 0.00	
		TOTAL MISC DISC 0.00	
		TOTAL TAX..... 0.00	
		<b>TOTAL INVOICE \$ 0.00</b>	

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

# FALLS . CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904

CVCS10339

CVCS10339

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ORIGINAL

CUSTOMER NO. <b>734446</b>	ADVISOR <b>BRAD</b>	TAG NO. <b>1005</b>	INVOICE DATE <b>09/27/06</b>	INVOICE NO. <b>CVCS10339</b>
LOYALL, KY	LABOR RATE <b>60.00</b>	LICENSE NO.	MILEAGE <b>26,470</b>	COLOR <b>WHITE/</b>
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6</b>			DELIVERY DATE <b>03/26/05</b>
	VEHICLE ID. NO. <b>1G2ZG528254</b>			SELLING DEALER NO.
	F. T. E. NO.			P. O. NO.
BUSINESS PHONE	COMMENTS			MO: 26471

LABOR & PARTS  
J# 1 60CVZ INTERIOR TRIM HOURS: TECH(S):1005 WARRANTY  
CUST STATES SUN ROOF SHADE BOWES UP WHEN IN USE  
VERIFY CONCERN SHADE IN SUNROOF ASSY RETRACT WITH GLASS RPL  
SHADE RECK OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15276293	SUNSHADE 10.203		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 45CVZ STEERING/SUSPENSION HOURS: TECH(S):1005 WARRANTY  
CUST STATES STEERING GETS TIGHT , DOES NOT FEEL RIGHT

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

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	M37245	000903	09/26/06	R&R SUNSHADE	
				TOTAL - SUBLET	0.00

TOTALS

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

LCS-SER-IN

# FALLS. CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904

CVWS10189

CVWS10189

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**ORIGINAL**

CUSTOMER NO. <b>734446</b>	ADVISOR <b>BRENDA</b>	TAG NO. <b>2274</b>	INVOICE DATE <b>09/17/06</b>	INVOICE NO. <b>CVWS10189</b>
LOYALL, KY	LABOR RATE <b>62.29</b>	LICENSE NO.	MILEAGE <b>25,270</b>	COLOR <b>WHITE/</b>
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6</b>		DELIVERY DATE <b>03/26/05</b>	STOCK NO.
	VEHICLE ID NO. <b>1G2ZG528254</b>		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/01/06</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			MO: 25275

**LABOR & PARTS**  
J# 1 52CVZ TRIM ELECTRICAL HOURS: TECH(S):1005 0.00  
OJ-CUSTOMER STATES SUNROOF WILL NOT CLOSE  
R & I PANELS THAT HOLD HEADLINER R & I HEADLINER R & I GLASS  
IN SUNROOF TRACK ASSY RPL TEST DRIVE HAD TO ADJUST GLASS

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE		
JOB # 1	1		22731428	MODULE 12.810	560.00	560.00	784.00	784.00	
JOB # 1	0		15276293	SUNSHADE 10.203	106.33	0.00	148.86	0.00	
** QUANTITY 1 IS SPECIAL ORDERED **									
JOB # 1 COST TOTAL					560.00				
JOB # 1 TOTAL PARTS									784.00
JOB # 1 TOTAL LABOR & PARTS									784.00

**SUBLET** PO# VEND INV# INV DATE DESCRIPTION  
JOB # 1 M36966 000871 09/01/06 SUNROOF LEAK REPLACEMENT 205.56  
TOTAL - SUBLET 205.56  
R/O TAX 0.00  
R/O TOTALS 989.56

## WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL....  
10189 989.56  
CLAIM TOTALS 989.56

APPROVED BY SIGNATURE

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.261  
09/17/2006 WARRANTY NEW CLAIM  
2052  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
010189 09/01/2006 1G2ZG528254 6 09633 25270  
CUSTOMER NAME: FIRST: MIDDLE:  
LAST: PHONE:WORK: HOME:  
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 OJ 1 22731428 784.00 6C C3128 1.8 1.5 205.56  
LN-TOT: 989.56 TECH SSN: AUTH CODE: E AUTH. AUTHOR.: 0090  
COMMENTS: EXTRA TIME TO DIAG LEAK AND GAIN ACCESS TO SUNROOF TRACK ASSY  
COMMENT ROUTING CODE: H

R.O. TOTAL: 989.56

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

LCS-SER-INV

# FALLS. CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904

CVWS10339

CVWS10339

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**ORIGINAL**

CUSTOMER NO. <b>734446</b>	ADVISOR <b>BRAD</b>	TAG NO. <b>1005</b>	INVOICE DATE <b>09/28/06</b>	INVOICE NO. <b>CVWS10339</b>
LOYALL, KY	LABOR RATE <b>62.29</b>	LICENSE NO.	MILEAGE <b>26,470</b>	COLOR <b>WHITE/</b>
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6</b>			DELIVERY DATE <b>03/26/05</b>
	VEHICLE ID. NO. <b>1G2ZG528254</b>			SELLING DEALER NO.
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>09/19/06</b>	PRODUCTION DATE
BUSINESS PHONE	COMMENTS			MO: 26471

**LABOR & PARTS**

J# 1 60CVZ INTERIOR TRIM HOURS: TECH(S):1005 0.00  
CUST STATES SUN ROOF SHADE BOWES UP WHEN IN USE  
VERIFY CONCERN SHADE IN SUNROOF ASSY RETRACT WITH GLASS RPL  
SHADE RECK OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1		15276293	SUNSHADE 10.203	106.33	106.33	148.86
JOB # 1 COST TOTAL					106.33		
JOB # 1 TOTAL PARTS							148.86
JOB # 1 TOTAL LABOR & PARTS							148.86

J# 2 45CVZ STEERING/SUSPENSION HOURS: TECH(S):1005 0.00  
CUST STATES STEERING GETS TIGHT , DOES NOT FEEL RIGHT  
JOB # 2 TOTAL LABOR & PARTS

**SUBLET**

PO#	VEND	INV#	INV. DATE	DESCRIPTION	
JOB # 1	M37245	000903	09/26/06	R&R SUNSHADE	105.89
TOTAL - SUBLET					105.89
R/O TAX					0.00
R/O TOTALS					254.75

## WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
10339	254.75
CLAIM TOTALS	254.75

APPROVED BY SIGNATURE

## DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.346  
09/28/2006 WARRANTY NEW CLAIM  
1814

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE	ADVISOR #
010339	09/19/2006	1G2ZG528254	6	09633	26470		

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

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OF	1		15276293	148.86	6C	B2900	1.7			105.89
LN-TOT:					254.75	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		

R.O. TOTAL: 254.75

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

LCS-SER-INV

# FALLS. CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904

**DISCLAIMER OF WARRANTIES** - Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service.  
Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit or income, or any other incidental damages.

ORIGINAL

CUSTOMER NO. <b>734446</b>	ADVISOR <b>BRAD</b>	TAG NO. <b>1005</b>	INVOICE DATE <b>09/28/06</b>	INVOICE NO. <b>CVWS10339</b>
	LABOR RATE <b>62.29</b>	LICENSE NO.	MILEAGE <b>26,470</b>	COLOR <b>WHITE</b>
LOYALL, KY	YEAR / MAKE / MODEL <b>05/PONTIAC/G6</b>		DELIVERY DATE <b>03/26/05</b>	DELIVERY MILES
	VEHICLE ID. NO. <b>1 G 2 Z G 5 2 8 2 5 4</b>		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE <b>09/19/06</b>	
	BUSINESS PHONE	COMMENTS	MO: 26471	

LABOR & PARTS  
J# 1 60CVZ INTERIOR TRIM HOURS: TECH(S):1005 0.00  
CUST STATES SUN ROOF SHADE BOWES UP WHEN IN USE  
VERIFY CONCERN SHADE IN SUNROOF ASSY RETRACT WITH GLASS RPL  
SHADE RECK OK  
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----U/COST--E/COST--U/PRICE  
JOB # 1 1 15276293 SUNSHADE 10.203 106.33 106.33 148.86 148.86  
JOB # 1 COST TOTAL 106.33  
JOB # 1 TOTAL PARTS 148.86  
JOB # 1 TOTAL LABOR & PARTS 148.86

J# 2 45CVZ STEERING/SUSPENSION HOURS: TECH(S):1005  
CUST STATES STEERING GETS TIGHT , DOES NOT FEEL RIGHT  
JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
JOB # 1 M37245 000903 09/26/06 R&R SUNSHADE 105.89  
TOTAL - SUBLET 105.89  
R/O TAX 0.00  
R/O TOTALS 254.75

## WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL....  
10339 254.75  
CLAIM TOTALS 254.75

APPROVED BY SIGNATURE

## DCS AUDIT SLIP-----

DCS DATA FILE: GMGMWF.346  
09/28/2006 WARRANTY NEW CLAIM  
1814  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
010339 09/19/2006 1G2ZG528254 6 09633 26470  
CUSTOMER NAME: FIRST: MIDDLE:  
LAST: PHONE:WORK: HOME:  
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 OF 1 15276293 148.86 6C B2900 1.7 105.89  
LN-TOT: 254.75 TECH SSN: AUTH CODE: AUTH. AUTHOR.:  
R.O. TOTAL: 254.75

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

LCSER-INV





## ODOMETER DISCLOSURE STATEMENT

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

I, [REDACTED]

(transferor's name, Print)

state that the odometer now reads [REDACTED] (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
[REDACTED]	[REDACTED]	[REDACTED]
VEHICLE IDENTIFICATION NUMBER		YEAR
[REDACTED]		[REDACTED]

X

TRANSFEROR'S SIGNATURE

PRINTED NAME

TRANSFEROR'S ADDRESS (STREET)

CITY

STATE

ZIP CODE

DATE OF STATEMENT

X

TRANSFEEE'S SIGNATURE

PRINTED NAME

TRANSFEEE'S NAME

TRANSFEEE'S ADDRESS (STREET)

CITY

STATE

ZIP CODE

# FALLS CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904  
(800) 566-5669

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/01/06	10189	25270	2274	1005	W	52CVZ	TRIM ELECTRICAL

## SERVICE

SALESPERSON NO.

VEHICLE ID. NO. <b>1G2ZG528254</b>		YEAR / MAKE / MODEL <b>05 / PONTIAC / G6</b>		STOCK NO.	LICENSE NO.	R. O. NO. <b>10339</b>
CUSTOMER NO. <b>[REDACTED]</b>		SERVICE CONTRACT		DELIVERY DATE <b>03/26/05</b>	DELIVERY MILES	SELLING DEALER NO.
COLOR <b>WHITE /</b>		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO <b>CVZZ</b>		W / MC	AIR COND.	P. S.	TRANS	MILEAGE <b>26,470</b>
RESIDENCE PHONE <b>[REDACTED]</b>		TIME RECEIVED <b>10:38am</b>		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		<b>NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.</b>
BUSINESS PHONE <b>[REDACTED]</b>		LABOR RATE <b>60.00</b>		ADVISOR NO. <b>1005</b>		
DATE / TIME PROMISED <b>09/19/06 08:00pm</b>		PRIORITY		PRODUCTION DATE		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: BRAD		X		

## LABOR INSTRUCTIONS

JOB	1	W 60CVZ	INTERIOR TRIM
			CUST STATES SUN ROOF SHADE BOWES UP WHEN IN USE
			<i>Body Shop</i>
	2	W 45CVZ	STEERING/SUSPENSION
			CUST STATES STEERING GETS TIGHT, DOES NOT FEEL RIGHT
			<i>B/S 1.7 \$105.89</i>

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ030	30000 MILE SERVICE	MO	

CUSTOMER REQUESTS WRITTEN ESTIMATE \_\_\_\_\_

OR ORAL ESTIMATE \_\_\_\_\_

CUSTOMER DOES NOT REQUEST ESTIMATE \_\_\_\_\_

ORIGINAL EST \$ _____	CUSTOMER'S ACCEPTANCE _____	AUTHORIZED ADDITIONS \$ _____	DATE _____ TIME _____ BY _____
--------------------------	--------------------------------	----------------------------------	--------------------------------------

☐ CASH / CHECK

☐ CREDIT CARD

☐ CHARGE

PO# \_\_\_\_\_ AUTHORIZED BY \_\_\_\_\_

SB#2 test glove w/4  
cust and could not deliver

R&I headliner R&R shade in service/assy.  
it retracts with glass.

# FALLS

## CHEVROLET-CADILLAC

## PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904

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CUSTOMER NO. <b>734446</b>	ADVISOR <b>BRAD</b>	TAG NO. <b>1005</b>	INVOICE DATE <b>09/28/06</b>	INVOICE NO. <b>CVWS10339</b>
LOYALL, KY	LABOR RATE <b>62.29</b>	LICENSE NO.	MILEAGE <b>26,470</b>	COLOR <b>WHITE/</b>
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6</b>		DELIVERY DATE <b>03/26/05</b>	DELIVERY MILES
	VEHICLE ID. NO. <b>1 G 2 Z G 5 2 8 2 5 4</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>09/19/06</b>
BUSINESS PHONE	COMMENTS <b>MO: 26471</b>			

**LABOR & PARTS**  
J# 1 60CVZ INTERIOR TRIM HOURS: TECH(S):1005 0.00  
CUST STATES SUN ROOF SHADE BOWES UP WHEN IN USE  
VERIFY CONCERN SHADE IN SUNROOF ASSY RETRACT WITH GLASS RPL  
SHADE RECK OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15276293	SUNSHADE 10.203	106.33	106.33	148.86	148.86
JOB # 1 COST TOTAL				106.33			
JOB # 1 TOTAL PARTS							148.86
JOB # 1 TOTAL LABOR & PARTS							148.86

J# 2 45CVZ STEERING/SUSPENSION HOURS: TECH(S):1005  
CUST STATES STEERING GETS TIGHT . DOES NOT FEEL RIGHT  
JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 1	M37245	000903	09/26/06	R&R SUNSHADE	105.89
TOTAL - SUBLET					105.89
R/O TAX					0.00
R/O TOTALS					254.75

### WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
10339	254.75
CLAIM TOTALS	254.75

**OCT - 3 PAID**

APPROVED BY SIGNATURE

### DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.346  
09/28/2006 WARRANTY NEW CLAIM  
1814  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
010339 09/19/2006 1G2ZG528254 6 09633 26470

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

LN	JOB	CT	CC	PC	PART-NO	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT	LAB-TOT
1	01	OF	1		15276293	148.86	6C	B2900	1.7			105.89
LN-TOT:					254.75	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		
R.O. TOTAL: 254.75												

# FALLS CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904  
(800) 566-5669

DATE	REPAIR ORDER	MLEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

## SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1G2ZG528254		YEAR / MAKE / MODEL 05 / PONTIAC / G6		STOCK NO.	LICENSE NO.	R. O. NO. 10189
CUSTOMER NO. [REDACTED]		SERVICE CONTRACT		DELIVERY DATE 03/26/05	DELIVERY MILES	SELLING DEALER NO.
COLOR WHITE /		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO CVZZ		M / MC	AIR COND.	P. S.	TRANS	MILEAGE 25,270
RESIDENCE PHONE [REDACTED]		TIME RECEIVED 10:56am		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.		
BUSINESS PHONE		LABOR RATE 60.00		NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.		
DATE / TIME PROMISED 09/01/06 08:00pm		PRIORITY		APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Advisor: BRENDA		X				

JOB

## LABOR INSTRUCTIONS

1 W 52CVZ TRIM ELECTRICAL  
OJ-CUSTOMER STATES SUNROOF WILL NOT CLOSE

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ030	30000 MILE SERVICE	MO	

CUSTOMER REQUESTS WRITTEN ESTIMATE \_\_\_\_\_  
OR ORAL ESTIMATE \_\_\_\_\_  
CUSTOMER DOES NOT REQUEST ESTIMATE \_\_\_\_\_

ORIGINAL EST \$ _____	CUSTOMER'S ACCEPTANCE _____	AUTHORIZED ADDITIONS \$ _____	DATE _____ TIME _____ BY _____
--------------------------	--------------------------------	----------------------------------	--------------------------------------

☐ CASH / CHECK ☐ CREDIT CARD ☐ CHARGE

PO# \_\_\_\_\_ AUTHORIZED BY \_\_\_\_\_

R+1 int panels that holds headliner

R+1 headliner

R+1 glass in sunroof.

R+K sunroof track assembly.

then we test door sec. had to adjust glass for  
air leak. retest door with ~~cost~~ to ~~make~~ make  
sure the roof prop + no air leaks.

STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO.	TIME	OFF	10
				OPER. NO. 66 white		ON	
				EMP. NO.			
STRAIGHT TIME (HOURS)		FLAT RATE		R/O NO.	TIME	OFF	9
				OPER. NO. 66 white		ON	
				EMP. NO.			

# FALLS

## CHEVROLET-CADILLAC

## PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904

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CUSTOMER NO.	734446		ADVISOR	BRENDA		TAG NO.	2274		INVOICE DATE	09/17/06		INVOICE NO.	CVWS10189	
			LABOR RATE	62.29		LICENSE NO.			MILEAGE	25,270		COLOR	WHITE/	
			YEAR / MAKE / MODEL	05/PONTIAC/G6					DELIVERY DATE	03/26/05		STOCK NO.		
LOYALL, KY			VEHICLE ID. NO.	1 G 2 Z G 5 2 8 2 5 4					SELLING DEALER NO.			DELIVERY MILES		
			F.T.E. NO.			P.O. NO.			R.O. DATE	09/01/06		PRODUCTION DATE		
			BUSINESS PHONE			COMMENTS			MO: 25275					

LABOR & PARTS  
#1 52CVZ TRIM ELECTRICAL HOURS: TECH(S):1005 0.00  
OJ-CUSTOMER STATES SUNROOF WILL NOT CLOSE  
R & I PANELS THAT HOLD HEADLINER R & I HEADLINER R & I GLASS  
IN SUNROOF TRACK ASSY RPL TEST DRIVE HAD TO ADJUST GLASS  
ARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----U/COST-----E/COST-----U/PRICE  
JB # 1 1 22731428 MODULE 12.810 560.00 560.00 784.00  
JB # 1 0 15276293 SUNSHADE 10.203 106.33 0.00 148.86 0.00  
\*\* QUANTITY 1 IS SPECIAL ORDERED \*\*  
JOB # 1 COST TOTAL 560.00  
JOB # 1 TOTAL PARTS 784.00  
JOB # 1 TOTAL LABOR & PARTS 784.00

JBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
JB # 1 M36966 000871 09/01/06 SUNROOF LEAK REPLACEMENT 205.56  
TOTAL - SUBLET 205.56  
R/O TAX 0.00  
R/O TOTALS 989.56

### WARRANTY CLAIM DETAIL TOTALS

LAIM#-----TOTAL-----  
0189 989.56  
LAIM TOTALS 989.56

APPROVED BY SIGNATURE

### CS AUDIT SLIP

DCS DATA FILE: GMGMWF.261  
09/17/2006 WARRANTY NEW CLAIM  
2052  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
010189 09/01/2006 1G2ZG528254 6 09633 25270

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

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 OJ 1 22731428 784.00 6C C3128 1.8 1.5 205.56  
LN-TOT: 989.56 TECH SSN: AUTH CODE: E AUTH. AUTHOR: 0090  
COMMENTS: EXTRA TIME TO DIAG LEAK AND GAIN ACCESS TO SUNROOF TRACK ASSY  
COMMENT ROUTING CODE: H

R.O. TOTAL: 989.56

SEP 29 PAID



# FALLS CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904  
(800) 566-5669

SERVICE HISTORY							
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/19/06	10339	26470	1005	1005	W	60CVZ	INTERIOR TRIM
				1005	W	45CVZ	STEERING/SUSPENSION
09/01/06	10189	25270	2274	1005	W	52CVZ	TRIM ELECTRICAL

## SERVICE

SALESPERSON NO.

VEHICLE ID. NO. <b>1G2ZG528254</b>		YEAR / MAKE / MODEL <b>05 / PONTIAC / G6</b>		STOCK NO.	LICENSE NO.	R. O. NO. <b>10610</b>
CUSTOMER NO. <b>[REDACTED]</b>		SERVICE CONTRACT <b>[REDACTED]</b>		DELIVERY DATE <b>03/26/05</b>	DELIVERY MILES	SELLING DEALER NO.
COLOR <b>WHITE /</b>		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.
TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE <b>28,832</b>	ADVISOR NO. <b>2274</b>
RESIDENCE PHONE <b>[REDACTED]</b>		TIME RECEIVED <b>09:18am</b>		<p>I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.</p> <p><b>NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.</b></p>		
BUSINESS PHONE <b>[REDACTED]</b>		LABOR RATE <b>60.00</b>				
DATE / TIME PROMISED <b>10/23/06 08:00pm</b>		PRIORITY				
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: <b>BRENDA</b>				

## JOB LABOR INSTRUCTIONS

1 **W \* 45CVZ STEERING/SUSPENSION**  
**NP-CUSTOMER STATES POPPING IN FRONT END WHEN BACKING OR TURNING**

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ030	30000 MILE SERVICE	MI	

CUSTOMER REQUESTS WRITTEN ESTIMATE \_\_\_\_\_

OR ORAL ESTIMATE \_\_\_\_\_

CUSTOMER DOES NOT REQUEST ESTIMATE \_\_\_\_\_

ORIGINAL EST	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
\$ _____	_____	\$ _____	_____
			TIME _____
			BY _____

☐ CASH / CHECK ☐ CREDIT CARD ☐ CHARGE

PO# \_\_\_\_\_ AUTHORIZED BY \_\_\_\_\_

Found that Steering gear needs replaced

Replaced Steering gear, drove vehicle  
Popping noise is gone at this time

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
Elvin Smith		10610 OPER. NO. 6 EMP. NO. 6782		E 12 34
				ON E 11 48

# FALLS

## CHEVROLET-CADILLAC

## PONTIAC-BUICK-GMC

1515-18<sup>th</sup> St.  
Corbin, Kentucky 40701  
Phone: (606) 528-1904

CVCS10610

CVCS10610

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CUSTOMER NO.	734446	ADVISOR	BRENDA	2274	TAG NO.		INVOICE DATE	11/06/06	INVOICE NO.	CVCS10610
		LABOR RATE	60.00	LICENSE NO.		MILEAGE	28,832	COLOR	WHITE/	STOCK NO.
		YEAR / MAKE / MODEL	05/PONTIAC/G6				DELIVERY DATE	03/26/05	DELIVERY MILES	
		VEHICLE ID NO.	1 G 2 Z G 5 2 8 2 5 4				SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.	10/23/06		
		BUSINESS PHONE					COMMENTS	MO: 28832		

LABOR & PARTS		STEERING/SUSPENSION HOURS: TECH(S):6782		WARRANTY	
# 1 45CVZ		NP-CUSTOMER STATES POPPING IN FRONT END WHEN BACKING OR TURNING			
PARTS	-QTY-	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858368	GEAR 6.508		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
TOTALS					
*****					
* [ ] CASH [ ] CHECK CK NO. [ ] * * [ ] VISA [ ] MASTERCARD [ ] DISCOVER * * [ ] AMER XPRESS [ ] OTHER [ ] CHARGE * *****					
				TOTAL LABOR....	0.00
				TOTAL PARTS....	0.00
				TOTAL SUBLET....	0.00
				TOTAL G.O.G....	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX.....	0.00
				<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** (Redacted)      **Request #:** 1-396024929**BBB#:** PGM0663985

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)	\$28235.53
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$23850
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$4385.53

Trade Allowance (from dealer Bill of Sale)	\$14121.45
Actual Cash Value Statement	\$13121.45
Difference (if positive, this is the overallowance)	\$1000

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$13121.45
Actual Cash Value Statement	\$8100
Difference (if positive, this is the negative equity )	\$5021.45

<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.)	\$28235.53
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$2000

Overallowance and/or Negative Equity minus	\$5021.45
Actual price of Vehicle that should be presented to BBB for ATA	\$23214.08

# Johnny Watkins

## Buick Pontiac GMC

2001 North Main Street  
London, KY 40741

www.JohnnyWatkins.Com  
email: jwgmbp@yahoo.com

Phone: 606-864-2218  
Office Fax: 606-864-7712

Bulck Dealer Code: 51561  
Pontiac-GMC Dealer Code: 08004

////////////////////////////////////

To: Felisha Williams  
General Motors

Fax: \_\_\_\_\_ Phone: \_\_\_\_\_

From: Joanie Muncy

Date: 11-2-06 Total Pages Including Cover: 20

Message: Per your request

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

PAGE 1

# Johnny Watkins

## BUICK-PONTIAC-GMC

2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838

GM CODES  
00004 PONTIAC  
00004 GMC  
01001 BUICK

SERVICE ADVISOR TIM CHEEK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
17JAN06	18JAN06	P9075	1G2ZG528254				18JAN06	100423
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	B/A
		05	PONTIAC G6			26MAR05	106	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15000	15000							

A CUSTOMER STATES CHECK FOR POPPING NOISE IN  
HEATER AREA

CAUSE: REPAIR PER BULLETIN #04-08-59-003A  
C2368 GRILLE, DEFROSTER OUTLET (ONE OR  
BOTH) - REPLACE

7578 WP 0.90

1 6356 TAPE

PC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: E

ON

(N/C)

1620

5315

(N/C)

2202

3083

0

2202

3083

TPARTS

1620

5315

TLABOR

...., INSTALLED SQUEAK REDUCTION TAPE.

B CUSTOMER STATES CHECK FOR POPPING NOISE IN  
SUN ROOF

CAUSE:

SOP PART ON SPECIAL ORDER

7578 WP 0.00

(N/C)

0

0

0

0

TPARTS

0

0

TLABOR

...., PARTS STILL ON ORDER.

C COURTESY CHECK

30 COURTESY CHECK

DESCRIPTION	TOTALS	STATEMENT OF DISCLAIMER	
LABOR AMOUNT		<p>The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.</p>	
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MISC. / SHOP SUPPLIES			
TOTAL CHARGES			
LESS DISCOUNT			
SALES TAX		<p>CUSTOMER SIGNATURE</p> <p>X</p>	
PLEASE PAY THIS AMOUNT			

FILE COPY





SHOWN ABOVE ARE THE MOST RECENT  
SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 15000

BASED ON THE CURRENT MILEAGE  
OF YOUR VEHICLE, THE MANUFACTURER  
RECOMMENDS THAT THE  
SERVICES MARKED WITH AN 'X'  
BE PERFORMED NOW.

**Johnny Watkins**  
BUICK-PONTIAC-GMC

2001 North Main Street - London, KY 40741 - 606-864-2218

**DISCLAIMER OF WARRANTIES**  
The seller, JOHNNY WATKINS BUICK-PONTIAC-GMC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOHNNY WATKINS BUICK-PONTIAC-GMC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

CUST. NO. 06065734446		STOCK NO. P9075		TAG NO. T174		COLOR WHITE		PAGE 1 OF 1	
DATE 17JAN2006		VEHICLE IDENTIFICATION NUMBER 1G2ZG528254		MILEAGE 15000		DELIVER DATE 26MAR05		LICENSE NUMBER	
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input type="checkbox"/> M/C <input type="checkbox"/> AMEX <input type="checkbox"/> OTHER		NAME		YEAR 05		MAKE AND MODEL PONTIAC G6		WRITTEN BY / PO NUMBER 305 100423	
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss of 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 in parts shipments by the supplier caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described in order to inspect the same for the purpose of testing and/or repair. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. In the event of my default in payment of my bill, I shall be responsible for cost of collection including reasonable attorney fees. I hereby waive my right to a written estimate of the extent, nature and cost of the services to be provided. <input type="checkbox"/> PRELIMINARY ESTIMATE \$		ADDRESS		CITY/STATE/ZIP LOYALL KY		TIME PROMISED ** WALTER **			
AUTHORIZED BY: X		E 1/4 1/2 3/4 F		BILL TO:		HOME PHONE 606-573-4446			
REVISED ESTIMATE (1) \$		DATE		TIME		BY		P.O. NO.	
REVISED ESTIMATE (2) \$		ENGINE NO.		TRANSM. NO.		AXLE NO.		PROD. DATE	
HEREBY ACKNOWLEDGE								LABOR RATE	

LINE	OF CODE	LABOR INSTRUCTIONS AND DESCRIPTION	METHOD OF PAYMENT	CASH
A	DN	CUSTOMER STATES CHECK FOR POPPING NOISE IN HEATER AREA	SELLING DEALER	784327
B	OLH 5	Repair per bulletin #040859003A	WARRANTY EXPIRES	26MAR08
C	30	COURTESY CHECK	GAS/OIL/GREASE	AMOUNT
D	3	done 5.40 (5.40)	TOWING	AMOUNT
E	5	done 12.00 (2.05) (5.00)	MISC. CHARGES	AMOUNT
F	3	done 15.00	SUBLETS	AMOUNT
G	1	done 9.00	P.O. NO.	
H	2	done		

☐ YES  
☐ NO  
☐ NO

E 1/4 1/2 3/4  
 GAS

Completed

FOREMAN'S SIGNATURE X

TECHNICIAN COPY

①# Checked HVAC. Completed  
 Repairs per Bulletin #04-08-59-003A  
 Install SQUEAK Reduction TAPE  
 O. C2368 LT. use Pub

JAN 17 AM 11:35

JAN 17 AM 10:10

#  
B PART still on order.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
22	Smith	100423	✓ 11-1706	ON
		EMP. NO. 11	DRK. NO. 114928	

#  
C Completed ✓  
 Topped off WASHER Reservoir.

#  
D Lube, Oil, Filter

#  
E Rotate + Gauged All 4,

#  
F Completed M-1.

PAGE 1

LOYALL, KY

**Johnny Watkins**  
**BUICK-PONTIAC-GMC**2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838GM COORS  
08204 PONTIAC  
08004 GMC  
P1801 BUICK

SERVICE ADVISOR SUE ISAACS

REPAIR ORDER DATE WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09JAN06	10JAN06	P9075	1G2ZG528254				10JAN06	100250
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	106	320
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14847	14847							

**A RECALL 04088**

CAUSE: PER RECALL 04088

Y0014 PER RECALL 04088

587 WP 0.20

PC: 96 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

(N/C) 340 1181

0 0 TPARTS  
340 1181 TLABOR

, , , , COMPLETED RECALL.

B CUSTOMER STATES: CK FOR POPPING NOISE WHEN  
WHEN DRIVING  
SS SEE STORY

587 IB 1.00

, , , , TRY TO SECURE SUNROOF FRAME.

C CUSTOMER STATES: CK FOR POPPING NOISE WHEN  
TURNING WHEEL

(N/C) 1700 1700

CAUSE:

CND COULD NOT DUPLICATE CUSTOMER  
COMPLAINT.

587 WP 0.00

(N/C) 0 0

0 0 TPARTS  
0 0 TLABOR

DESCRIPTION	TOTALS	
LABOR AMOUNT		
PARTS AMOUNT		
GAS,OIL, LUBE		
SUBLET AMOUNT		
MISC. / SHOP SUPPLIES		
TOTAL CHARGES		
LESS DISCOUNT		
SALES TAX		
PLEASE PAY THIS AMOUNT		

**STATEMENT OF DISCLAIMER**

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

CUSTOMER SIGNATURE

X

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PAGE 2

LOYALL, KY

**Johnny Watkins**  
**BUICK-PONTIAC-GMC**2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838GM CODES  
G3004 PONTIAC  
G8004 GMC  
B1001 BUICK

SERVICE ADVISOR SUE ISAACS

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
09JAN06	10JAN06	P9075	1G2ZG528254					
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.			10JAN06	100250
			05 PONTIAC G6					
MILEAGE IN	MILEAGE OUT	LICENSE NO.				26MAR05	106	320
14847	14847							

D CUSTOMER STATES: CK FOR POPPING NOISE WHEN  
HEAT IS ON  
CAUSE:SOP PART ON SPECIAL ORDER  
587 WP 0.00

(N/C)

0

0

0

0

0

0

TPARTS  
TLABOR

46200	1181	340
46300	1700	1700
26301	1181	*****
6704	1700	*****

P9075

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

2040 2881 0

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CUSTOMER SIGNATURE

X

FILE COPY

14847

- A) - Recall # 04088 completed
- B) - found rattle noise coming from headliner area around sun roof  
- Partially removed headliner & resecured sun roof frame & headliner retainers
- C) - unable to verify concern
- D) - found bulletin for this concern  
- Part on order

STRAIGHT TIME (HRS)	PLAT RATE PRICE	R.O. NO.	ORDER NO.	TIME OFF
1.2	\$m 72	87	100250 114928	11-506



PAGE 1

LOYALL, KY

**Johnny Watkins**  
**BUICK-PONTIAC-GMC**2001 North Main Street  
London, KY 40741 • 606-864-2218  
1-800-847-4838GM CODES  
08004 PONTIAC  
08004 GMC  
01001 BUICK

SERVICE ADVISOR TIM CHEEK

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
30JAN06	06FEB06	P9075	1G2ZG528254				06FEB06	100640
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DRIVERY DATE	PREPARED BY	S/A
		05	PONTIAC G6			26MAR05	106	305
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
15908	15908							

A CUSTOMER STATES SUNLOAD SENSOR ON DASH FELL  
IN

CAUSE: FOUND SENSOR FELL INTO DASH.

C2205 COVER OR PLATE, INSTRUMENT TRIM  
PANEL ACCESSORY - REPLACE

7578 WP 0.50

1 12450120 SENSOR

FC: 6C

PART#: 12450120

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

(N/C)

900

2953

(N/C)

608

851

0

608

851

TPARTS

900

2953

TLABOR

R & R WINDSHIELD POST & TRIM TO REINSTALL  
COVER. CLOSEST TO LABOR OP.

B CUSTOMER STATES SUNROOF LINER IS DIRTY

CAUSE: FOUND HEADLINER STAINED.

C3128 HEADLINING ASSEMBLY ONE PIECE R&R  
OR REPLACE

7578 WP 1.80

1 22733127 F-PANEL

FC: 6C

(N/C)

3240

10631

(N/C)

22649

31709

0

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS,OIL, LUBE

SUBLET AMOUNT

MISC. / SHOP SUPPLIES

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY

THIS AMOUNT

## STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

X

FILE COPY







SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 15908

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

RECENT FOR VEHICLE.	
908	
1	USE
2	USE OF ALUM
3	USE OF RUBBER CONT. LUGS OR FLAP
4	ROAD TIRE SERVICE
5	GRABBER TRAIL
6	WAX WHEEL SPACERS
7	WAX/SPRINT SPACERS
8	WAX/SPRINT SPACERS
9	WAX/SPRINT SPACERS
10	WAX/SPRINT SPACERS
11	WAX/SPRINT SPACERS
12	WAX/SPRINT SPACERS
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14	WAX/SPRINT SPACERS
15	WAX/SPRINT SPACERS
16	WAX/SPRINT SPACERS
17	WAX/SPRINT SPACERS
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94	WAX/SPRINT SPACERS
95	WAX/SPRINT SPACERS
96	WAX/SPRINT SPACERS
97	WAX/SPRINT SPACERS
98	WAX/SPRINT SPACERS
99	WAX/SPRINT SPACERS
100	WAX/SPRINT SPACERS

**Johnny Watkins**  
BUICK-PONTIAC-GMC

2001 North Main Street • London, KY 40741 • 606-864-2218

**DISCLAIMER OF WARRANTIES**

DISCLAIMER OF WARRANTIES  
The seller, JOHNNY WATKINS BUICK-PONTIAC-GMC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and JOHNNY WATKINS BUICK-PONTIAC-GMC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

CUST. NO. [REDACTED]		STOCK NO. P9075		TAG NO. [REDACTED]		COLOR WHITE		PAGE 1 OF 1							
DATE 30JAN2006		VEHICLE IDENTIFICATION NUMBER 1G2ZG528254 [REDACTED]		MILEAGE 15908		DELIVER DATE 26MAR05		LICENSE NUMBER							
				YEAR 05		MAKE AND MODEL PONTIAC G6		WRITTEN BY PO NUMBER 305 100640							
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input type="checkbox"/> M/C <input type="checkbox"/> AMEX <input type="checkbox"/> OTHER I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL, I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES. I hereby waive my right to a written estimate of the extent, nature and cost of the services to be provided. <input type="checkbox"/>				NAME [REDACTED]		TIME PROMISED 17:30 30JAN06									
				ADDRESS [REDACTED]											
				CITY/STATE/ZIP LOYALL KY [REDACTED]				HOME PHONE [REDACTED]							
PRELIMINARY ESTIMATE (1)				BILL TO:		P.O. NO.		BUSINESS PHONE [REDACTED]							
AUTHORIZED BY: X REVISIONS: <table border="1"> <tr> <td>DATE</td> <td>TIME</td> <td>BY</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>				DATE	TIME	BY				ENGINE NO.		TRANSM. NO.		AXLE NO.	
DATE	TIME	BY													
						PROD. DATE		LABOR RATE							
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES: X CUSTOMER SIGNATURE _____								METHOD OF PAYMENT CASH SELLING DEALER 784327							

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	WARRANTY EXPIRES	26MAR08
A	C2205	CUSTOMER STATES SUNLOAD SENSOR ON DASH FELL IN Found sensor fell into dash Rth windshield post & trim to Residual Cover.	GAS/OIL/GREASE	AMOUNT
B	C3128	CUSTOMER STATES SUNROOF LINER IS DIRTY Found head liner stain. Replace Sunroof liner and Resealed Sunroof drains	TOWING	AMOUNT
C	N/C	CUSTOMER STATES STEERING MAKES CRACKING AND POPPING NOISE WHEN TURNING Could not duplicate.	MISC. CHARGES	AMOUNT
D	30	COURTESY CHECK Done 540 (540) Sunroof Popping See line #B	SUBLETS P.O. NO.	AMOUNT
SERVICE CONTRACT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO 27903		FOREMAN'S SIGNATURE <i>[Signature]</i> 111.00 TECHNICIAN COPY		

(1) A Checked sun sensor in frt. dash cover. Found sensor has fell down inside dash. Rtr wind shield post trim & dash trim cover. Reinst sensor & secured.

3/3 Checked sun roof / headliner.  
found headliner stained. R + R trim,  
shade's + etc. Replaced headliner  
+ secured sun roof drain tube's.

# Checked steering. Could not  
duplicate at this time. Found bullet on  
# PIC 3747.

5 Completed ✓

#E. Test Drive vehicle. Completed  
Repairs per Bulletin #05-08-67-014.

~~SECRET~~

STRAIGHT TIME (HRS)	RAT RATE PRICE	R.O. NO.	S&P NO.	OPER NO.	TIME	OFF	ON
26	5m		11	114525	100640		2/2/2002

7  
10  
11

2

## RECAP SHEET FOR DEAL #16293

13:13:16 15 APR 2005

CONTRACT DATE: 14 APR 2005

ENTRY DATE: 15 APR 2005

STATUS: P

BUYER.....

CUSTOMER NO.

HAZARD PERRY KY

SALE VEHICLE... USED BROWN 03 CHEV IMPALA SD COST: \$8,898.05  
 STOCK NO. 9075PA SERIAL NO. 2G1WF52E339  
 DAYS IN STOCK 18

SALESPEOPLE.... ROBERTS, JOHN

F&amp;I MANAGER.... LOCKHART, ED

FINANCED BY.... GMAC GENERAL MOTORS ACCEPTANCE CORPORATION

TOTAL CASH DOWN: \$0.00

TERM: 60 MONTHS

ADD-ON RATE: 5.7926%

APR RATE: 10.5000%

AMOUNT FINANCED: \$14,729.95

FINANCE CHARGE: \$4,266.05

MONTHLY PAYMENT: \$316.60

TOTAL OF PAYMENTS: \$18,996.00

TAXES..... State Taxes..... \$390.00

FEES..... RECORDING FEE..... \$21.00  
 VSI PREMIUM FEE..... \$0.00  
 THEFT GUARD FEE..... \$0.00  
 PREPAID INT FEE..... \$0.00  
 GAP PREMIUM FEE..... \$0.00

===== GROSS PROFIT AND COMMISSIONS =====

DESCRIPTION	SALE AMOUNT	DEALER COMMISSION	COMMISSION NO. 1	COMMISSION NO. 2	COMMISSION NO. 3
VEHICLE SALES	\$13,925.00	\$1,791.95	\$447.99		
FINANCING (RESERVE)	\$4,266.05	\$434.71			\$43.47
DOC FEES	\$169.00				
Fee/Options Subtotals	\$169.00				
GMPP	\$1,225.00	\$345.00			\$34.50
CREDIT-LIFE INSURANCE ACCIDENT & HEALTH INS. Levelized Life Ins					
Insurance Subtotals	\$1,225.00	\$345.00			\$34.50
*** GRAND TOTALS ***	\$19,585.05	\$2,571.66	\$447.99	\$0.00	\$77.97
		13.13%	2.29%	0.00%	0.40%
* DEALER PROFIT AFTER COMMISSIONS *		\$2,045.70	10.45%		

## BUYERS ORDER

16236

**Johnny Watkins**

BUICK-PONTIAC-GMC

I HEREBY AGREE TO PURCHASE  
FROM YOU UNDER THE TERMS  
AND CONDITIONS SPECIFIED,  
THE FOLLOWING:☒ NEW  
☐ USED  
☐ DEMO

STOCK NO.

P9075

2001 N. MAIN ST.  
LONDON, KY 40741  
PHONE: (606) 864-2218YEAR **05** MAKE **PONTIAC**  
MODEL OR SERIES **G6** COLOR **WHITE**

NAME

STREET

MILEAGE **431** BODY **4DR** #CYL **6**

CITY

STATE

ZIP

V.I.N. NO. **1 6 2 7 6 5 2 8 2 5 4**

OFFICE PHONE

RES. PHONE

DATE

03/26/05

SALESMAN **WELLS, JEFF**

BIRTH DATE

06/29/54

SOC. SEC. NO.

EQUIPPED WITH

☐ RADIO☐ AUTO. TRANS.☐ DEFOG.☐ POWER WIND.☐ TILT/CRUISE

CO-BUYER

ITEMS CHECKED

☐ SUN ROOF☐ MANUAL TRANS.☐ AL. WHLS.☐ POWER SEATS☐ AIR COND.

SOC. SEC. NO.

PAYOFF TO:

BASE PRICE

28235.53

PHONE NO.

DATE

OBTAINED BY (NAME)

GIVEN BY:

AMOUNT

13121.45

GOOD TILL

DEALER INSTALLED EQUIPMENT

PRICE

N/A

N/A

N/A

N/A

TOTAL DEALER INSTALLED EQUIPMENT

N/A

## TERMS

"A PROCESSING FEE IS NOT AN OFFICIAL FEE AND IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO A BUYER FOR THE HANDLING OF DOCUMENTS AND THE PERFORMING OF SERVICES RELATED TO THE CLOSING OF A SALE. A BUYER MAY AVOID PAYMENT OF THE FEE BY HANDLING THESE DOCUMENTS AND PERFORMING THESE SERVICES".

UNLESS THE MANUFACTURER OR THE DEALER HAS ISSUED SPECIFIC WARRANTY ON THIS VEHICLE, SEE THE DISCLAIMER OF WARRANTY ON THE BACK OF THIS CONTRACT. (SEE SECTIONS 3, 4, 5 ON REVERSE).

## PURCHASER'S CERTIFICATION

1. I hereby certify that this order includes all of the terms and conditions on both the face and the reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE; AND

2. I have reviewed this order and fully understand that my new unit will be equipped only with the optional equipment specifically listed on the face of this order plus all standard equipment as designated by the manufacturer at time of delivery; AND

3. All equipment (including tires) as appraised on my trade in will remain.

4. I certify that I am 18 years of age, or older; and that I have read the printed matter on the front and back hereof, and agree to it as a part of this order the same as if it were printed above my signature.

SIGNATURE OF TRANSFEROR

DLR. LIC. NO.

STATE

KY

ACCEPTED BY:

YEAR

03

MAKE

CHEVROLET

MODEL

IMPALA

COLOR

BROWN

V.I.N. NO.

2 6 1 W E 5 2 E 3 3 9

LIC. NO.

DECAL

MILEAGE

27978

#CYL

6

# General Motors Car and Truck Divisions

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1G2ZG528234 [REDACTED]

(or see attached list\*)

## CUSTOMER INCENTIVE(S)

## 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ☒ to the down payment 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:

Incentive Program Reference	Amount	GM Incentive Code
<u>March Madness</u>	\$ <u>1000</u>	<u>7 DE</u>
<u>GM Cent</u>	\$ <u>500</u>	<u>2 DE</u>
<u>GM Bonus</u>	\$ <u>500</u>	<u>3 PD</u>
	\$	
	\$	
Total Incentive Amount Received	\$ <u>2000</u>	

## 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 Rebate of Rate in lieu of

b. I elect to receive or

## — 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 3/26/05. I acknowledge receipt of incentive(s) as described in Item #     and release the GM Division from any obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 3/29/05

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

Authorized Dealer Signature: [Signature]Dealership Name: Johnny Watkins BuickPontGMCDate: 3/26/05Dealer 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 Deal File

Copy #1 - Dealer Copy

Copy #2 - Customer

99GMACK/GM-3795 (9/99)

Lienholder: House HldBalance: 13,121.45

Acct. #:

Monthly  
Payment: 349.27**Johnny Watkins**

BUICK-PONTIAC-GMC

2001 N. MAIN ST.  
LONDON, KY 40741  
PHONE: (606) 864-2218SALESMAN: Wells

WALK ON:

PHONE UP:

REFERRAL:

Customer:

Date: 3-25-05

Address:

Phone:

03  
YearCHEV  
MakeIMPALA  
Model4dr  
StyleBrown  
Color☒ Factory  
Warranty☐ Extended  
Warranty☐ Clean Title?☒ Bought New☐ Previous  
Customer☒ <sup>04</sup> Transmission  
3.4  
Cylinders☒ Air  
Conditioning☒ Power  
Steering☐ Leather☒ Cruise/Tilt☒ AM/FM/Tape☒ CD Player☐ Moonroof☒ Power  
Windows/Locks☐ Special  
Wheels☐ Keyless Entry☐ Anti-Theft☐ Power Seat☐ Spoiler

Any previous paint work or body damage?

☐ Yes☐ NoVIN #: 2G1WF52E339Mileage 27,978

## Reconditioning Estimates

Body Damage: Induding

Paint work:

Tires: 4

Mechanical:

Interior:

Dents:

TOTAL RECOND.  
ESTIMATE: \$Road Tested By: Joe

Date:

Other Comments:

8100

APPRAISED AMOUNT \$

78,810.00

# **RETAIL INSTALMENT SALE CONTRACT** **GMAC FLEXIBLE FINANCE PLAN**

Deal: 16236

Dealer Number

Contract Number

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

Creditor (Seller Name and Address)

LOYAL, WAKLAN, KY

JOHNNY WATKINS BUICK PONTIAC GMC  
 2001 N MAIN ST  
 LONDON, KY 40341  
 606-864-2218

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

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

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
NEW	2005	PONTIAC G6	4DR	1G2ZG528254	<input checked="" type="checkbox"/> personal <input type="checkbox"/> business

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

## **FEDERAL TRUTH-IN-LENDING DISCLOSURES**

### ANNUAL PERCENTAGE RATE

The cost of your credit as a yearly rate.

2.00 %

### FINANCE CHARGE

The dollar amount the credit will cost you.

\$ 1643.36

### Amount Financed

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

\$ 26500.00

### Total of Payments

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

\$ 28143.36

### Total Sale Price

The total cost of your purchase on credit, including your down-payment of \$ 3550.00 is

\$ 31693.36

### Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
72	390.88	Monthly beginning 04/25/2005	N.A.

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

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

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

### ITEMIZATION OF AMOUNT FINANCED

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

2 Total Downpayment = Net Trade-in \$ 1000.00 + Cash Downpayment \$ 550.00 \$ 1550.00 (1)

+ Other (Describe) CONSUMER REBATE(S) \$ 2000.00

Your Trade-in is a 2003 CHEVROLET IMPALA

Year

Make

Model

\$ 2550.00 (2)

Unpaid Balance of Cash Price (1 minus 2)

\$ 2500.00 (3)

Other Charges Including Amounts Paid to Others on Your Behalf: (Seller may be keeping part of these amounts.)

A Cost of Required Physical Damage Insurance Paid to the Insurance Company Named Below-Covering Damage to the Vehicle.

\$ N.A.

B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below-Covering Certain Mechanical Repairs

\$ N.A.

C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below.

Life \$

N.A.

Disability, Accident and Health \$

N.A.

\$ N.A.

D Official Fees Paid to Government Agencies

RECORDING FEE

\$ 21.00

E Taxes Not Included in Cash Price

\$ N.A.

F Government License and/or Registration Fees (Itemize)

\$ N.A.

G Government Certificate of Title Fees

\$ N.A.

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

to \_\_\_\_\_ for \_\_\_\_\_

to FIPPS for GAS PREMIUM FEE

\$ N.A.

to \_\_\_\_\_ for \_\_\_\_\_

\$ 500.00

to \_\_\_\_\_ for \_\_\_\_\_

\$ N.A.

to \_\_\_\_\_ for \_\_\_\_\_

\$ N.A.

to \_\_\_\_\_ for \_\_\_\_\_

\$ N.A.



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

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

Insurance Company N.A. Term: N.A. months

☐ \$ N.A. Deductible Collision and either:

☐ Full Comprehensive including Fire, Theft and Combined Additional Coverage

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

☐ Fire, Theft and Combined Additional Coverage

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

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

Insurance Company N.A.

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

Term: ☐ N.A.

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

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

Check the insurance desired: ☐ Life (Buyer ☐ Co-Buyer ☐ Both ☐  
☐ Disability, Accident and Health (Buyer Only)

N.A.  
(Name of Insurer)

N.A.  
(Home Office Address)

Under policy of designated insurer, maximum amount of insurance under this contract is \$ N.A., and the total amount of insurance under this and any other retail installment sale contract of the Buyer is limited to \$ N.A.

X  
Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

X  
Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

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

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

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

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

Buyer Signs X [Signature] Date 1/26/05 Co-Buyer Signs X [Signature] Date 1/26/05

**Co-Buyers and Other Owners**-A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to the Creditor in this contract.

Other owner signs here X \_\_\_\_\_ Date \_\_\_\_\_ Address \_\_\_\_\_

Creditor Signs JOHNNY WATKINS BUICK PONT GMC Date 1/26/05 By X [Signature] Title AGENT

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

Assigned with recourse			Assigned without recourse or with limited recourse		
JOHNNY WATKINS BUICK PONT GMC			JOHNNY WATKINS BUICK PONT GMC		
Seller	By	Title	Seller	By	Title

Privileged and Confidential Information

Case Assessment By: Felicia Williams		Siebel/CARS Request #:1-396024929	
Customer Name:(Redacted)			
Veh year:2005	Make: Pontiac	Model: G6	Current mileage: 24000
Veh ID #:1G2ZG528254xxxxxx	In Service Date:3/26/2005	Purchased: new	If used:
What is the customer seeking? repurchase			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: air leak in sunroof

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
9/19/06	10339	26470	10	Replaced shade
9/1/06	10189	25270	18	Replaced panels, headliner, glass and sunroof track assembly
1/17/06	100423	15000	2	S O P- part still on order
1/9/06	100250	14847	2	Secured sunroof frame
1/30/06	100640	15908	8	Replaced sunroof liner and resecured sunroof drain; performed bulletin 05-08-67-014

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: popping & cracking noise in the steering column

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
9/19/06	10339	26470	***	Unable to duplicate
10/23/06	10610	28832	15	Replaced steering gear
1/30/06	100640	15908	***	Unable to duplicate; performed bulletin PIC 3747

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: front defroster inoperative

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
1/17/06	100423	15000	***	Replaced defroster outlet grille per bulletin 04-08-59-003
1/9/09	100250	14847	***	Ordered part

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: recall on driver side door

Team Lead Approval:

Date:

Revised by c.mallett 09/07/06

Privileged and Confidential Information

Total Days Out of Service: 55\_\_\_\_(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

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

DVM and/or DEALER RECOMMENDATION(s):none at this time

CRS RECOMMENDATION & RATIONALE (EXPLAIN): CRS offered 6/100 transmission component letter. Cust accepts offer. Business Reasons for offering 6/100 transmission component letter 1) Cust has had repeated concerns w/ popping and cracking noise in steering column. 2) Give the customer the written assurance that GM will cover the component in the event of a future concern 3) The customer has concerns regarding expenses that may be incurred for repeated repairs once the vehicle is outside of warranty

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

Team Lead Approval:

Date: