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 1G2ZG528254XXXXXXX. 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

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.

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RECEIVED

NUT 10 2006

11-14-06 G.R. WAGONER, JR. DEAR SIR I have A problem with your company. I've been A LoyAL GM Buyer For yeARS. I bought A 2005 66 PONTIAC IN MARCH OF OS," 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 disablal AND MY WIFE IS A CLERK AT A HOSPITAL. I'll stant were we bought their CAR, Johnny WATKINS GMC LONDON, Ky, When I took this can back, because of A "RECALL" We told the service manger of our concerns with this can I've never been trested so bad by A dealer in my Life and I'm 52 years yours. 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 werve to ASK what they were suppose to do to my care, when they were the one's who called me to bring it in to be Fixed, We started ALL this with 14,847

miles. I was so whappy I called

GM 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 45 chose to home A possible which still was 30 miles one The New dealer DAWKING-POAGE BOWTING Fineville, 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 sterning is tenniable And my wife about unecked because the CAR would not store Turn Anound A curve. The service manger in Formed me they could do nothing FOR the Sun Roof 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 any one to deal with the ALL this time I Kept in touch with mer Anderson. I informed her of

the problem I had with DAWKIN-POAge. MRS Anderson set me up with A New dealership, FALLY GMC in Copbin, Ky. This New dealer is About 80 miles ONE WAY. I made sevent trips to FALLS GMC body shop For the surrent And talked to Tim McCullah Service manger, he informed me that in his OpiNINON the SUN ROOF COULD NOT be Fixed AND ALL this time I'm still having stenning problems. I in Formed MAT Anderson, what Tim Mccullah told me. At this time de told me to CALL the BBBIN my warrenty book, Which before she Keft telling me to stuy with her I was doing the Right thing. Well Come to Find out I she Lead me down the wrong path. The BBB in Formed me they could not kelp me because I had 26,000 miles. MAT ANDERSON KNOW OF MY MILESASE ALL the time. She then turn me over to Mrs V. Williams ext 11142 Who has done nothing but Level me Around.

I blame they two LAdy's For Leading down the wrong road. I taked to ky AH General About this early on he told me to call the BBB and not to talk to MRS Andorson. 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 KYAH General told me to in Form him of the outcome. I asked that GM Byy back this CAR And give back what I was dere, so I could buy Another GM CAR OR TRUCK, BUT Mps Williams is Leading me secured by the wore NOW. I've even how to Take the CAR BACK IN LAST WEEK FOR the SterRing, They put A new RACK And pion: in the CAR. The SUNROOF STILL LEAKS AND my warresty runs out in asout the 1st OF the year, I have 30,000 ON it now. I have never asked FOR A CAR to drive even though they save me owe At Dawkins Poase

I have paid FOR all my gast Food myself, And it has been Tough At times. Well six 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 Mis ANDERSON plat Mes Williams to do was the right thing parl we know What that was, I believe the BBB would have Ruled in my FAUER if there women had not Lied to me, you have trained them well, Sir in closing the way I Feel About your company is not very sood and you have Last A Loyal on Buyer and I hope many more. Maybe your should Visit the white House some more sund tell the President how your company Likes to put to the Little guy.

In case Me wagower doesn't see this Letter, I Figuer its his Last not mine. Thank you. LoyALLIKS Ref NO. 1396024929 I've wever missed on been Late ON my payments, but I bet IF I WAS they come CALLing me. Eventhe people at the dealerships Feel FOR me And SAY that's why things Are FALLING FOR GM.

LOYALL, KY

SHE ISAACS



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

SERVICE ADVI	SOR SOE -	LONACO	1			1	1-800	7-0047-4006	51561 BUICK
REPAIR ORDER	DATE READY	STOCK NO.	VEHICLE ID	ENTIFICATION	CUST. NO.	TAG NO	P.O. NO.	INVOICE PRINTED	INVOICE NO
09JAN06	10JAN06	P9075	1G2ZG5282	254			10)JAN06	100250
TIME IN	TIME READY	YEAR	MAKE & MODE	E	TELEPHONE NO.		DELIVERY DATE	PREFARED BY	S/A
		05 PONT	IAC G6		6		26MAR05	106	320
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CAUSE:		NOT DUPLIC	ATE CUST	OMER		
	COMPLA	587 WP	0.00			(N/C)
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DESCRIPTION TOTALS LABOR AMOUNT PARTS AMOUNT GAS,OIL, LUBE SUBLET AMOUNT MISC. / SHOP SUPPLIES TOTAL CHARGES LESS DISCOUNT SALES TAX PLEASE PAY THIS AMOUNT



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

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

<u>IMPORTANT</u>

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

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

LOYALL,

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

ERVICE ADVI	_{SOR} SUE .	ISAACS	ı	•	_		/	1-80	30-847-4636	51561 BUIC)
REPAIR DRDER WRITTEN	DATE READY	STOCK NO.	VEHI	CLE IDENTIFICAT	ION	CUST, NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
	10JAN06	P9075	1G2ZG5	28254			T029	[2	.0JAN06	100250
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		05 PONT	IAC G6		,			26MAR	106	320
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MONDAY - FRIDAY

PARTS HOURS:

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

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TOTALS DESCRIPTION ABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS,OIL, LUBE SUBLET AMOUNT 00 MISC. / SHOP SUPPLIES **TOTAL CHARGES** 0.0 LESS DISCOUNT 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT

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LOYALL, KY

Johnny Watkins BUICKPONTIAC GMC

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

GM CODES 08004 PONTIAC 08004 GMC 51561 BUICK

SERVICE ADVI	50h		\	- 'B'u i 15 €	長 まっく と・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・	/			51561	BUICK
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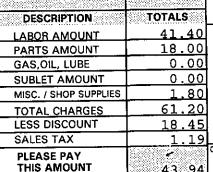
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7578 CC 10-30-	15.00	15.00

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

PO BOX LOYALL, KY



Johnny Wa

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

TIM CHEEK SERVICE ADVISOR ENVOICE PRINTED INVOICE NO. VEHICLE IDENTIFICATION CUST: NO: TAG NO. P.O. NO. DATE READY REPAIR ORDER STOCK NO. 17JAN06 100423 P9075 1G2ZG528254 17JAN06 17JAN06 HEPARED TELEPHONE NO. DELIVERY \$/A TIME IN TIME READY MAKE & MODEL 26MAR05 116 305 05 PONTIAC G6 LICENSE NO. MILEAGE OUT MILEAGE IN 15000 15000

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www.johnnywatkinsbuickpongmc.com Email: sales@johnnywatkinsbuickpongmc.com

LABOR AMOUNT

PARTS AMOUNT

SUBLET AMOUNT

TOTAL CHARGES

LESS DISCOUNT

SALES TAX

PLEASE PAY

THIS AMOUNT

MISC. / SHOP SUPPLIES

GAS,OIL, LUBE

PAGE 1

Rowle Andaron 932-4368

Slob-932-4368

Slob-932-436

LOYALL, KY

SERVICE ADVISOR TIM CHEEK

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

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DATE READY	STOCK NO.	VEHICLE IDENTIFIC	ATION CUST. NO.	TAG NO.	P.O. NO. 7	INVOICE PRINTED	INVOICE NO.
18JAN06	P9075	1G2ZG528254				18JAN06	100423
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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 7.5.78 WP 0.90 (N/C) 1 6356 TAPE CLAIM TYPE:
HEATER AREA CAUSE: REPAIR PER BULLETIN #04-08-59-003A C2368 GRILLE, DEFROSTER OUTLET (ONE OR BOTH) - REPLACE 75.78 WP 0.90 (N/C) 1 6356 TAPE CLAIM TYPE:
CAUSE: REPAIR PER BULLETIN #04-08-59-003A C2368 GRILLE, DEFROSTER OUTLET (ONE OR BOTH) - REPLACE 7578 WP 0.90 1 6356 TAPE CLAIM TYPE:
C2368 GRILLE, DEFROSTER OUTLET (ONE OR BOTH) - REPLACE 7578 WP 0.90 (N/C) 1 6356 TAPE CLAIM TYPE:
BOTH) - REPLACE (1) (75.78 WP) (0.90) (N/C) 1 6356 TAPE (N/C) FC: 2W PART#: COUNT: 0 (N/C) CLAIM TYPE: 1 (N/C) AUTH CODE: E
75.78 WP 10 .90 (N/C) 1 6356 TAPE (N/C) FC: 2W PART#: COUNT: 0 CLAIM TYPE: 10 AUTH CODE: E
1 6356 TAPE (N/C) FC: 2W PART#: COUNT: 0 CLAIM TYPE: THE PROPERTY OF THE PARTY OF
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CAUSE:
SOP PART ON SPECIAL ORDER
7578 WP 0.00 (N/C)
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\$
,,,,, 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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Johnny Watkins Buick Pontiac **GMC** (606) 864-2218 (800) 847-4838

LABOR AMOUNT PARTS AMOUNT GAS,OIL, LUBE SUBLET AMOUNT MISC. / SHOP SUPPLIES TOTAL CHARGES LESS DISCOUNT SALES TAX

TOTALS

PLEASE PAY THIS AMOUNT

DESCRIPTION

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www.johnnywatkinsbuickpongmc.com Email: sales@johnnywatkinsbuickpongmc.com

CUSTOMER COPY

LOYALL, KY

Johnny

2001 North Main Street

SERVICE ADVI	SOR TIM	CHEEK	/ 63 (-19)	GINAL /	ſ	ondon, KY 1-		• 606-8 7-4838	64-2218	GM CODES 08004 PONTIAC 08004 GMC 51561 BUICK
REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	ON CUST, NO.	TAG NO.	P.O. NO.	INV PRIN	OICE (TED	INVOICE	NO.
17JAN06	18JAN06	P9075	1G2ZG528254	<u> </u>			18JA	7006	100423	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DRUVEN	Y	PREPARED By	517	95,000 k
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5 12345616 OIL10W30Q ,,,DONE. * ROTATE TIRES 9 ROTATE TIRES 0.30 , DONE. CUSTOMER STATES PERFORM MAINTENANCE 1 SERVICE-SS SEE STORY 9.00 9.00 0.20 7578 ,,,COMPLETED. CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 1.80

SERVICE HOURS:

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

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LOYALL, KY

TTM CUEEV

CORIGINAL

Iohnny Watkins BUICK-PONTIACE-GMC

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

GM CODES 08004 PONTIAC 08004 GMC

SERVICE ADVI	SOR IIM (HEEK	\				1-800-84	47-4636	51561
REPAIR ORDER	DATE READY	STOCK NO.	VEHICLE IDENT	IFICATION	CUST NO. TA	3 NO: P.O. N	۵. 🐃 🔻	VOICE INTED	INVOICE NO.
30 JAN 06	06FEB06	P9075	1G2ZG528254	4					100640
TIME IN	TIME READY	YEAR	MAKE & MODEL)	ELEPHONE NO.		DELIVERY DATE	PREPARED	S/A
1		05 PONT	IAC G6			20	MAR05	106	305
MILEAGE IN	MILEAGE OUT	LICENSE NO							
15908	15908								

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A CUSTOMER STATES SUNLOAD SENSOR ON DASH FELL	
IN	
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CAUSE: FOUND SENSOR FELL INTO DASH.	47-34 NAPEST \$ 48080000
C2205 COVER OR PLATE, INSTRUMENT TRIM	
PANEL ACCESSORY - REPLACE	and the second section of the second section of
7.578 WP##.0.50	(N/C)
1 12450120 SENSOR	(N/C)
FC: 6C	
DADO# 194E0130	2017.0.000000000000000000000000000000000
PART#: 12450120	
COUNT:	CARCARI SELAKE, MARCOCO
CLAIM TYPE:	5.40.75.95.00.35.75.650.360.380
AUTH, CODE:	230300000000000000000000000000000000000
OJULA MARKA AMERIKAN AMERIKAN MARKATAN MARKATAN MARKATAN MARKATAN MARKATAN MARKATAN MARKATAN MARKATAN MARKATAN	or someone reconsulation for fact
A Company of the Comp	
DOCT TO PRINCIPLE	
,,,,R&R WINDSHIELD POST & TRIM TO REINSTALL	
COVER. CLOSEST TO LABOR CP	
B CUSTOMER STATES SUNROOF LINER IS DIRTY	Charleaure poet també no reconserve re
CAUSE: FOUND HEADLINER STAINED.	1914-1913-1915 AGRICO AGRICO
C3128 HEADLINING ASSEMBLY ONE PIECE R&R	
OR REPLACE	ANA OF JOHN AND MARK STREET,
7578 WP 1.80	(N/C)
1 22733127 F-PANEL	(N/C)
FC: 6C	
DESCRIPTION	TOTALS

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

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CUSTOMER SIGNATURE		
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<u> </u>	 	

IMPORTANT

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Thank you,

Johnny Watkins Buick Pontiac GMC (606) 864-2218 (800) 847-4838 CARS COST THE SAME EVERYWHERE, BUT YOU'LL PAY LESS AT JOHNNY WATKINS.

www.johnnywatkinsbuickpongmc.com Email: sales@johnnywatkinsbuickpongmc.com

LABOR AMOUNT

PARTS AMOUNT

SUBLET AMOUNT

LESS DISCOUNT

THIS AMOUNT

SALES TAX

MISC. / SHOP SUPPLIES
TOTAL CHARGES

GAS,OIL, LUBE

L AIGINAL LOYALL, KY

Johnny

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

TAG NO.

PO NO

INVOICE PRINTED

06FEB06

PREPARED

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INVOICE NO

305

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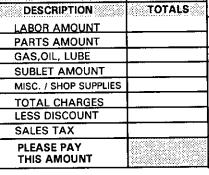
TIM CHEEK SERVICE ADVISOR VEHICLE IDENTIFICATION CUST NO. DATE READY STOCK NO.

30JAN06	06FEB06	P9075 :	1G2ZG5 <mark>28254</mark>		061
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DATE DATE
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IMPORTANT

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





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

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CUSTOMER SIGNATURE

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

LOYALL, KY



Johnny Wa

2001 North Main Street London, KY 40741 • 606-864-2218 GM CODES OBCOM PONTIAGO

SERVICE ADVI	_{SOR} TIM (CHEEK			/	1-	800-847-	4838	DBOO4 GAAC 51561 BUICK
REPAIR DEDER	DATE READY	STOCK NO.	VEHICLE DENTIFICAT	tion cust. No	TAG NO.	P.O. NO.	INVOICE PRINTES		INVOICE NO.
30JAN06	06FEB06	P9075	1G2ZG5282\54				_		100640
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		05 PONT	IAC G6			26MAF	205	106	305
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15908	15908								

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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:

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

TOTALS DESCRIPTION ABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS,OIL, LUBE 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

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CUSTOMER SIGNATURE

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

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

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VEHICLE ID CUSTOMER INFO Vin: 1G2ZG528254

Lic: NA

Desc: 2005 PONT G6 SE1

Service Letter: Slm Id: SHOP

Del/Dte:00/00/0000 Policy:

Eml:	005 1011 00	OBI	, Phone	e Number	c:		Pol No:
Ro No	Ro Date	Mileage	Line	Туре	Tech	Oper/Code	Description
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			05	MW		Z7903	RENT
19558	05/25/2006	21168	01 02	MW MC	11	B2780	SUNROOF
19118	04/20/2006	19968	01	MW	07	E3917	STOP
18824	03/30/2006	18648	01 02 03 04	MW MC MW	18 10	B2720 R0760 Z7901	ALIGN RADIO RENTAL

FALLS . CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18th St.

Corbin, Kentucky 40701 Phone: (606) 528-1904

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# 1 45CVZ STEERING/SUSPENSION HOURS: TECH(S):6782 WARRANTY NP-CUSTOMER STATES POPPING IN FRONT END WHEN BACKING OR TURNING PARTSQTYFP.NUMBERDESCRIPTIONUNIT PRICE- JOB # 1 1 15858368 GEAR 6.508 JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 TOTALS			/-	~ ¬ :		
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LOYALL, KY	CUSTOMER NO. 734446	BRENDA	1			
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CVCS10339

Corbin, Kentucky 40701
Phone: (606) 528-1904

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CUSTOMER NO. 734446	BRAD	1005	AG NO.	<u>"09727/06</u>	™&%£\\$10339
	<u>'60°.65</u>	LICENSE NO. MILE	26,470	WHITE/	STOCK NO.
LOVAL L. WY	YEAR/MAKE/MODEL 05/PONTIA			03/26/05	DELIVERY MILES
LOYALL, KY		G 5 2 8 2 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		[™] 09719/06	
F BUSINESS	PHONE COMMENTS		· · · · ·		MO: 26471
CUST STATES SUN ROO VERIFY CONCERN SHAD SHADE RECK OK	IM HOURS: TECH F SHADE BOWES UP WHEN IN USE E IN SUNROOF ASSY RETRACT WI	TH GLASS RPL	WARRANTY		
PARTSQTYFP-NUMBER JOB # 1 1 15276293	DESCRIPTION SUNSHADE 10.203	JOB # 1 TOTAL PARTS	WARRANTY 0.00		
		1 TOTAL LABOR & PARTS	0.00		
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	JOB #	2 TOTAL LABOR & PARTS	0.00		
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* *************	*	TOTAL INVOICE	\$ 0.00		
THANK YOU FOR YOUR BUSINESS!!					
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PAGE 1 OF 1 SE	ERVICE FILE COPY	[END OF INVOICE	E] 01:43pm		SF635875 O 406/

Corbin, Kentucky 40701
Phone: (606) 528-1904

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			/				
CUSTOMER NO. 73444	6	BRENDA	·····	2274 TAG NO.		™095177/06	™CVWS10189
		62.25	LICENSE NO.	MILEAGE 2	5,270	WHITE/	STOCK NO.
LOVALL		YEAR/MAKE/MODEL 05/PONTIAC	/G6			03/26/05	DELIVERY MILES
LOYALL, KY			5 2 8 2 5	4		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.		P. O. NO.		¹ 09761/06	
	BUSINESS PHONE	COMMENTS					мо: 25275
ABOR & PARTS# # 1 52CVZ TF	IM ELECTRICAL HOU	RS: TECH(S	5):1005		0.00		
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TN SUNROOF	TRACK ASSY RPL TEST DIBERDESC	RIVE HAD TO ADJUS	ST GLASS	U/PRICE			
0B # 1	731428 MODU 276293 SUNS	LE 12.810 HADE 10.203	00.000 00.00	784.00 148.86	784.00 0.00		
**	QUANTITY 1 IS SPECIAL	ORDERED ** JOB # 1 COST	TOTAL_ 560.00				
			JOB # 1 TOTAL		784.00	1	
			1 TOTAL LABOR &	PARTS	784.00		
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			TOTAL -		205.56		
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CUSTOMER LAST:	NAME; FIRST:	MID PHONE: WORK	DLE:	HOME:			
LN JOB C 1 01 LN-TOT: COMMENT	OJ 1 22731428 989.56 TECH SSN:	784_00_6C	OP LHRS OHRS 128 1.8 1.5 CODE: E AU CSS TO SUNROOF	20 H. AUTHOR.: 0	5.56		
CUMMENT	ROUTING CODE: H		R.O. TOTA	AL: 989.56			
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	50, 210,		_				
PAGE 1 OF 1	ACCOUNTING CO	PΥ	[END C	F INVOICE] 10:	26am	1	SF635875 Q

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 and 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.

USTOMER NO. 7	34446		BRAD		1005 TAG NO		"09 5/28 /06	CVWS1033
			¹ 621.25	LICENSE NO.	MILEAGE	26,470	WHITE/	STOCK NO.
OYALL, KY			YEAR/MAKE/MODEL 05/PONTIAC	:/G6			03/26/05	DELIVERY MILES
OTALL, KI			VEHICLE ID NO. Z G		5 4		SELLING DEALER NO.	PRODUCTION DATE
			F. T. E. NO.		P. O. NO.		¹ 09719/06	
	BUSINESS	PHONE	COMMENTS		1			MO: 264
BOR & PARTS 1 60CVZ	INTERIOR TR	IM HOURS	· TECH(S):1005		0.00		
CUS VEF	ST STATES SUN ROO RIFY CONCERN SHAD ADE RECK OK	F SHADE BOWES U	P WHEN IN USE			0.00		
RTSQTY-	15276293	SUNSHA	PTIONU/ DE 10.203 1 JOB # 1 COST T	.06.33 106.33	148.86	148.86	:	
			ου π 1 cosi i	JOB # 1 TOTA	L PARTS	148.86		
			JOB # 1	TOTAL LABOR	& PARTS	148.86		
2 45CVZ CUS	STEERING/SU ST STATES STEEERI	SPENSION HOURS NG GETS TIGHT .	DOES NOT FEEL	S):1005 RIGHT 2 TOTAL LABOR	& PARTS	0.00		
BLETPO# B # 1 M3724	VEND INV#- 45 000903	INV.DATE-DESCRI	PTION			105.89	ļ	
U # 1 11372-	15 000303	03/20/00 Naik 30	MUNICIPAL	TOTAL -	SUBLET	105.89		
				R/0 T/ R/0 T(0.00 254.75	-	
ARRANTY CLAIM (DETAIL TOTALS							
_AIM#)339	TOTAL 254.75							
AIM TOTALS	254.75							
APPROVED I	BY SIGNATURE							
S AUDIT SLIP-								
Ō,	CS DATA FILE: GMG 9/28/2006 814	GMWF.346 WARRANT	TY NEW CLAIM					
R	O NUMBER RO DATE	VIN 006 1G2ZG528254	DIV DE/ 6 096	ALER ODOMETEI 533 26470	R SER <u>VICE A</u>	DVISOR #	1	
	USTO <u>MER NAME</u> : FIF AST:	RST:	MIDI PHONE;WORK	DLE:	HOME:			
$\overline{1}$		PART-NO. TOT-I 15276293 144 TECH SSN:	PTS FC LABO B.86 6C B29 AUTH C		S NET-AMT. L	105.89		
	N-101. 254.75	TECH 3314.	AOIII O	R.O. TO				
*****	******	DUPLICAT	E INVOI	· · · · · · · · · · ·	*****			
	•	<u> </u>	· · · · · · · ·					
PAGE 1 OF 1	4.4	CCOUNTING COPY		{ END	OF INVOICE]	10:26am		
AGE FOF F	AC	COUNTING COPY		[END	OF HAVOICE J	10.200111	1	SF635875

FALLS. CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

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

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			ı	/D	ORIGII	MAI)	
734446		ADVISOR BRAD		1005 TAG	NO.	709728/06	CVWS10339
		LASCR RATE	ISE NO.	MILEAG	26,470	WHITE	STOCK NO.
LOYALL, KY		YEAR / MAKE / MODEL 05 / PONTIAC / G6				03/26/05	DELIVERY MILES
LOTALL, KI		VEHICLE ID NO. Z G 5 2	8 2 5	4		BÉLLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P	. O. NO.		^ი ዕያ <i>ೆ</i> 719/06	
В	USINESS PHONE	COMMENTS					MO: 2647
CLIST STATES SIL	OR TRIM HOUR IN ROOF SHADE BOWES I SHADE IN SUNROOF A	UP WHEN IN USE SSY RETRACT WITH GLAS	SS RPL	/PDICE	0.00		
ARTSQTYFP-NUMBER- OB # 1	3 SUNSH	ADE 10.203 106.33 JOB # 1 COST TOTAL	3 106.33	148.86	148.86		
		JOB # 1 COST TOTAL	# 1 TOTAL	PARTS	148.86		
		JOB # 1 TOT/	AL LABOR &	PARTS	148.86		
# 2 45CVZ STEERI CUST STATES ST	NG/SUSPENSION HOUR EEERING GETS TIGHT	S: TECH(S):100 , DOES NOT FEEL RIGHT JOB # 2 TOTA	Γ	PARTS	0.00		
JBLETPO#VEND)B # 1 M37245 00090	INV#-INV.DATE-DESCR 3 09/26/06 R&R S	IPTION UNSHADE	TOTAL - S	UBLET	105.89 105.89		
			R/O TAX R/O TOTA		0.00 254.75		
CLAIM#							
APPROVED BY SIGNATURE		<u></u>					
CS AUDIT SLIPDCS DATA FILI 09/28/2006	E: GMGMWF.346 WARRAI	TY NEW CLAIM					
1814 RO NUMBER RI 010339 09	O DATE VIN /19/2006 1G2ZG52825	DIV DEALER 6 09633	ODOMETER 26470	SERVICE	ADVISOR #		
CUSTOMER NAM Last:	E: FIRST:	MIDDLE: PHONE;WORK:	1	HOME:			
	PC PART-NO. TOT 1 15276293 1 4.75 TECH SSN:	-PTS FC LABOP L 48.86 6C B2900 AUTH CODE:	1.7	NET-AMT. H. AUTHO	105.89		
***************************************			R.O. TOTA		4.75 ********	,	
**********	DUPLICA	TE INVOICE	*****	*******	*******		
PAGE 1 OF 1	WARRANTY COP	4	[END O	F INVOICE	E] 01:44pm		\$\$436.875

∕ 36YERS OF DER	. • • 1		John	ny <u>Watkin</u>	15
THEREBY AGREE TO PURCHASE SUINERY	STOCK NO.			BUICK-PONTIAC-GA	AC
FROM YOU UNDER THE TERMS AND CONDITIONS SPECIFIED. THE FOLLOWING: LI DEMO	F075		BLICK PONTIC	LONDON, KY 40741 🛛 📟	ME UCKS
YEAR DE MAKE POTT	14°	N.	AME		
MODEL OR		s	TREET		
		C	πY	STATE	ZIP
MILEAGE 5 BODY (DR	#CYL S		FFICE	RES.	DATE (19.77.07.07)
NO. U.A. U.A. A.	4.	BI	HONE IRTH	SOC.	<u> </u>
FOLIPPED	□ peroc	D.	ATE <u>\$5772555</u> R WIND. ☐ TILT/CRUIS	SEC. NO. CO-BUYER	, , , , , , , , , , , , , , , , , , , ,
WITH ADIO AUTO. TRANS. ITEMS SUN ROOF MANUAL TRAN CHECKED		D POWER		SEC NO	
PAYOFF TO:			BASE PRICE -		27284 - 50
PHONE					
NO. DATE OBTAINED	GIVEN BY:			i.i.	
AMOUNT BY (NAME)	GOOD				
DEALER INSTALLED EQUIPMENT	PRICE				
		1/.	1	7441	
			17		
		11.			
		119	-		
TOTAL DEALER INSTALLED EQUIPMENT	-	1/1/	(मोमनामध्यम् । भेरत्यान्यस्थित्यः । स्तिपन	in Territoria	1.
TERMS			CASH PRICE OF	VEHICLE & ACCESS.	77284.50
"A PROCESSING FEE IS NOT AN OFFICIAL	FEE AND IS NOT R	ECUIRED	CTATE TAY		<u></u>
BY LAW, BUT MAY BE CHARGED TO A BUY DODING STABILLOOD STABILLOOD S	SERVICES RELATED	TO THE	LICENSE & TRA	NSFER	14.00
CLOSING OF A SALE. A BUYER MAY AVOID HANDLING THESE DOCUMENTS AND PERF	D PAYMENT OF THE PRINCIPLE SE	RVICES"			
UNLESS THE MANUFACTURER OR THE DE	A' FR HAS ISSUED :	SPECIFIC			
WARRANTY ON THIS VEHCILE, SEE THE I ON THE BACK OF THIS CONTRACT. (S	DISCLAIMER OF VA	ARRANTY	TOTAL CELLINI	G PRICE	20723.07
REVERSE).	set decrioico o,	, 4. 5 5.	TRADE IN AMOUNT	\$	
PURCHASER'S CERT	IFICATION		OWED ON	13125	
I hereby certify that this order includes all both the face and the reverse side hereof, the second second in the second second in the second se	hat this order cancel	is and su	NET FOURTY OF	N TRADE IN	,000.00
persedes any prior agreement and as of the control plete and exclusive statement of the terms of	late hereof comprises	s the com	-		27599.07
subject matters covered hereby, and that THIS BINDING UNTIL ACCEPTED BY DEALER C	ORDER SHALL NOT	RECOM	=	CASH 55.0.00	550.00
SENTATIVE; AND			DEBATE: DEALER	BUYER NONE	, 500.00
2. I have reviewed this order and to by under oquipped only with the optional equipment s	nechically Litted on t		9		
this order plus a listandard equipment as destine of delivery; AND	.gnated by the manu	iiac.urer e	·	ON DELIVERY (CASH)	
3. All equipment (including tires) as apprai	sed on my trade in v	will remair			25539.17
			UNPAID BALA	TRADE-IN INFORMA	
4 I certify that I am 18 years of age. Of printed matter on the front and book hereof, order the same as if it were printed above in	and agree to it as a	part of thi	IS VEAR	MAKE MODEL	COLOR
SIGNATURE OF TRANSFEROR/& PURCHAS	BER		V.I.N. NO.		
X			LIC. NO.	DECAL MILEAGE	# CYL.
	STATE		ACCEPTED		

COSTOMER	TER DISCLOSURE ST	ATEMENT	
Federal Law (and State law,	if applicative) requires i	mui you sidie ine m	neuge upon
transfer of ownership. Failure	to complete or providing	g a faise statement n	iay resuit in
fines and/or imprisonment.			
fines and/or imprisonment. I, A.		(transferor's n	same Print.)
1,	~	(transferor 5 i	idino, i ilio)
			14-41-1-4
state that the odometer now		no tenths) miles and	
of my knowledge that it refle	ects the actual mileage	of the vehicle desc	ribed below,
unless one of the following st	atements is checked.	1.3. 41 3	kau maadima
\prod (1) I hereby certify that	to the best of my kno	wiedge the odome	er reading
reflects the amount of mileage	e in excess of its mechan	ncai nmits.	~ ^
(2) I hereby certify that the	3 odometer reading is in	Of the actual ninea	ge.
WARNING - ODOMETER DI	SUREPANUI.		
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XTRANSFEROR'S SIGNATURE	1		
	l		
TRANSFEROR'S ADDRESS (STREET)			
CITY	\$T	ATE	ZIP CODE
DATE OF STATEMENT			
5,125, 5,1121			
TRANSFEREE'S SIGNATURE			
TRANSFEROR'S ADDRESS (STREET) CITY DATE OF STATEMENT X TRANSFEREE'S SIGNATURE	•		
(i)			
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A Company of the Comp	Pick the		
TRANSFEREE'S NAME			
TRANSCERES ADDRESS (STREET)	····		
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CITY	ST	TATE	ZIP CODE
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KADA Form No. 100-D

0.107 Stolla

Reynolds and Reynolds CC634513 O 107.7

FALLS CHEVROLET-CADILLAC PONTIAC-BUICK-GMC 1515-18th St.

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

RE	COMMENDE	D SERVICES	
OPERATION		DESCRIPTION N	
01CVZ030	30000 MII	E SERVICE	MO
w.			
·#			
•			
			Taran Palak
CUSTOMER RE	QUESTS WRITTEN E	STIMATE	
	OR ORAL E	ESTIMATE	
CUSTOMER DO	ES NOT REQUEST E	ESTIMATE	
ORIGINAL EST	CUSTOMER'S	AUTHORIZED	
	ACCEPTANCE	ADDITIONS	DATE
			1
			TIME
	' !		5.4
\$		\$	BY
☐ CASH / CH	ECK CRE	DIT CARD	☐ CHARGE
	_		

AUTHORIZED BY

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE OPERATION	OPERATION DESCRIPTION	٠
09/01/06		25270	2274	1005	W 52CVZ	TRIM ELECTRICAL	
	•		•			t in Hammali Harangan	

SERVICE			SALE	SPERSON	NO.					
EHICLE ID. NO. 1G2ZG528254	A Walley Provide the Control		AKE / MODEL				. STOCK NO).	LICENSE NO.	10339
IGZZG3Z8Z34		CUSTOME	PONTIAC/G6 BNO. I SERVICE C	ONTRACT		DELIVERY DATE	DELIVERY	MILES	SELLING DEALER NO	D. R. O. DATE ?
		201.00			LCONT	03/26/0 RACT NO.		ON DATE	EXPIRATION MILES	09/19/0
LOYALL, KY	·	COLOR	TE/		CONT	HAOT NO.				
29 17 12-7		TURBO	M/MC AIR CONE	D. P.S.	TRANS	MILEAGE 26,47	ÁDVÍSOR O	1005	PRODUCTION DATE	
RESIDENCE PHONE	TIME REÇEIVED.	I hereby a	uthorize the repair wo	rk therein set i	orth to be	done by you, logeth	er with the		T RESPONS	IBLE FO
		furnishina	by you of the necessary sponsible for any defay:	parts and other	material to	or such repair, and agr	ee: that you	LOS	SS OR DA	MAGE T
USINESS PHONE	LABOR RATE 60.00	material fo	r any reason; that you r ability in connection wit	neither assume	or authoriz	e any other person to	assume for		HICLE OR	
ÂTE / TÎME PROMISED	PRIORITY	damage to	the above vehicle, or a of; that an express med	rticles left therei	n; în case d	of fire, theft or other ca	use beyond	l	T IN VEHICL	
<u>09/19/06</u> 08:	00pm	secure the	amount of repairs ther hways or elsewhere for	eto; that your ei	mplayees r	may operate the above	vehicle on		FIRE, THEF HER CAUSE	
PPOINTMENT Yes	Xνο	Sitesis, ing	imays or essentione to	and purpose or a	outing area	•			R CONTROL	
Advisor: BRAD		X	OR INSTRUCTI	ONS						
W 60CVZ CUST STATES S	UN ROOF SHA	INTE	RIOR TRIM	intel	JSE					
W 60CVZ CUST STATES S CUST STATES S 2 W 45CVZ CUST STATES S	XOP	ADE BO	RIOR TRIM OWES UP W ERING/SUS	HEN IN U	N	GHT ^				
CUST STATES S	XOP	ADE BO	RIOR TRIM OWES UP W ERING/SUS	HEN IN U	N	SHT 7	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
CUST STATES S	XOP	ADE BO	RIOR TRIM OWES UP W ERING/SUS	HEN IN U	N	SHT 7	**************************************			
CUST STATES S	XOP	ADE BO	RIOR TRIM OWES UP W ERING/SUS	HEN IN U	N	SHT 7	**************************************			

SERVICE FILE COPY

28#2 Hear Dove With Custand Couls Not Dellicore

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

FALLS CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

1515-18th St. Corbin, Kentucky 40701

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734446		BRAD		1005 TAG NO.	09/28/06	INVOICE NO. CVWS10339
		62.29	LICENSE NO.	MILEAGE 26,470	COLOR WHITE/	STOCK NO.
	_	YEAR/MAKE/MODEL 05/PONTIA			03/26/05	DELIVERY MILES
LOYALL, KY		VEHICLE ID: NO.		4	SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.		2. O. NO.	09/19/06	
	BUSINESS PHONE	COMMENTS				MO: 26471
VERIFY CONCESHADE RECK OF SHADE RECK OF SHAD	SUN ROOF SHADE BOWES CRN SHADE IN SUNROOF AS R. DESCRI 293 SUNSHARING/SUSPENSION HOURS STEERING GETS TIGHT DESCRI 2903 09/26/06 R&R SI 2003 09/26/06 R&R SI 2003 09/26/06 R&R SI 2004 REE REE GMGMWF.346 WARRAN RO DATE DESCRI 2004 1622G528254 AME: FIRST:	TY NEW CLAIM TY NEW CLAIM DIV D 6 0 PHONE: WOR PTS FC LA 8 SY RETRACT WITH JOB # 1 COST JOB #	H GLASS RPL I/COST - E/COST - 1 106.33	J/PRICE 148.86 PARTS 148.86 PARTS 148.86 PARTS 0.00 SUBLET 105.89 ALS 254.75 HOME: NET-AMT. LAB-TOT 105.89 H. AUTHOR.:	oct -3	PAID

FALLS CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

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

RECOMMENDED	SERVICES
UCOOMMENT AND TO	JEHVIOLO

OPERATION 01 CV Z030		DESCRIPTION LESSERVICE	MO / MI TOTAL MO
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CUSTOMER RE	EQUESTS WRITTEN I	ESTIMATE	
	OR ORAL I	ESTIMATE	
CUSTOMER DO	DES NOT REQUEST I	ESTIMATE	
ORIGINAL EST	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
			TIME
\$		\$	BY
CASH / CH	ECK CREE	DIT CARD	CHARGE

			SEF	VICE HISTORY			
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN T	YPE OPERATION	OPERATION DES	CRIPTION
			•				
				<u> </u>	······································		
SFR	VICF		5	A) ECDEDOON NO			

3 L K V I C L	SALESPEKSON NO.		
VEHICLE: ID NO	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO. R. O. NO.
1G2ZG528254	05/PONTIAC/G6		10189
	CUSTOMER NO. SERVICE CONTRACT	DELIVERY DATE DELIVERY MILES	SELLING DEALER NO. R. O. DATE
		03/26/05	09/01/06
	COLOR CONT	RACT NO. EXPIRATION DATE	EXPIRATION MILES TAG NO.
LOYALL, KY	WHITE/		
, and the second	TURBO M/MC AIR COND. P. S. TRANS	MILEAGE ADVISOR NO.	PRODUCTION DATE
	CVZZ	25,270 2274	
RESIDE TIME RECEIVED	I hereby authorize the repair work therein sel forth to be		r responsible for
10:56am	furnishing by you of the necessary parts and other material f		SS OR DAMAGE TO
BÚSÍNESS PRONE LABOR RATE	are not responsible for any detays caused by unavailability material for any reason; that you neither assume or authorize		HICLE OR ARTICLES
60.00	you any liability in connection with such repair; that you st	hall not be reenangible for loss or	
DATE / TIME PROMISED PRIORITY	damage to the above vehicle, or articles left therain; in case		T IN VEHICLE IN CASE
09/01/06 08:00pm	your control; that an express mechanic's lien is hereby acknowledge the amount of repairs thereto; that your employees		FIRE, THEFT OR ANY
	streets, highways or elsewhere for the purpose of testing and		HER CAUSE BEYOND
APPOINTMENT Yes X No		OU	R CONTROL.
Advisor: BRENDA	X		TOOMTHOE.
107	LABOR INCTRICTIONS		

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

SERVICE FILE COPY

270 078 A/18

95/95 85:K/pm t.

R+1 it panels That holds headliner
R+1 headliner
R+1 glass in surrouf.
R+K surrouf truck away.
Then we test done nee. had to adjust glass for air leah. netest drove with a cost to air make own the rouf prop + ro air leahs.

STRAIGHT TIME (Hours)	FLAT RATE	8/0 NO.	TIME	OFF	*->	10
		OPER, NO.		1	13 in	
		EMP. NO. WHITE		ON	11 -	- - - - -
STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF		9
		OPER. NO.			T) 15	1
		EMP. NO. While		ON	No.	i

FALLS CHEVROLET-CADILLAC PONTIAC-BUICK-GMC

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

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/or service.

'er 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.

734446		ADVISOR BRENDA		2274 TAG NO.		09/17/06		NVOICE NO. CVWS10189
		LABOR PATE 62.29	LICENSE NO.	MILEAGE	25,270	COLOR WHITE/	1	этоск но.
		YEAR / MAKE / MODE			, 	DELIVERY DATE 03/26/05		DELIVERY MILES
LOYALL, KY	05/PONTIA	SELLING DEALER NO.	.	PRODUCTION DATE				
		1 G 2 Z	G 5 2 8 2 5	P. O. NO.	2	R. O. DATE		
						09/01/06		
BUS	INESS PHONE	COMMENTS						MO: 25275
R & I PANELS TH IN SUNROOF TRAC ARTS OTY FP NUMBER DB # 1 1 22731428	TES SUNROOF WILL NO AT HOLD HEADLINER R K ASSY RPL TEST DRI DESCRI MODULE SUNSHA TITY 1 IS SPECIAL O	LUSE & I HEADLINE VE HAD TO AD. PTION 12.810 DE 10.203 RDERED ** JOB # 1 COST	R R & I GLASS JUST GLASS JVCOSTF7COST-	148.86 L PARTS	784.00 784.00 0.00 784.00 784.00			
JBLET PO# VEND I JB # 1 M36966 000871	NV#-INV.DATE-DESCRI 09/01/06 SUNROO	PTION. F LEAK, REPLAC	CEMENT TOTAL -	SUBLET	205.56 205.56			
			R/0 TA R/0 TO		0.00 989:56			
ARRANTY CLAIM DETAIL TOTALS								
					* B . What has			
LAIM# TOTAL						ሶ ሮክ	20	CIAC
)189 989.56						SEP	2 9	PAID
)189 989.56						SEP	2 9	PAID
)189 989.56						SEP	2 9	PAID
)189 989.56						SEP	2 9	DIAG
2189 989.56 LAIM TOTALS 989.56 APPROVED BY SIGNATURE 25 AUDIT SUTP						SEP	2 9	PAID
APPROVED BY SIGNATURE CS AUDIT SLIP	GMGMWF.261 WARRANT	FY NEW CLAIM				SEP	2 9	PAID
APPROVED BY SIGNATURE CS AUDIT SLIP DCS DATA FILE 09/17/2006 20052 DO NUMBER RO	WARRAN DATE VIN	DIV	DEALER ODOMETER	SERVICE ADV	isor#	SEP	2 9	PAID
APPROVED BY SIGNATURE CS AUDIT SLIP- DCS DATA FILE 09/17/2006 2052 RO NUMBER RO 010189 09/0	WARRAN DATE VIN 01/2006 1G2ZG528254	DIV 6	U9633 Z5Z/U	SERVICE ADV	ISOR #	SEP	2 9	PAID
APPROVED BY SIGNATURE CS AUDIT SLIP DCS DATA FILE 09/17/2006 20052 PD NIMBER RO	WARRAN DATE VIN 01/2006 1G2ZG528254	DIV 6.	U9633 Z5Z/U		ISOR #	SEP	2 9	PAID
APPROVED BY SIGNATURE CS AUDIT SLIP	WARRAN DATE VIN D1/2006 1G2ZG528254 FIRST: PC PART NO. TOT-1 22731428 78 56 TECH SSN: RA TIME TO DIAG LEAF	DIV 6 PHONE:WO PTS FC L 4.00 6C &	U9633 25270 IDDLE: RK: ABOP LHRS OHRS 3128 1.8 1.5 CODE: E AU	HOME: LAB	- TOT. 05.56	SEP	2 9	PAID
APPROVED BY SIGNATURE CS AUDIT SLIP	WARRAN DATE VIN D1/2006 1G2ZG528254 FIRST: PC PART NO. TOT-1 22731428 78 56 TECH SSN: RA TIME TO DIAG LEAF	DIV 6 PHONE:WO PTS FC L 4.00 6C &	U9633 Z5270 IDDLE: RK: 	HOME: NET-AMT. LAB TH. AUTHOR: TRACK ASSY	i-T0T. 205.56 0090	SEP	2 9	PAID
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FALLS CHEVROLET-CADILLAC PONTIAC-BUICK-GMC 1515-18th St.

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

RECOMMENDED SERVICES

SF635876 O (0	OPERATION 1 CVZ030			IO / MI TOTAL MI	
	CUSTOMER RE	QUESTS WRITTEN E	STIMATE		
		OR ORAL E	STIMATE		
	CUSTOMER DO	ES NOT REQUEST E	ESTIMATE		
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SERVICE HISTORY

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LOYALL, KY		COLOR WH TURBO		AIR COND.	s.	CONT	mileage 28,832	EXPIRATION ADVISOR		EXPIRATION MILES PRODUCTION DATE	TAG NO.
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Advisor: BRENDA		LAB	OR INS	TRUCTION	IS						
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TIME (HOURS) FLAT RATE	OPER NO OFF	E 12 34
DWITH	EMP. NO. 6782 ON	E 11 48

CHEVROLET PONTIAC-B	LS T-CADILLAC BUICK-GMC		1515-18 th St. Corbin, Kentuc Phone: (606) 5	28-1904	CVCS1061	
AIMER OF WARRANTIES - Any wat warranty of merchantability or fitnes service.	s for a particular purpose, and the	e Selling Dealer neither a	ssumes nor authorizes any otner l	person to assume to	it arry natimity in connection	Title Communication of the Com
shall not be entitled to recover from the	he Selling Dealer any consequent	ial damages, damages to	property, damages for loss of use	, loss of time, loss of p	profit or income, or any oth	er incidental damages.
			a .			
TOMER NO. 734446		BRENDA	2274	rag no.	11/06/06	™~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
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		F. T. E. NO.	P. O. NO.		10%23/06	
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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.

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$28235.53
MSRP (from BARS Invoice) Note: If GMS price, use in place of MSRP price	\$23850
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$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 (If dealer added negative equity into contract, do not subtract)	\$13121.45
Actual Cash Value Statement	\$8100
Difference (if positive, this is the negative equity)	\$5021.45

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB						
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$28235.53					
Incentives not included in Purchase Price (from BARS) minus (Do not include fuel fill credit or dealer incentives. GM Card Points must be included)	\$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 MilliAMS Seneral Motors
Fax:Phone:
From: Joanie Muncy
Date: 7/- 2-06 Total Pages Including Cover: 20
Message: Per your request

PAGE 1

LOYALL, KY BUICK-PONTIAC-GMC

SERVICE ADVISOR TIM CHEEK

BUICK-PONTIAC-GMC

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

1-200-847-4828

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	TOTAL CHARGES	Se Se	lier neither assumes n	or a particular purpose.
	LESS DISCOUNT	wit	th the sale of this item/ite	or authorizes any other ny liability in connection ims.
	SALES TAX			
	PLEASE PAY THIS AMOUNT		OMER SIGNATURE	
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				}
				
	FILE COPY			

LOYALL,

KY

PAGE 2

Johnny Watkins BUICK-PONTIAC-GMC

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

SERVICE ADVISOR TIM CHEEK DATERENDY 1-800-847-4838 STOCK NO. VEHICLE IDENTIFICATION CUST, NO. TAG NO 17JAN06 P.O. NO. 18JAN06 P9075 INVOICE NO. 1G2ZG528254 TIMEIN 18JAN06 TIME READY YEAR 100423 MAKE A MODEL TELEPHONE NO: 05 PONTIAC G6 MILEAGEIN 26MAR05 MILEAGE OUT LICENSE NO. 106 305 15000 15000 7578 CC 0.30 1 1051515 OPTIMEEN 5.40 5.40 540 540 ,,,DONE 3.50 3.50 296 350 D** Lof(Coup) 2P LOF (COUP) 7578 CC 0.50 1 25010792 OIL FLTR 12.00 200 6.00 5 12345616 OTL10W30Q 6.00 6.00 425 600 0 , DONE 1.70 9.50 795 E** ROTATE TIRES 850 0 9 ROTATE TIRES 7578 CC 0.30 ,,,DONE F** CUSTOMER STATES PERFORM MAINTENANCE I SERVICE SS SEE STORY 7578 0.20 ,,,,COMPLETED. 9.00 9.00 360 CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 900 1.80 O 1.80 DESCRIPTION 46200 TOTALS 5315 <u> 1620</u> 7678 14518 LABOR AMOUNT 48000 <u> 3083</u> 2202 PARTS AMOUNT STATEMENT OF DISCLAIMER 46000 <u> 18.0</u>0 4140 The factory warranty constitutes all of the warranties 2340GAS,OIL, LUBE 46700 with respect to the sale of this item/items. The Soller 1800 ٥ with respect to the sale of this item/items. The Soller horeby 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. 00 1516 SUBLET AMOUNT 6104 180 Ü 00 MISC. / SHOP SUPPLIES <u>3240</u>0 119 80 TOTAL CHARGES <u> 26301</u> 8398 **** 61 . 20 LESS DISCOUNT with the sale of this item/items. 6500 500 **** 18 45 SALES TAX 6504 672 **** PLEASE PAY 6506 CUSTOMER SIGNATURE <u>673</u> ***** THIS AMOUNT 22000 4394 ***** 1056

Checked HVAC. Completed
Repairs Per Bulletin#04-08-59-003A

INSTALL Squeak Reduction TAPER

O. C2368 LT. USE Pub

B PART STILL ON ORDER.

PART STILL ON ORDER.

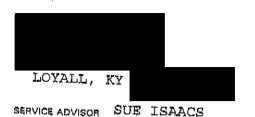
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Rotate + Gauged A114,

Completed M-1.

05/20 35/20

AMBO LAXNOMO



PAGE 1

Johnny Watkins

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

REPAIR CADEN DATE READY STOCK NO VEHICLE IDENTIFICATION CUST. NO. TAGNO P.O. NO. PAINTED INVOICENO 09JAN06 10JAN06 P9075 1G2ZG528254 10JAN06 TIME IN 100250 TIME HEADY YEAR MAKE & MODEL DELIVERY B/A 05 PONTIAC G6 26MAR05 106 320 MILEAGEIN 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: Ö Ö TPARTS COMPLETED RECALL. TLABOR CUSTOMER STATES: CK FOR POPPING NOISE WHEN DRIVING SS SEE STORY 587 IB 1.00 (N/C),,,TRY TO SECURE SUNROOF FRAME. 1700 1700 C CUSTOMER STATES: CK FOR POPPING NOISE WHEN TURNING WHEEL CAUSE: CND COULD NOT DUPLICATE CUSTOMER COMPLAINT 587 WP 0.00 េ ០ 0 0 0 TPARTS Ø TLABOR DESCRIPTION TOTALS <u>LABOR AMOUNT</u> STATEMENT OF DISCLAIMER PARTS AMOUNT The factory warranty constitutes all of the warrantles with respect to the sale of this item/items. The Seller hereby expressly discipline all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. GAS,OIL, LUBE SUBLET AMOUNT MISC. / SHOP SUPPLIES Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/Items. <u>TOTAL CHARGES</u> LESS DISCOUNT SALES TAX PLEASE PAY CUSTOMER SIGNATURE THIS AMOUNT

SERVICE ADVISOR



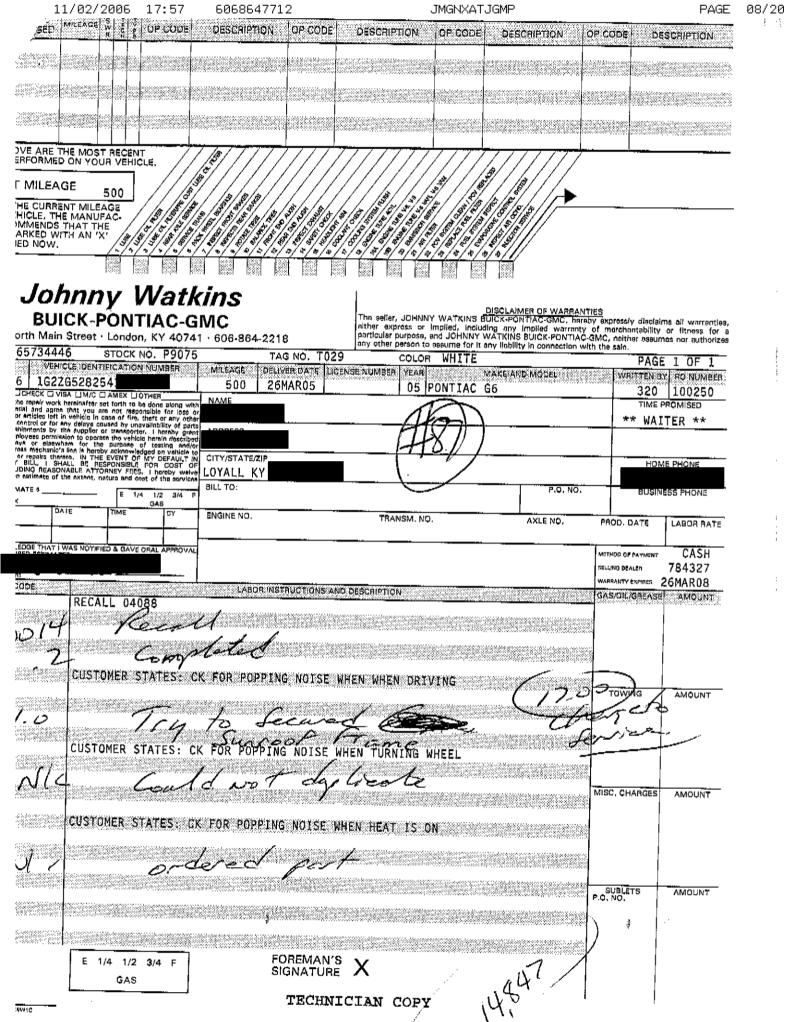
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PAGE 2

Johnny Watkins BUICK-PONTIAC-GMC

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

PAIN DROPA DATE READY 1-800-847-4838 STOCK NO. VEHICLE IDENTIFICATION CUST. NO. TAG NO. 09JAN06 P.O. NO. 10JAN06 INVOICE NO. P9075 1G2ZG528254 TIMEIN 10JAN06 TIME READY 100250 YEAR MAKE & MODEL TELEPHONE NO. **E**/A 05 PONTIAC G6 MILEAGEIN 26MAR05 106 MILEAGE OUT 320 LICENSE NO 14847 14847 CUSTOMER STATES: CK FOR POPPING NOISE WHEN HEAT IS ON CAUSE: SOP PART ON SPECIAL ORDER 587 0.00 (N/C)0 0 0 0 TPARTS 0 0 TLABOR DESCRIPTION TOTALS 46200 1181 2040 2881 <u>340</u> LABOR AMOUNT 46300 1700 STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties 1700 PARTS AMOUNT 26301 0.00 1181 **** The factory warranty constitutes all of the warranties with respect to the sale of this Item/Itoms. 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 Itam/Items. GAS,OIL, LUBE <u>6</u>704 0.00 1700 ₽907: SUBLET AMOUNT Ō 00 MISC. / SHOP SUPPLIES 0.00 <u>TOTAL CHARGES</u> 0.00 LESS DISCOUNT Ο. 00 SALES TAX O 00 PLEASE PAY CUSTOMER SIGNATURE THIS AMOUNT



A)- Recall# 04088 Completed

B) found notale moise looming from head lines one a around
seen Roof
- Britishy removed head lines & resecured & seen roof frome
or head lines retainers

@ - unable to varily Contern

D- found bulletin for this concern - Part on order

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Johnny Watkins BUICK-PONTIAC-GMC

LOYALL, KY

SERVICE ADVI	sor TIM	CHEEK					London	, KY 407	n Main St 41 • 606- 847-4838	864-2218	GM CDDES 08004 PON 08004 GMC 81881 BUIC
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LOYALL, KY

PAGE 2

Johnny Watkins BUICK-PONTIAC-GMC

2001 North Main Street London, KY 40741 • 606-864-2218 1-800-847-4838 SERVICE ADVISOR TIM CHEEK HEPAIR DADER DATE HEADY STOCK NO. VEHICLE IDENTIFICATION CUST. NO. TAG NO. P.O. NO. INVOICE NO. 30JAN06 06FEB06 P9075 1G2ZG528254 06FEB06 100640 TIMEIN TIME ACADY YEAR MAKE & MODEL TELEPHONE NO. **57** 05 PONTIAC G6 26MAR05 106 305 MILEAGE IN MILEAGE OUT LICENSE NO. 15908 15908 PART#: 22733127 COUNT: 1 CLAIM TYPE: AUTH CODE: VH Z7903 THREE DAY RENTAL 7578 WP 0.00 (N/C)0 0 FC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ 22649 31709 TPARTS 3240 Subl Rental (Three Days) 10631 TLABOR (N/C)FC: 98 0 11100 ,,,REPLACED SUNROOF LINER AND RESECURED SUNROOF DRAINS, 12 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 0 D COURTESY CHECK 0 DESCRIPTION TOTALS LABOR AMOUNT STATEMENT OF DISCLAIMER PARTS AMOUNT The factory warranty constitutes all of the warranties The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disciplins all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Sellor neither assumes nor suthorizes any other person to assume for it any liability in connection with the sale of this item/items. GAS,OIL, LUBE SUBLET AMOUNT MISC. / SHOP SUPPLIES TOTAL CHARGES LESS DISCOUNT SALES TAX CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

LOYALL, KY

PAGE 3

Johnny Watkins BUICK-PONTIAC-GINC

2001 North Main Street

SERVICE ADVISOR TIM CHEEK London, KY 40741 • 606-864-2218 MEPAIR ORGER 1-800-847-4838 DATE READY STOCK NO. VEHICLE IDENTIFICATION CUST NO. TAG NO P.O. NO. PRINTED 30JAN06 INVOICE NO. 06FEB06 P9075 1G2ZG528254 06FEB06 TIME IN: 100640 TIME READY YEAR MAKE & MODEL TELEPHONE NO. DELIVERY TRIPANED BrA 05 PONTIAC G6 26MAR05 MILEAGEIN 106 305 MILEAGE OUT LICENSE NO 15908 15908 30 COURTESY CHECK 7578 CC 0.30 ,,,,Done. D** Customer states sun Roof Popping SS SEE STORY 7578 CC 0.00 ,SEE LINE B. DESCRIPTION TOTALS 46200 27937 57<u>7</u>84 13584 4140 LABOR AMOUNT 48000 32560 23257 STATEMENT OF DISCLAIMER PARTS AMOUNT STATEMENT OF DISCLAIMER
The factory werranty constitutes all of the werranties 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. 0.00 11100 5104 0 GAS,OIL, LUBE 0 .00 <u>46000</u> 540 540 SUBLET AMOUNT .00 26301 57244 **** MISC. / SHOP SUPPLIES 6504 0.00 270 **** TOTAL CHARGES <u>5.40</u> 6506 270 with the sale of this item/items. LESS DISCOUNT <u>5_40</u> SALES TAX 0.00 PLEASE PAY USTOMER SIGNATURE THIS AMOUNT 0.00

Over found sensor has fell down is ide dash from Cover. Reinstall Posterms + dash from Cover. Reinstall sensor + secured.

Checked Sun Roof/head liner.

Found head liner stained. R+R trum,

Shade's +E+C. Replaced head liner

+ secured Sun Roof dlaw tube's.

Checked Steering. Could not duplicate Atthis time. found bulletin # DIC3747.

5 Completed V.

#E Test Drove vehicle. Completed Repulle's PerBulletin# 05-08-67-014.

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AMBUTAXNDMU

71/75/2006 11:57 P06864/71

** DEALER PROFIT AFTER COMMISSIONS **

RECAP SHEET FOR DEAL #16293 CONTRACT DATE: 14 APR 2005 ENTRY DATE: 15 APR 2005 STATUS: P BUYER..... CUSTOMER NO. μαζάρη DEDDA 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&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 REFERENCE REFEREN SALE DEALER COMMISSION COMMISSION COMMISSION DESCRIPTION AMOUNT COMMISSION NO. 1 NO. 2 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%

\$2,045.70

10.45%

11/02/2006 17:57 6068647	/12		JMGNXATJGMP	PAGE 16/20
BUYERS ORDER	16236		Johnny Wat	Vinc
HEREBY AGREE TO PURCHASE	STOCK NO.	7		NTIAC-GMC
FROM YOU UNDER THE TERMS AND CONDITIONS SPECIFIED, USED	D0075		2001 N. MAIN ST	
THE FOLLOWING: DEMO	P9075		BUICK PONTIAC PHONE (606) 864-2	-7
	TIAC		NAME	
MODEL OR SERIES G6 COLOR	WHITE	9	STREET -	,
MILEAGE 431 BODY 4DR	#CYL 6		LOYALL STAT	E ZIP
V.I.N. 1 6 2 Z G 5 2 8 2 5	4		OFFICE RES.	ATE 03/26/0
SALESMAN WELLS, JEFF			BIRTH SOC. PATE 06/29/54 SEC. NO.	<u> </u>
EQUIPPED ANDIO AUTO, TRANS.	DEFOG.	☐ POWE	CO SUIVED	
ITEMS 🔲 SUN ROOF 🛄 MANUAL TRANS CHECKED	B. ☐ AL. WHLS.	D POWE		
PAYOFF TO:			BASE PRICE -	
				2823553
PHONE NO.				
DATE OBTAINED BY (NAME)	GIVEN BY:			
13121.45	GOOD TILL			
DEALER INSTALLED EQUIPMENT	PRICE	14.3911		
	<u> </u>	N/A		
	,	N/A		
		N/A		
		N/A		
TOTAL DEALER INSTALLED EQUIPMENT		N/A		
TERMS		14771	CASH PRIOR OF VEHICLE A LOSS	N/A
A PROCESSING FEE IS NOT AN OFFICIAL FE	E AND IS NOT RE	QUIRED	CASH PRICE OF VEHICLE & ACCE	
BY LAW, BUT MAY BE CHARGED TO A BUYE DOCUMENTS AND THE PERFORMING OF SE	RVICES BELATED	TO THE	STATE TAX	1209-47
CLOSING OF A SALE. A BUYER MAY AVOID F MANDLING THESE DOCUMENTS AND PERFOR	PAYMENT OF THE RMING THESE SER	FEE BY RVICES".	LICENSE & TRANSFER	105.00
INLESS THE MANUFACTURER OR THE DEAL	ER HAS ISSUED SO	PECIEIC		
VARRANTY ON THIS VEHCILE, SEE THE DIS ON THE BACK OF THIS CONTRACT. (SEI	CLAIMER OF WAR	350 4 61 エン	TOTAL SELLING PRICE	
EVERSE).	- 3EOHONS 3, 4	F, 5 ON	TRADE IN AMOUNT \$ 14121.45	29550.00
PURCHASER'S CERTIFIC	CATION		AMOUNT OWED ON	
i hereby certify that this order includes all of oth the face and the reverse side hereof, that	this order cancals :	and au.	TRADE IN \$	
ersedes any prior agreement and as of the date ete and exclusive statement of the terms of the	hereof comprises th	20.00	NET EQUITY ON TRADE IN	1000.00
Ibject matters covered hereby, and that THIS ORI INDING UNTIL ACCEPTED BY DEALER OR H	ファラ さいかい ハウエ ロ	E/C/Charles	DIFFERENCE	28550.00
ENTATIVE; AND			DEPOSITS N/A ORDERS 550.0	<u> </u>
I have reviewed this order and fully understa juipped only with the optional equipment speci			REBATE: DEALER D BYVER D NONE	2000.00
s order plus all standard equipment as designa ne of delivery; AND	ted by the manufac	turerat	7611	
All equipment (including tires) as appraised of	on my trade in will i	remain	BALANCE DUE ON DELIVERY (CASH	1)
i certify that I am 18 years of age, or older		Į.	UNPAID BALANCE (FINANCE)	26000.00
inted matter on the front and back hereof, and a der the same as if it were printed above my sig	antee to it as a saw	ed the last of this	TRADE-IN INFORMATION OF THE PROPERTY OF THE PR	MATION
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R. LIC 56.		·	IG. NO. DECAL MILEA	27978 #CYL.
(107)(0.	STATE	K†	ACCEPTED BY:	

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

VIN: 16226525254	- A
The second secon	(or see attached i
CUSTOMER INCENTIVE(S)	
Customer incentive	
incentive and final price with incentive ap named below: Incentive Program Reference Incentive Program Reference Mach Machinery Company Total Incentive Amount Received	centive(s) listed to the dealer named below and request that oplied: (a) to the down payment on this vehicle, (b) uction (Bill of Sale indicates pre-incentive price, amount of plied) or (c) a check be issued in my name by Dealer Amount GM Incentive Code \$ 1000 \$ 500 \$ 500 \$ 500 \$ 10
W .C	
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t). I elect to receive	
p. I elect to receive —— CUSTOMER AND DE The ultimate retail purchaser or lessee of the verification of the properties of the verification of the and I took delivery of this vehicle on cribed in Item # and release the GM Division of Purchaser/Lassee Signature.	EALER ACKNOWLEDGMENT— ehicle bearing this vehicle identification number which was svehicle was purchased/leased for personal/business use 24-6/25. I acknowledge receipt of incentive(s) as obligation for incentive(s) on this
D. I elect to receive —— CUSTOMER AND DE The ultimate retail purchaser or lessee of the verification of the verification of the verification of the second of the control of the verification of the control of the co	EALER ACKNOWLEDGMENT— ehicle bearing this vehicle identification number which was svehicle was purchased/leased for personal/business use 24-6/05. I acknowledge receipt of incentive(s) as obligation for incentive(s) on this Date: 2/26 c certifies that the information on this application is true and live been provided to the said purchaser/lessee who has hip and that properly completed accurate delivery data

Lienholder: # How How Balance: 13, 121.45 Acct. #: Monthly 349.27 Payment: 349.27	JOHNNY WALKINS BUICK-PONTIAC-GMC 2001 N. MAIN ST. LONDON, KY 40741 PHONE: (608) 884-2218 THUCKS	SALESMAN:
Customer: _	,	Date: <u>3-25-05</u> Phone:
03 CHO/ Year Make	TAPALA Model	402 Brown
Bought New Previous Customer	Transmission 3.4 Cylinders Air Conditioning Power Steering Leather The power windows All the power windows	Wheels Tape
Reconditioning Estimate Body Damage:	Road Tested E Date: Other Comme	nts:

RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

	Deal: 16236 Depletions	
	Doaler Number	Contract Number
i	Buyor (and Co-Buyer) -Name and Address (Include County and Zip Code)	Creditor (Seller Name and Address)
	LOYALL MARLAN, KY	JOHNNY WAIKINS BUICK PONT GMC 2001 N HAIN ST LONDON, KY 40741 606-864-2218
1	ou, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for	\ \frac{1}{2} \cdot \frac{1}{2

		<u> LOYALL.</u>	KY.				2472818				
You, the Buyer	t (and C	o-Buyer, if an	y), may b	y the vehicle de:	scribed	below for cash or on o	redit By signic	of this contract			_
schedule show	1 below, 1	The Finance Cha	a nd back Toe is flow	: Of this contract	i. You a	below for cash or on cagree to pay the Credit innual Percentage Rate or	or the Amount	Financed and Fin	ou agree to b e ance Charge ac	ly the vehicle an cre	ď
Description of	of Vehic	le. You agree	to bùy ar	nd the Creditor a	arene t	nnuai Percentage Rate or Sell the following veh	i the unpaid balar	nce of the Amount F	inanced.	cording to the payme	т
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if truck- Desc	cribe bo	dy and major i	tems of e	quipment sold:	-			127 00011103	<u> </u>		=

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QUADRUPLICATE ORIGINAL - DEALER'S COPY

Privileged and Confidential Information

Case Assessment By: Felici	ia Williams	Siebel/CARS Request #:1-396024929				
Customer Name: (Redacted)						
Veh year:2005	Make: Pontiac	Model: G6	Current mileage: 24000			
Veh ID	In Service Date:3/26/2005	Purchased: new	If used:			
#:1G2ZG528254xxxxxx						
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:

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: X

Team Lead Approval:

Date: