

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

November 15, 2010

[REDACTED]  
[REDACTED]  
[REDACTED]  
Flint, MI [REDACTED]

Service Request: 1-406893439  
Customer Relationship Manager: Nelson Pina

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2006 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation

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

**Customer:** [REDACTED]

**Request #:** 1-406893439

**BBB#:** PGM0650543

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)	\$24,808.23
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$25,745.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$ 936.77(-)

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

Payoff or Lien amount from Bill of Sale <i>(If dealer added negative equity into contract, do not subtract)</i>	\$0.00
Actual Cash Value Statement	\$0.00
Difference (if positive, this is the negative equity )	\$0.00

<b><u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$24,808.23
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$-1,250.00

Overallowance and/or Negative Equity minus	\$0.00
Actual price of Vehicle that should be presented to BBB for ATA	\$23,558.23



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GENERAL MOTORS BUSINESS RESOURCE CENTER

**VIA FAX ONLY**

June 5, 2006

Michael Borg  
Prestige Pontiac Oldsmobile, Inc.  
G-7401 Clio Road  
Mount Morris, MI 48458  
FAX: (810) 686-1239

Re: [REDACTED]  
Siebel Request: # 1-406893439  
2006 Pontiac G6  
VIN # 1G2ZH558164 [REDACTED]

Dear Mr. Borg:

This is a letter of notification regarding a Better Business Bureau case# PGM0650543 involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Rayma Knight  
BRC Customer Relationship Manager  
Ph# 866-790-5700, prompt 9, prompt 5, extension 20003  
FAX# 866-589-3991

Privileged and Confidential Information

CASE ASSESSMENT BY: Rayma Knight

Siebel/CARS Request No: 1-406893439

**Customer Name:** [REDACTED]

**Year of Vehicle:** 2006 **Make:** Pontiac **Model:** G6 **Current Mileage:** 13,000

**Vehicle ID No.:** 1G2ZH558164 [REDACTED] **In-Service Date:** 9/30/2005 **Purchased:** New

**What is customer seeking:** Repair (and provide extended warranty for duration of lease) or replacement vehicle.

**VEHICLE REPAIR HISTORY**

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** Front End Concern

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
5/22/06	11,785	?	C/S: G-6 Engineers, replacing I shaft Caused by INTERMDIATE SHAFT BINDING Replaced per engineers test drove all ok at this time. (Superior Pon-Cad)

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** Popping Noise

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
5/01/06	11,671	2	C/S: Popping noise/feeling when coming to a complete stop, then accelerate, or reverse, when car is not moving turning steering wheel. Cause: steering gear worn internally DRL: Upon inspection found right front strut leaking Replaced right front strut after steering gear was done had to order and put it in the next day checked and set right front caster camber and front to test drove all ok at this time. Replaced steering gear checked and set front toe. Test drove, noise gone at this time. (Superior Pon-Cad)

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** Steering wheel -vibration

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
4/10/06	10,174	1	C/S: Check for steering wheel vibration DLR: Test drove with svc mgr and could not verify complaint. Normal condition when compared to like vehicle. (PRESTIGE PON)

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** Steering wheel – Pulls to the right

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
4/4/06	6545	5	C/S: Steering wheel off center and car pulls to the right DLR : Test drive verified complaint. Swapped tires and retested Drove Vehicle pulling to left possible broken belt or internal Problem in the tires, replaced both front tires and retest drove w/ cust (PRESTIGE PON)

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** Steering wheel – Pulls to the left

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
3/10/06	8569	1	C/S: steering wheel is crooked vehicle still has pull to the left DLR: Caused by radial pull left front tire. Swapped front tires and rechecked the alignment all ok at this time. (Superior Pon-Cad)

Team Manager Approval:

Date:

Privileged and Confidential Information

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Brakes- squeaking**

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
4/4/06	6545	*	C/S: Brakes squeak at times DLR: duplicated concern on test drive w/ customer. Inspection found front pads and rotors glazed Found no lube on slides and pre-service tech at different dealership used GM silicone for anti-squeak compound deglazed pads. Resurfaced rotors and used GM anti squeak spray for customer satisfaction retest drove all ok (PRESTIGE PON)
3/13/06	8720	2	C/S: When braking can hear a lot of squeaking DLR: Remove and replace front brake pads and R & R and machine both front rotors. (Superior Pon-Cad)
3/07/06	8459	1	C/S: Brake pedal is squeaking when applied DLR: Brake pedal binding, Removed brake pedal assembly Adjusted lubed pivots and reinstalled test drove all ok at this Time. (Superior Pon-Cad)

Total Days Out of Service:   12+  (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW?      YES:  NO:

**What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?  
Repurchase -under Program Summary, not under State lemon law.**

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

AVM : no response from AVM yet  
Dealer #1 Superior Pon-Cad: GM Engineers were out suggested putting new steering column in  
Dealer #2 Prestige Pon-Olds: Michael Borg, replaced tires, test drove w/ customer all fine.  
Customer doesn't like how this vehicle handles is customer preference not defect.

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

Customer states not filing w/ BBB is cancelling.  
6/6/06 Legal (Austin) began a file for this customer  
**Meets under Program Summary w/ 4 repair attempts**  
**Currently (no FRA filed yet – Doesn't meet Michigan Lemon Law)**  
- customer could get repurchase; paying full usage under Program Summary  
If customer sends in for FRA by cert mail then will qualify under Michigan Lemon Law  
**\*\*Prior to any remedy under lemon law FRA is required- notice in writing by certified/registered mail**

CRM could offer a voluntary repurchase

Decision reached by CRM:    Arbitrate case:       Settle case:

Team Manager Approval:

Date:



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**VIA FAX ONLY**

May 31, 2006

Phil Figurski  
Superior Pontiac Cadillac  
1717 S. Dort Highway  
Flint, MI 48503-4362  
FAX: (810) 744-1077

Re: [REDACTED]  
Siebel Request: # 1-406893439  
2006 Pontiac G6  
VIN # 1G2ZH558164 [REDACTED]

Dear Mr. Figurski:

This is a letter of notification regarding a Better Business Bureau case# PGM0650543 involving the above referenced customer.

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