

General Motors Corporation Basiness Resource Center PO Box 33170 Detroit, MI 48232-5170

#### INFORMATION Redacted PURSUANT TO THE FREEDOM OF VIA FAX ONLY May 7, 2007 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Tammy Schmitt, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:

v. General Motors Corporation Service Request: 1-423974806 2005 Pontiac G6 Vehicle Identification Number: 1G2ZG528X54 Customer Relationship Specialist: Emily Butler

Dear Ms. Schmitt:

We regret that your client(s) is dissatisfied with her 2005 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Pontiac Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

- A cash settlement of \$5,300.00
- A 48 month/ 48,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes: Steering Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown. that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership and signing of a release prepared by General Motors Corporation's counsel.

Your client(s) would retain the vehicle. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter and return it to us at the fax number shown on the fax cover sheet. This

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May 7, 2007 Page 2

offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0043 V07022006

Odometer	
Chemis Signature	Client's Signature
Date	Date



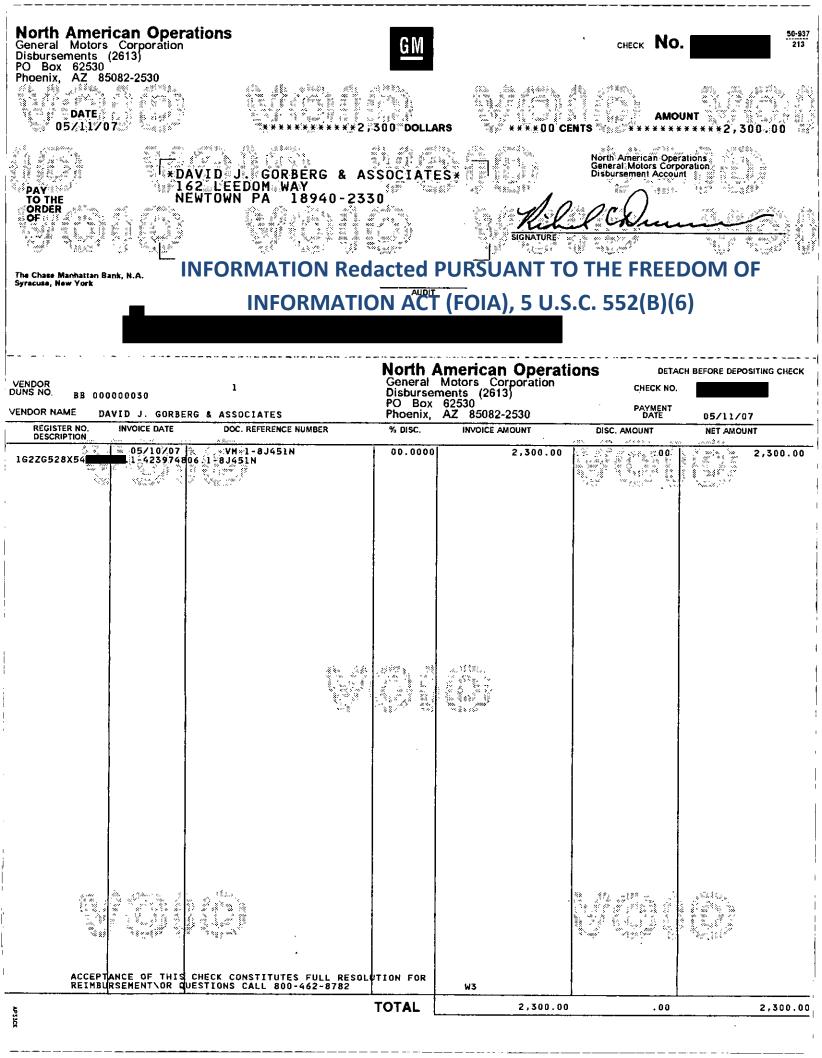


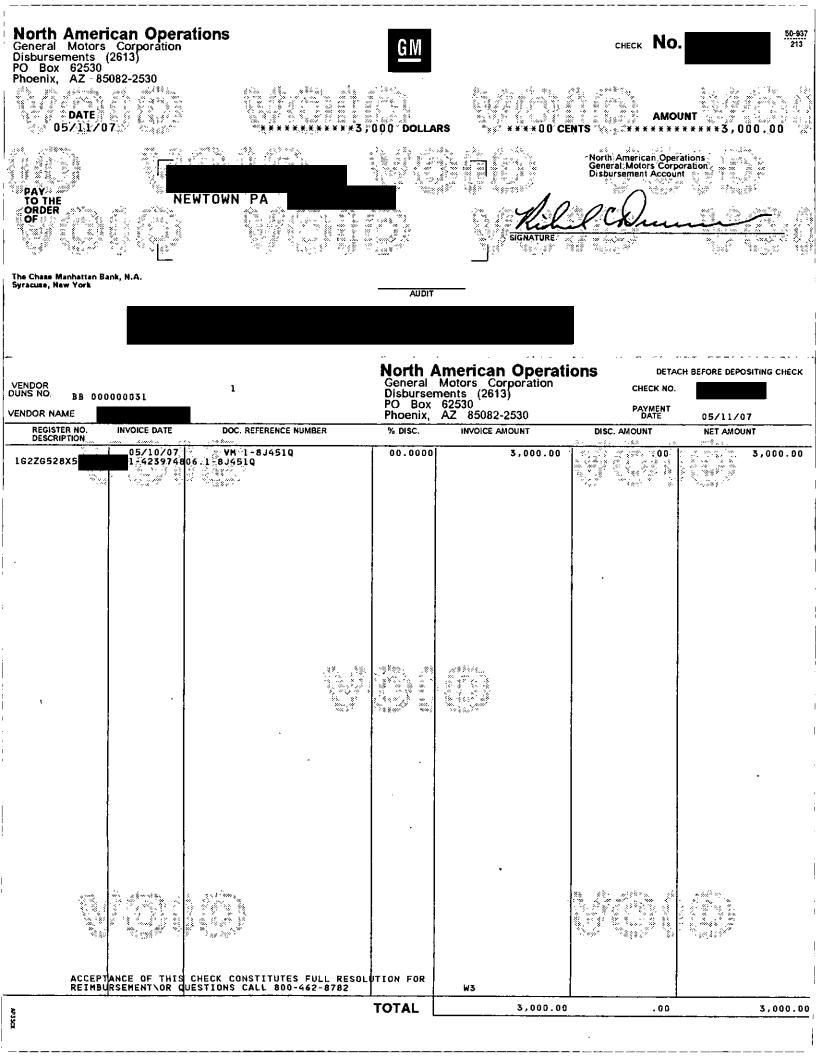


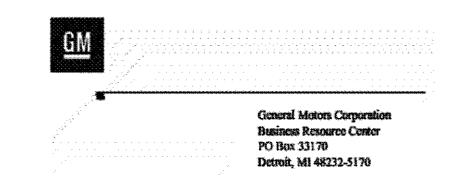












VIA FAX ONLY

April 25, 2007

Tammy Schmitt, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:	v. General Motors Corporation
	Service Request: 1-423974806
	2005 Pontiac G6
	Vehicle Identification Number: 1G2ZG528X54
	Customer Relationship Specialist: Emily Butler

Dear Ms. Schmitt:

We regret that your client(s) is dissatisfied with her 2005 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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- A cash settlement of \$4,000.00
- A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes: **Steering** Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership and signing of a release prepared by General Motors Corporation's counsel.

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April 25, 2007 Page 2

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Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0043 V07022006

Odometer

**Client's Signature** 

Client's Signature

Date

Date





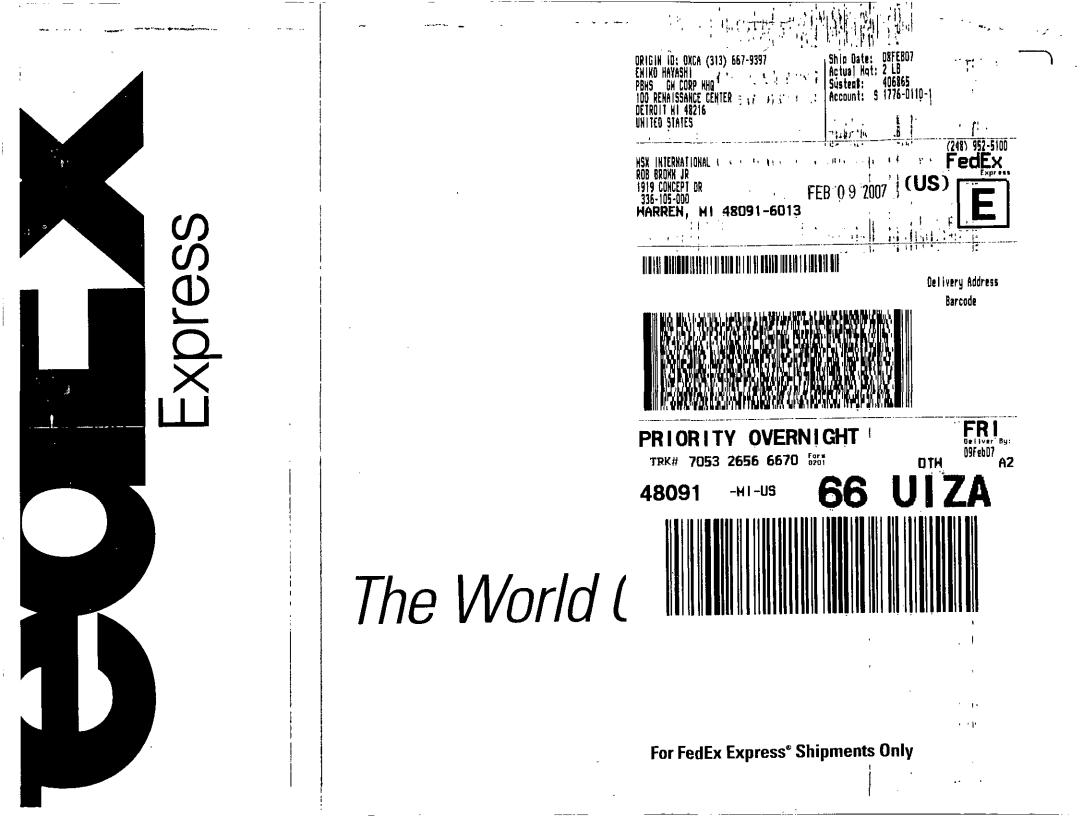












#### General Motors Corporation Legal Staff

# Facsimile 248/267-4570

Telephone 512/386-0750

February 6, 2007

Steven Kantrowitz, Esq. Kantrowitz & Phillippi 1880 John F. Kennedy Boulevard Suite 1101 Philadelphia, PA 19103

Dear Mr. Kantrowitz:

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Re: GM Case No. 628212 E v. General Motors

This will acknowledge your agreement to represent General Motors in this case. Please send a copy of the complaint as quickly as possible to the attention of Robert Brown, GMC, BRC Legal. c/o MSX International, <u>1919 Concept Drive, Warren, MI</u> 48091.

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This case is part of the Early Resolution Program. A representative from the Business Resource Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation is required on your part at this point. Rather, it is requested that you file an answer and do anything else necessary to comply with the court. Contact me if additional information is needed to complete the answer. However, I do not need a copy of the answer to the complaint.

If the case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, include the GM Case Name and Case Number and address it to the attention of the undersigned, c/o MSX International. Feel free to contact me by phone at (512) 386-0750 or Fax (248) 267-4570.

Sincerely,

Robert A. Brown Jr. Legal Assistant

cc: Robert Brown c/o MSX International (By FedEx)

2/22

Service of Process **Transmittal** 02/02/2007

Log Number 511871032

TO: **Rosemarie Williams** General Motors Legal Staff 400 Renaissance Center, Mail Code 482-038-210 Detroit, MI, 48265-4000

#### RE: **Process Served in Pennsylvania**

FOR: General Motors Corporation (Domestic State: DE)

#628212

ENCLOSED ARE COPIES OF LEGAL PR	COCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:
TITLE OF ACTION:	Pitf. vs. General Motors Corporation, Dft.
DOCUMENT(S) SERVED:	Cover Sheet, Notice, Complaint, Verification, Attachments
COURT/AGENCY:	Philadelphia County Court of Common Pleas, Pennsylvania, PA Case # 004507
NATURE OF ACTION:	Product Liability Litigation - Lemon Law - Plaintiff alleges that a certain 2005 Pontiac G6, VIN#1G2ZG528X54
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Philadelphia, PA
DATE AND HOUR OF SERVICE:	By Process Server on 02/02/2007 at 13:00
APPEARANCE OR ANSWER DUE:	Within 20 days
ATTORNEY(S) / SENDER(S):	David J. Gorberg 1234 Market Street Philadelphia, PA, 19107 215 563-7210
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED: PER: ADDRESS: TELEPHONE:	C T Corporation System Tyeasha Weaver 1515 Market Street Suite 1210 Philadelphia, PA, 19102 215-563-7750

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Page 1 of 1/SS

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Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on cartified mail receipts confirm receipt of the package only, not of its contents.

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Steven Kantochtz

# PERUZZI AUTOMOTIVE GROUP PONTIAC ~ GMC ~ BUICK ~ NISSAN ~ MITSUBISHI

215-943-6000/WWW.PERUZZI.COM







## **FAX COVER SHEET**

DATE: GM EMILY Butler TO: 270-0204 FAX NUMBER: 86 FROM: TOTAL PAGES, INCLUDING COVER:

COMMENTS

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	PERUZZI UFFICE PAGE 03
f Rent charge. The amount charged in addition to the depreciation and any anto	ritzed amounts
g. Total of base monthly payments. The depreciation and any amontized amounts	clus the rent charge
1. Dass monuny payment	
j- Monthly sales/use tax (estimated)	
Early Terminetion. You may have to pay a substantial charge if	you and this lease early. <u>The charge may be up to several thousand dollars.</u> ted. The sariisr you and the lease, the greater this charge is illusiy to be.
Property wear and use. You may be charged for excessive wear based on our standards for norr	mal use and for mileage in excess of 12000 miles per year at the rate of \$ 0.20 per mile.
Purchase Option strend of Lesse Term. You have an option to buy the vehicle at the end of the less Other Important Terms. See your lesse documents for additional information on the information of the less	se term for \$
	purchase options and maintenance responsibilities, warranties, late and default charges, and heurance:
TEMIZATION OF GROSS CAPITALIZED COST.	18. CHARGE FOR FINES, If the government places a fine on the vehicle and you do not
a. Agreed upon value of the vahicle	
b: GMACadministrative too	17. SCHEDULED LEASE END DATE. This lass is scheduled to andO7 AV/2009
c. License/registration/inte feee	You are scheduled to return the vehicle on the date, (month) (tay) (
	18. LEASE BND DAILY EXTENSION CHARGE \$ 25.00 per day (due tot)
e. Other tax (describe) N/A + \$ N/A	the eighth day after scheduled lease and date.
, Optional service contract + \$706_00	TO REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that lightly and phy
Diptional maintenance contract	gamage policies that meet our requirements (see the other side) are in force on the date of
n. Optional life Insurance + \$H/A	
. Optional disability insurance	Insurance company name: ALLSTATE
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* <u>* * * * * * * * * * * * * * * * * * </u>	Agency address: 2546 HEST CHESTER PIKE BROOMALL #A 19008 Agency phone no.: (610) 325-6900
I. Gross Capitalized Cost = \$_27184.00	Adent's name
HE VEHICLE YOU ARE TRADING. (year) (make) (model)	
(year) (make) (model)	Deductibles: Collision \$
aross trade-in value	
Payoff = \$N/A_	Insurance company name: K/A
let trade-in value \$N/A	
FFICIAL FEES AND TAXES. You will pay all government license, title, registration, tes	Agency phone no.: N/A
inspection tess for the vehicle. You will gav all taxes on the lasts or the vehicle the	Adents hame:
mment levies on you, the vehicle, or us. (except our net income taxes). We may char monthly payment if taxes change. We may bill you separately for official these and taxes	ange Folicy no.:
L ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disat
ectoar total of sees and taxes may be higher/or lower depending on tax rates in effect o se value when a fee or tax is assessed.	
. Title/lien fees	the premium in your base monthly payment. A notice you receive when you sight this lease describes covarage(s). The insurance may not cover taxes and other amounta-due besides the base monthly payme
Begistration fees/taxes	Insurer name: N/A
License fees/taxes \$ N/A	Address: W/A
Sales/use taxes (Including tax on capitelized cost reduction) \$ 1790.95	N/A
Excise taxes	
	Coverage limit. \\$N/A
Other (describe) ON-LINE FEE s 40 00	Disability insurance (Lessee only) // Premium \$ Monthly coverage limit \$/A
Other (describe) H/A s N/A	
REAGE.	
ase Mileage Alfowance. 015,000 milea/year. 2000 mileage: 12,000 milea/year.	
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□Medium-duty truck (diesel): 35,000smilea/yeas	Griecked Allow
ktra Miles. You are buying <u>N/A</u> extra miles at \$ <u>N/A</u> r mile. If this ease of a first the last scheduled payment is due we will conditive unwith \$	ends Standard manufacturer's warranty
	ile for 🗇 📉 🔪
ich unused extra mile. There will be no credit if the lease ends early, you buy	/ the Warranty papers that are separate from this lease state any onverses limits
hide, or the vehicle is a total loss.	The law gives you is wainanty that the vehicle conforms to the description in this leave
tal Allowed Milesge on the Odometer at Lease End le	THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WEVMAKE
	INPLIED WARRANTY OF MERCHANTABILITY, THERE IS NO WARRANTY THAT I
Base mileage allowance mi	les
	iles 22. OPTIONAL BERVICE AND MAINTENANCE CONTRACTS
coss Mileage Charge. The excess mileage charge is \$0,20 per mile for each m	nile Name Term W/A months
yond the total allowed miles, plus tax. If the leave ends early and the vehicle is not a t	
is, any excess mileage and wear charge will not be more than residuel value minus hicle sale price. There is no excess mileage charge if you buy the vehicle.	If you are buying a service or maintenance contract now, you may pay for it at these signing
Private interests in a consider Million a custoffe in Aon DDA mé Aéucle.	
	JUO,
ATE CHARGE. If you do not pay a monthly payment in full within 10 days after it is a ill pay a latexphance of 5% of the part of the payment that is lots.	
III pay a late-charge of 5% of the part of the payment that is late.	
II pay a late-charge of 5% of the part of the payment that is late.	ontains the entire somerning between you and us relation to the leade of the valuable. Any more the
II pay a late-charge of 5% of the part of the payment that is late.	ontaine the entire agreement between you and us relating to the lease of the vehicle. Any change to ling.
III pay a late-charge of 5% of the part of the payment that is late.	
III pay a late charge of 5% of the part of the payment that is late.	
III pay a late charge of 5% of the part of the payment that is late.	
III pay a late charge of 5% of the part of the payment that is late. S IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, of terms of this lease must be in writing and signed by you and us. No oral changes are bind terms of this lease must be in writing and signed by you and us. No oral changes are bind terms of this lease without losing the must be any of our rights under this lease without losing them. TCE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU APPAR IT.	
A this lease must be in wright and eight by you and us. No onlichenges are bind why write the second secon	2, YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT. AILLS PA ON 07 08 2005
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PAGE 04

LAW OFFICES DAVID J. GORBERG & ASSOCIATES, P.C. SUITE 2040 1234 MARKET STREET PHILADELPHIA, PA 19107

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HASLER \$1.11 SEP 22 2006 US FOSTAGE FIRST-CLASS MAILED FROM 19107 011A0413001320

# First Class Mail

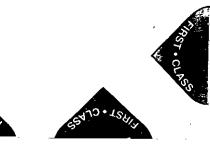
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LAW OFFICES

#### DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

SUITE 2040

PHILADELPHIA, PA 19107-3789

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(215) 563-7210 FAX (215) 563-8738

www.MyLemon.com

September 22, 2006

NEW JERSEY OFFICE

GREENTREE COMMONS 8001 D LINCOLN DRIVE WEST MARLTON, NJ 08053-3211 (856) 797-0703 FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG. 330 GRANT STREET PITTSBURGH, PA 15219 (412) 894-9970 FAX (412) 894-9983

Septe GENERAL MOTORS CORPORATION CUSTOMER ASSISTANCE & RELATIONSHIP SERVICES

LEGAL-TAMPA C/O MSX INTERNATIONAL 1919 CONCEPT DRIVE WARREN, MI 48091

RE: Our Client: Vehicle: 2005 Pontiac G6 Vin #: 12ZG528X54

Dear Legal Department:

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Please be advised this office represents the above individual under any and all of the following claims:

Pennsylvania's Automobile Lemon Law Act, Magnuson-Moss Act, Uniform Commercial Code and Unfair Trade Practices Act.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office.

The Primary non-conformities for which relief is sought include the following:

Steering/suspension/wheels/tires

As a result of the manufacturer's inability to correct these substantial impairments within a reasonable number of repair attempts, my client seeks a full refund of the purchase price, treble damages, collateral charges and attorney fees.

DAVID J. GORBERG DOMINIQUE GRENIER<sup>®</sup> DANA LYNN TARQUIN(<sup>®</sup> TAMMY J. SCHMITT MELISSA A. WEIK-HANNA<sup>®</sup> TRACY A. PHILLIPS KIMBERLY A. HOEHING<sup>®</sup> LAURA L. APPLEGATE

MEMBER OF PA AND NJ BARS

## GENERAL MOTORS CORPORATION Page 2.

RE:

Based upon same, please have a division manager contact our office to discuss this matter as soon as possible.

Very truly yours, JID J. GORBERG

DJG/jd

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LESSEE (a	nd CO-L	ESSEE) ("You") name and address, inclu	uding county	Garaging address (if dif	ferent)		LESSOR (Retailer)	1	
				N/A				,	
-							PERUZZI PONTIA	C GMC TRU	EK INC
				Principal driver (if busine	ess use)		- 165 LINCOLN HW		
LANGH	ORNE I	PA 09BUCKS		<u>_N/A</u>			<b>FAIRLESS HILLS</b>		]
This is an ag	reement	to lease a vehicle. This is not a purchase a	agreement. Y	ou are not buying the veh	nicle. By signing this	lease, you agr	ee to everything on the front a	nd back.	
We, us, a	nd "our" r	efer to Lessor named above and any assi	ignee, An "as:	signee" is a person to who	om this lease is assi	gned (if it is as	signed).		
		ed, Lessor (Retailer) will assign this lease ad, GMAC helped to arrange this lease an							,
		ed, Lessor (Retailer) will assign this lease an			a the vehicle to Cen	trat Onginating	Lease Trust.		
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New/Used	Year	Make & Model	Body St	· 	le ID #	Mileage	Pri	mary Use	
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Dealer Inst				JUN IULUJLUN			GVW (if truck)		ic Conveyanc
			FEDERA	L CONSUMER LEA	SING ACT DISC	CLOSURES		ʻ <b>.</b>	
1. Amount I		ase 2. Monthly Payments			3. Other Charges	(not part of yo	our monthly payment)	4. Total of Pay	
Signing o					Disposition fee (			(The amount by the end of	
(Itemized	below)				not purchase the		\$N/A	by the end of	i ine lease.)
. 6	00 00			hof each month.	_N/A	···_	\$N/A		01010 E
\$0	00.00	The total of your monthly paym	nents is \$	<u>216/1.04</u>			Total \$N/A	\$	21819_5
	· -		*Itemiz	ation of Amount Due a	t Lease Signing or	Delivery			
5. Amount	Due at L	ease Signing or Delivery:			6. How the Amour	nt Due at Leas	e Signing or Delivery will be	paid:	
a Capita	lized cos	t reduction ayment	\$	15.61	. a Net trade-in all	lowance		\$	N//
b/First n	nonthly p	avment	· · · · · · · · · · · · · · · · · · ·	5451.48 A					
c. Refun	dable sec	urity deposit					xix 5-1-1		
d. Title fe	98S		<b>9</b>	22.50		•	• • •		
		)S							
f. Sales/	use tax			i <u>1,41</u>					
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		<u>R=3.00</u>		3.00		•			•
i. <u> </u>	<u>vcumb=</u>	5.00 TIRE=5.00 NOTAR							600 A
		j. Total	\$	600,00			d. Total	\$	600.0
		· · · · · · · · · · · · · · · · · · ·	7. You	r monthly payment is d	etermined as show	n below:		<u> </u>	
a. Gross	capitali	zed cost. The agreed upon value of the v	vehicle (\$	<u>25883,00</u> ) and	d any items you pay	for over the lea	ase term (such as service cont	racts,	2710A
ineura	nce and	any outstanding prior credit or lease balar	nce)					····· 🎝 🗕	<u>27184,</u> 15
b. Capita	alized co	st reduction. The amount of any net trac	de-in allowand	ce, rebate, noncash credi	t, or cash you pay th	hat reduces the	gross capitalized cost	\$	15.
		سأديدا مساليا والمساري والمساري	Alam your book	n monthly navmont				= ⊅	112/1
d Resid	ual valus	The value of the vehicle at the end of the	he lease used	i in calculating your base	monthly payment			\$	11341.
e. Depre	ciation a	ind any amortized amounts. The amound	nt charged to	the venicle's decline in v	albe mitugh norma	a use anulor o		· \$	<u>15827.</u>
4 Dent	charge.	The amount charged in addition to the	e depreciation	n and any amortized an	nounts				<u>4054</u> 19881
a Total	of base	The amount charged in addition to the monthly payments. The depreciation the number of payments in your lease	and any amo	rtized amounts plus the	rent charge				4

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ment leves on you, the venicle, or us texcept our net income taxes). We may change monthly payment if taxes change. We may bill you separately for official fees and taxes.	Deductibles: Collision \$N/A Comprehensive \$N/A
LEST MATER FEES AND TAXES YOU MUST PAY DURING LEASE	20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability
actual total of fees and taxes may be higher or lower depending on tax rates in e fect or the de value when a fee or tax is assessed.	insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this least describes the
S	coverage(s). The insurance may not cover taxes and other amounts due besides the base monibly payment.
ss	Insurer name: N/A
	Address: N/A
L Columburg taxon (including tax on capitalized cost reduction) \$_1/90.85	
SN/A	
	Coverage limit, \\$
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Other (describe) N/A \$\$	
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Base Mileage Allowance. D15,000 miles/year.	CO-LESSEE'S SIGNATIONE: X Age
Medium-duty truck (gasoline): 25,000 miles/year	21. WARRANTY AND EXCLUSION OF WARRANTY, You have the benefit of any warranty
□Medium-duty truck (diesel): 35,000 miles/year	checked below.
Extra Miles. You are buying extra miles at \$ ber mile. It this lease ends	Standard manufacturer's warranty
Extra Miles. You are buying extra miles at \$ per mile. It this lease ends on or after the last scheduled payment is due, we will credit you with \$ per mile for	
each unus id extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.	Warranty papers that are separate from this lease state any coverage limits.
Total Alloyed Mileage on the Odometer at Lease End is	THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE
St. rting odometer mileage 90 miles	VEHICLE IS FIT FOR A PARTICULAR PURPOSE.
St, rting odometer mileage	
Purchas ad extra miles	22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.
Turner Milege Charge The excess milege charge is \$ 0.20 per mile for each mile	22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS. N/A Name
boyo d the total allowed miles, plus tax. If the lease ends early and the vehicle it not a total	Name Term months, miles
loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.	If you are buying a service or maintenance contract now, you may pay for it at lease signing. It you do not, the price will be in the capitalized cost and you will pay rent charges on the price.
LAT : CHARGE. If you do not pay a monthly payment in full within 10 days after it is due,	you do not, the price will be in the capitalized cost and you will pay term charges on the price.
LAT : CHARGE. If you do not pay a monthly payment in for within to days and it is due, I will pay a ate charge of 5% of the part of the payment that is late.	
'HIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains	the entire agreement between you and us relating to the lease of the vehicle. Any chante to
he terns of this lease must be in writing and signed by you and us. No oral changes are binding.	
ESSHEX	CO-LÉSSEE: X
Ve may detay or retrain from enforcing any or opringing under this lease without losing them.	
NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU FAILLESS HILL	JARE ENTITLED TO A COPY OF THIS AGREEMENT.
YOU NONED THIS AGREEMENT AND RECEIVED ARDPY AT	
(())	
	CO-LESSEE: X
ESS GERUZZI PUNTIAC GMC TRUCK INC	
sor essigne all right, title, and interest in this lease to the party identified in this lease as the with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in	ntended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to the leased vehicle to the party identified in this lease as the intended assignee, or its designee,
er th. teren actor dependence truck inc	
SOF: BY: X	TIFÉE:
	CLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.
MC JTHL: 11/2001 (4)	. at
vrig : 200 General Motors Acceptance Corporation. All Rights Reserved.	Lease Agreement 9
	OUADBUEUR STEOPER IN - LESSEE

Capitalized cost reduction\$\$	· · ·	N 44
Capitalized cost reduction \$13_01	A a. Net trade-in allowance	\$ <u>N/A</u> _
First monthly payment		
Refundable security deposit	c. Amoaneto be paid in cash	<u>    600  00    </u>
Title fees\$\$22.50		1
Registration fees\$\$		
Sales/use tax 1_41		Ť (
<u>ON-LINE FEE</u> <u>\$ 40.00</u>		J
MESSENGER=3.00\$3.00		
	· .	· .
j. Total\$600,00	d. Total	600.00
7. Your monthly paym	ent is determined as shown below:	
Gross capitalized cost. The agreed upon value of the vehicle (\$ 25883.0	$\underline{\mathbf{U}}_{\underline{}}$ ) and any items you pay for over the lease term (such as service contracts,	27104 00
insurance, and any outstanding prior credit or lease balance)		27184,00
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, nonca		15.61
Adjusted capitalized cost. The amount used in calculating your base monthly payme		
Residual value. The value of the vehicle at the end of the lease used in calculating yo	- s	<u>, 11341.10</u>
Depreciation and any amortized amounts. The amount charged for the vehicle's de- the lease term	cline in value through normal use and for other items paid over	15827.29
Rent charge. The amount charged in addition to the depreciation and any amor	tized amounts	
Total of base monthly payments. The depreciation and any amortized amounts	nus the rent charne \$	19881.60
Lease payments. The number of payments in your lease	· • • • • • • • • • • • • • • • • • • •	48
Base monthly payment	= 4	414,20
Monthly sales/use tax (estimated)		33 00
1 1 1 A	+ \$	N/A
Total monthly payment		AE 1 AD
Larly Termination. You may have to pay a substantial charge if The actual charge will depend on when the lease is terminate	you end this lease early. <u>The charge may be up to several thousand dollars.</u> ed. The earlier you end the lease, the greater this charge is likely to be.	
cessive Wear and Use. You may be charged for excessive wear based on our standards for norm	nal use and for mileage in evenes of 12000 miles per year at the rate of \$ 0.21	
inchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the leas	the term for \$ 11341, 10 olus official tees and taxes	= per mile.
ther Important Terms. See your lease documents for additional information on early termination, r		
iner important Terms. See your lease occurrents for additional information on early termination, p	porchase options and maintenance responsibilities, warranties, late and default charges, and in	surance.
EMIZATION OF GROSS CAPITALIZED COST.	16. CHARGE FOR FINES. If the government places a fine on the vehic	le and you do not pay it
Agreed upon value of the vehicle \$_25883.00	promptly, we may pay it. Each time we pay a fine, you will pay us the fine	
GMAC administrative fee + \$595.00		
License/registration/title fees	17. SCHEDULED LEASE END DATE. This lease is scheduled to end You are scheduled to return the vehicle on this date.	onth) (day) (year)
Sales tax + \$N/A	18, LEASE END DAILY EXTENSION CHARGE \$25_011 per day	
Other tax (describe) N/A + \$ N/A	the eighth day after scheduled lease end date.	
Optional service contract + \$706.00		
Optional maintenance contract + \$N/A	19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm the damage policies that meet our requirements (see the other side) are in fu	at liability and physical
Optional life insurance + \$N/A	lease as follows:	
Optional life insurance	ALLSIAIL	
Optional disability insurance + \$ + \$ N/A	Insurance agency name: NUCLES THE REF	HA 19008
+ \$N/A	Agency address: <u>COACTED CONSTENT TREE DROOM EE</u>	<u>. un 1.0000</u>
I. Gross Capitalized Cost = \$_2/184.00		
I. Gross Capitalized Cost	Policy no.:500500	mage (1)
HE VEHICLE YOU ARE TRADING (year) (make) (model)	Deductibles: Collision \$ Comprehensive \$	
(year) (make) (model) N/A	N/A	
ross trade-in value	Insurance company name: N/A	
ayoff \$ N/A	Agency address: N/A	<u> </u>
- 5	N/A	

	they payne it		+	1_18
	Furly Termination, You may have to you a	substantial charge if you and	his lease early. The charge may be up to several thousand dollars.	
	The actual charge will depend c n when	) the lease is terminated. The $\epsilon$	e arlier you and the lease, the greater this charge is likely to be.	
8. Excessive Wea	and Use \ou may be charged for excessive weat based of	on our standards for normal use and	c for m eage in excess of12000 miles per year at the rate of \$ 0.20 per mile.	
9. Purchase Optio	at End (if I ease Term. You have an ontion to buy the vet	nick at the end of the lease term for	5 1341.10 , plus official fees and taxes.	
			ptions and maintenance responsibilities, warranties, late and default charges, and insurance.	·
11. ITEMIZATION	OF GRUS S CAPITALIZED COST.		16. CHARGE FOR FINES. If he government places a fine on the vehicle and you :	
a. Agreed upo	value of the vehicle	s_2586:_00	pro nptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.	
b. GMAC adm	nistrativ 3 ' 3e	s <u>590.00</u>	17. SCHEDULEL LEASE END DATE. This lease is scheduled to end07 XV/	12009
c. License/reg	stration/tit e fees	• \$N/A	Yo rare scheduled to return the vehicle on this date.	y) (v
d. Sales tax	and a start way to a start and the start of	· \$N/A	18 LEASE END DAILY EXTUNSION CHARGE \$ 25. DU per day (plus tax) ]	
e. Other tax (d	escribe) <u>N /A</u>	\$N/A	the eighth day af er scheduled lease end date.	៍ភ្លំ អាមារពី ភូមិ អាមារពី
<ol> <li>Optional service</li> </ol>	vice cor truct	<u>\$705.00</u>	19. REQUIRED VEHICLE IN SURANCE INFORMATION. You affirm that liability an	nt bbum
g. Optional mr	ntenance contract	- \$N/A	demage policies that meet our requirements (see the other side) are in force on the	d≀te∿of
h. Optional jife i	insuran ce	. ≻ \$N/A	le ise as follows:	
<ol> <li>Optional dis i</li> </ol>	ibility instrance	+ \$ <u>N/A</u>	Il sulation contribution and state and the second s	_ <u>`</u>
J		+ \$ <u>N/A</u>	Ir surance agency name: HUGHES INS AGY A tency addrest: 2546 WEST CHESTER PIKE BROOMALL #A 1:0	8
k		* sN/A	A jency phone to .: (610) 325-6900	· · · · ·
	L Grace Capitalized Cost	= \$ <u>27 {4.00</u>	t pent's name	
12. THE VEHICLE	YOU + F TRADING	•	/ slicy no.: & and the second damage	
	(year) (make)	(moc 3)	Leductibles: Collision \$ Comprehensive \$ OU	
Gioss frade-ir v	value	\$N/A	I isurance com any name:N/A I isurance ager cy name:N/A I isurance ager cy name:N/A	
Payoff		- \$N/A	isurance ager cy name: N/A	
Net trade-in v/ lu	JÐ	= \$N/A	igency address	
	SANLI 'AXES. You will pay all government licens		Igency address N/A	
and inspection tegs	S for the vehicle. You will nov all taxes on the le	ease or the vehicle that the		
yovernment levie:, c	OD VOU, the vehicle, or us fearent our set incor	the taxes). V/e- may change	Policy no.: Deductibles: Collision \$ N7A Comprehensive \$ N/A	ì
your monuniy payr ie	if this is change. We may bill you separately for	official tees in d taxes.		
TUTAL ESTIMATED	ES AND JAXES YOU MUST PAY DURING LEASE	\$ <u>2130.35</u>	20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require 100 p insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We	disahi
vohiciu valuo whe i a	the max is assessed.	on tax rates in effect of the	the premium in your base monthly payment. A notice you receive when you slop this leased	scribes
		\$ 22.50	coverage(s). The insurance ntcy not cover taxes and other amounts due besides the base morithly	paymen
b. Registration fer	es/ta <£ s	\$ 177.00	Insurer name N/A	
C. License fee :/ta	DXes	s N/A	Address: 8//A	
		\$ 1790.85	N/A	
() Salas/use L yo		e 1/30.00		
e. Excise taxe :	s (in th ding tax on capitalized cost reduction)			N/A
e. Excise taxe :		\$N/A		N/A
e. Excise taxe ; f. Property ta: es.		\$N/A	Life insurance ( Lessee Co-Lessee Both) Premium \$ Coverage limit \$ \$	N/A N/A
<ul> <li>e. Excise taxe ;</li> <li>f. Property ta: es.</li> <li>() Other (describe)</li> </ul>		\$N/A \$N/A \$N/A	Life insurance (□ Lessee □ Co-Lessee □ Both) Premium \$ Coverage limit \$ Disability nsurance (Lessee only) Premium \$ Monthly coverage limit \$	N/A N/A N/A
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e. Excise taxe : f. Property taxes. (I Other (desc ibe h. Other (desc ibe i. Other (desc ibe) MILEAGE. Base Mileage Allo 	N/1, N/1, N/1, N/1 N/1 N/1 DWFn( e. [] 15,000 miles/year. [] Wow r if '] Medium-duty truck (ga: z ine): 25,10 [] Medium-duty truck (die sr i): 35,00 ) I[] I[] I[] I[] N/A extra mile t	$s = \frac{N/A}{N/A}$ $s = \frac{N/A}{N/A}$ $s = \frac{40.10}{N/A}$ $s = \frac{12,1(2) \text{ miles/ rear.}}{N/A}$ $leage: 12,1(2) \text{ miles/ rear.}$ $h/A$	Life insurance (CLessee Co-Lessee Both) Premium \$ Coverage limit Disability nsurance (Lissee only) Premium \$ Monthly coverage limit LESSE \$\$SIGNATURE; X N/A CO-LESSE \$\$SIGNATURE; X N/A Are 21. WARE INTY AND \$\$XCLUSION OF WAREANTY. You have the benefit ( \$ 19) Checked be ow.	N/A N/A N/A N/A N/

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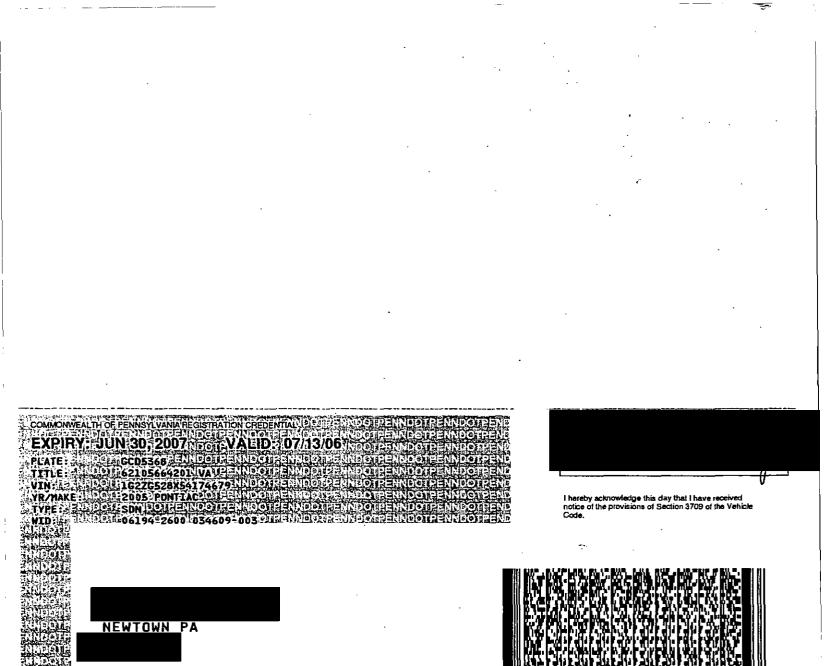
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Change your address online at: <u>www.state.pa.us</u> Pa Keyword "DMV"

RUICK PONTIAE GMC ISSUE	Fairless H (215)	BUICK, G oln Highway tills, PA1903 943-6000 eruzzi.com	/ 10			Contraction
STOMER NO. 10	STEPHEN C S		1593 Hag N	<u>.                                    </u>	07/09/05	PNC\$571684
	LABOR RATE	LICENSE NO.	MILEAGE		SEDONA BEIG	50550
PERUZZI PONTIAC GMC TRUCK INC 165 LINCOLN HWY.	VEAR/MAKE/MODEL 05/PONTIAC/				DELIVERY DATE	DELIVERY MILES
FAIRLESS HILLS, PA 19030	VEHICLE LO MC				LLING DEALER NO.	PRODUCTION DATE
and water and the	FT.E.NO. 09-332	128	P.O. NO.		<u></u>	
onsumer@voicenet.com 215년945-6000 215월436-6000	COMMENTS		1			MO: 1.03
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PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONL	S LIFETIME Y.					<b>7 7</b>
MAKE YOUR NEXT APPOINTMENT ON LINE AT WWW.PERU	IZZI.COM!		~			
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CUSTOMER SIGNATURE	FE INVOIC	E *****	******	******	Į Ž	ΨÖ
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PAGE 1 OF 1 CLISTOMER COR	,		OF INVOICE	1 12:16om		11

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EULICK PONTIAC	PONTIAC, BUIC 165 Lincoln Hig Fairless Hills, PA (215) 943-60 www.peruzzi.	hway 19030 00		
USTOMER NO. 135122 LANGHORNE, PA	ADVISOR BRUCE DUBROW LABOR RATE LICENSE NO. VEAB / MAKE / MODEL OS/PONTIAC/G6/6 C MEHICLE LICING F. T. E. NO.	1,14 YL SEDAN	1000/26/05 19 SEDONA BEIG 07/08/05 selling dealer NO. 1 608/26/05	DELIVERY MILES 90 PRODUCTION DATE
ABOR & PARTS # 1 10PNZRECALL RECALL MISC CUSTOMER STATES PERFORM CAMPAIGN TO BE RETORQUED TECH NOTED OPEN RECALL PERFORM OPEN RECALL OTALS VISA() MASTERCARD() AMERICAN EXPR ASH() CHECK#() DATE / INITIA THANK YOU!	JOB # 1 TOTAL LAI JOB # 1 TOTAL LAI RESS() TOTAL ALS() TOTAL			MO: 1150
WE WANT YOU TO BE C O M P L E T E L Y S A T I S F I E D ARTS DESIGNATED WITH AN ASTERISK (*) INDICAT JARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ON AKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PEA CUSTOMER SIGNATURE	TOTA TOTA TOTA TOTA TOTA	L INVOICE \$ 0.0		
				Pruzzi.cc
AGE 1 OF 1 CUSTOMER COP	PY [E	ND OF INVOICE ] 08:24am	G G F	Ц <b>В</b> П 57615773 ( 0440

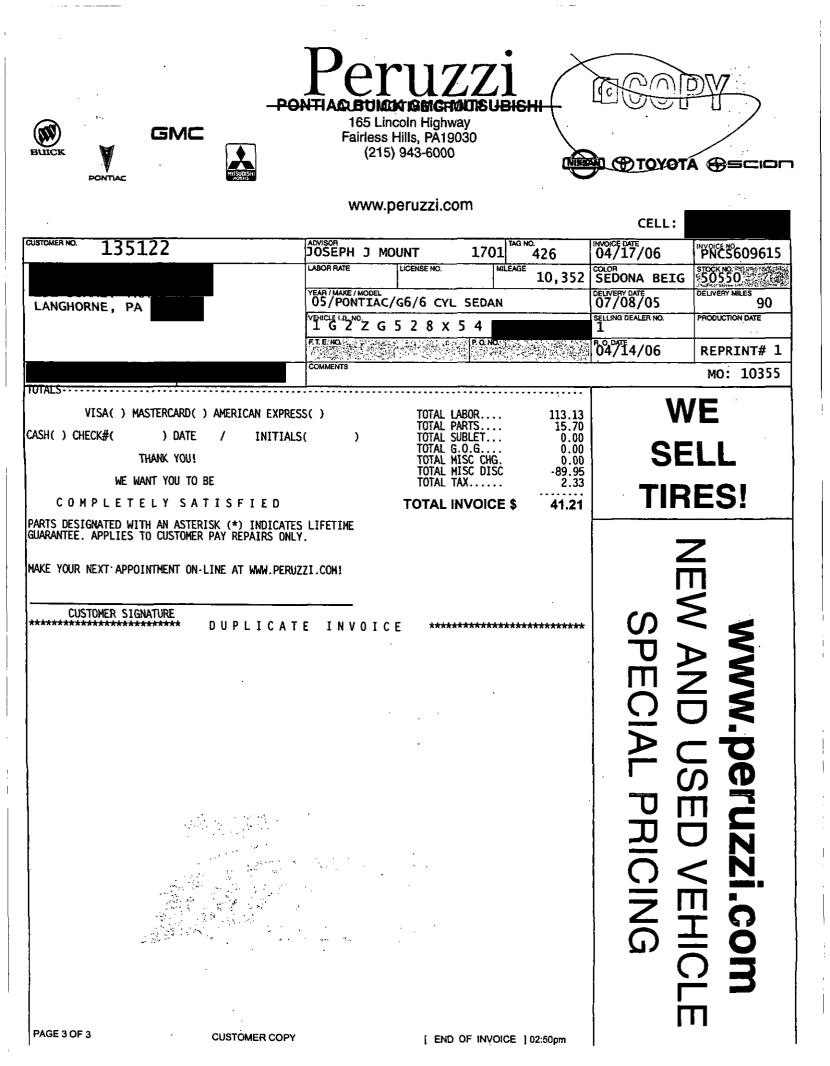
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	165 Line Fairless I	<b>, BUICK, GMC</b> coln Highway Hills, PA19030 943-6000			\ ⊕בוסח
	. www.p	eruzzi.com 🧹	ſ	COPY	
LUSTCMER NO. 135122	ADVISOR SEAN M SAND				PNXS594115
		LICENSE NO.	MILEAGE 5,605	SEDONA BEIG	этоск но. 50550
LANGHORNE, PA	05/PONTIAC/	G6/6 CYL SEDA	N	DELIVERY DATE 07/08/05 SELLING DEALER NO.	DELIVERY MILES 90 PRODUCTION DATE
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	COMMENTS			12/17/05	
ABOR & PARTS					мо: 5605
PERFORM LUBE, OIL & FILTER MARK PERFORM LUBE, OIL & FILTER CHANG STANDARD MAINTENANCE PERFORM LUBE, OIL & FILTER CHANG	E	9994	<u>15-70</u>	W	
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THANK YOU! WE WANT YOU TO BE C O M P L E T E L Y S A T I S F I E D PARTS DESIGNATED WITH AN ASTERISK (*) INDICAT GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ON MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PEF	IES LIFETIME				
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MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PEF		**		ר מ	
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	(215)	943-6000 9ruzzi.com	C C		A ⊕scion
3TOMERI NO. 135122	JOSEPH J MOL		17/6 NO. 426	INVOICE DATE 04/17/06	PNCS609615
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	YEAR / MAKE / MODEL	G6/6 CYL SEDAN		DELIVERY DATE 07/08/05	DELIVERY MILES
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ARTSQTYFP.NUMBER B # 1 1 15775370		UNIT PRICE DB # 1 TOTAL PARTS TOTAL LABOR & PARTS	WARRANIY 5 0.00	TIR	ES!
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	-	TOTAL LABOR & PART		ר ד ו	
#3303PNZ4FEA PERFORM FOUR WHEEL ALIGN COMPLETED	ENT STATE CH(S)				
ARTSQTYFP-NUMBER	-	OB # 3 TOTAL PART			
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PARTS OTY FP .NUMBER JOB # 4 1 25010792 JOB # 4 5 OIL	JOB # 4	TOTAL LABOR & PAR	TS 38.88	U G	i.co
J# 5+99PNZ27PTINSP 27 POINTAINSP Added Operation (JMOUNT @ 04/17/2	ECTION	);1695 <u>, 1695</u>	0.00	) (   [	
PAGE 1 OF 3 CU	STOMER COPY	CONTINUED ON NEXT	PAGE] 02:50pm		

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	Peruzzi Intiacusulax removes 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000			Y .
	(215) 943-6000	CN MARK	TOYOT	A @scion
	www.peruzzi.com		CELL:	
STOMER NO. 135122	JOSEPH J MOUNT 1701	426	104/17/06	PNCS609615
	LABOR PATE LICENSE NO. MILEAGE	10,352	SEDONA BEIG	50550
ANGHORNE, PA	YEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN		DELIVERY DATE 07/08/05 SELLING DEALER NO.	DELIVERY MILES 90
	LE NO 2 C 1 C 10 NO	· 法学校的主义。 学校	1	
	COMMENTS		04/14/06	REPRINT# 1 MO: 10355
PERFORM COURTESY 27 POINT INSPECT 1.SIGNS OF ALIGNMENT,2.TIRE WEAR		<u> </u>		
1.SIGNS OF ALIGNMENT,2.TIRE WEAR 3.CONDITION OF STRUTS,4.CONDITION 6.UNDERCARRIAGE,7.E-BRAKE CABLES,	OF SHOCKS, 5. EXHAUST,		W	/E
9.CK FRONT AND REAR BRAKES,10.COO 11.CONDITION OF HOSES,12.CK UPPER	LANT PROTECTION.		CE	LL
SEE COMMENTS RTSQTYFP-NUMBERDESCR				
K19AIILA-UMBEKDE2CK	JOB # 5 TOTAL PARTS JOB # 5 TOTAL LABOR & PARTS	0.00 0.00	TIR	ES!
dded Operation (JMOUNT @ 04/17/2006 16:46) AUTOMATIC CAR WASH, EXTERIOR ONLY COMPLETED ARTSQTYFP.NUMBERDESCF	RIPTION	0.00 0.00		
JBLETPO#VEND INV#-INV.DATE-DESC DB # 1 104503 740249 04/17/06 RENT/	RIPTION····· AL TOTAL · SUBLET	WARRANTY 0.00		<b>} ?</b>
ISC CODE CODE CODE CODE CODE CODE CODE COD	TOTAL - MISC	-89.95 -89.95		5 5
OMMENTS- 67-987-8921 ELETED OPERATION(S)- 8PNZ3750 3.000 SERVICE 03PNZ	ROTATETR *ROTATE TIRES	·	AL PRICING	Deruzzi.con

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	PONTIAC AT NOM AN 165 Lincoln Hig Fairless Hills, PA (215) 943-60	ghway \19030			
	www.peruzz	i.com		CELL:	
томея но. 135122	ANTONIO CREA	1567	<sup>6</sup> 160	06/27/06	"PNES619398
	LABOR RATE LICENSE N			COLOR SEDONA BEIG	50550
ANGHORNE, PA	VEAR / MAKE / MODEL 05/PONTIAC/G6/6	CYL SEDAN		07/08/05	DELIVERY MILES 90
ANGHORNE, PA	I G Z G 5 2 8			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.	P. O. NO. 4	FE LE C	06727/06	REPRINT# 1
	COMMENTS	el de servit an anti-		l	MO: 13219
OR & PARTS 1099PNZPAINSPATE PERFORM SAFETY INSPECTION FRONT BRAKE READING: PA STATE INSPECTION ALL	TECH(S) 56		19:95	W	/E
PA STATE INSPECTION ALL	JOB # 1 TOTAL L	ARAR & PARTS	19.95	SE	
2899PNZEMI INSP. STATENHANCED EMISSIONS	编型部28字型显建TECH(S):56词()				
PERFORM ENHANCED EMISSIONS TES ANNUAL STATE INSPECTION EMISSIONS INSPECTION ALL	Т			TIR	ES!
3:03PNZ1 CUST STATE A SHIMMY AT SPEEDS TECH NOTED VIBRATION COMING FR	OF 65MPH		46.25		
4.08PNZ CUST STATE CHECK CHARGING SYST CHARGING SYSTEM OK AT THIS TIM	EM		0.00 0:00	SF	
5+94PNZALIGNEORCE ROAD FORCE BALANCING ded Operation (ACREA @ 06/27/2006 09:10) CUSTOMER STATES PERFORM HUNTER INCLUDES DISMOUNT AND MOUNT TO MEASURE STEEL WHEEL AND ALLOY	ROAD FORCE WHEEL BALANCING		0.00	ECI/	
AND MEASURE DOWNFORCE PERFORM COMPUTERIZED FOUR WHEE MAINTANANCE PERFORMED ROAD FORCE WHEEL BAL PERFORMED COMPUTERIZED FOUR WH	EL ALIGNMENT ANCE IEEL ALIGNMENT				
6+05PNZ2 ded Operation (ACREA @ 06/27/2006 09:11) CUSTOMER STATES REFACE/MACHINE ROTORS SCCODEDESCRIPTION B # 1 ST GM INSP STICKER CHARG	JOB # 5 TOTAL L	The Property of the Property o		RIC <	uzzi
SCCODEDESCRIPTION B # 1 ST GMINSP STICKER CHARG B # 1 GMCLLD GM CUST LOYALTY LABOR B # 2 PC PHONE CALL TO STATE B # 5 WW GM WHEEL WEIGHT		ABOR & PARTS	2.00 -19.95 2.40 3.99 -11.56	G	-COr

P	Peruz Ontiacutuka Maria				Ma
	165 Lincoln High Fairless Hills, PA1 (215) 943-600	way 9030			A @scion
	www.peruzzi.o	com		CELL:	
CUSTOMER NO. 135122	ANTONIO CREA	1567 TAG NO.	60	06/27/06	PNCS619398
	LABOR RATE LICENSE NO.		3,218	SEDONA BEIG	50550
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CY			07/08/05	DELIVERY MILES 90
	IGZZG528X	( 5 4	12.112.119 11.121	SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS			06727/06	REPRINT# 1
		·····		·	MO: 13219
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$700.00 (+TA)	X)			W	E
CELL				SE	ĹL
VISA() MASTERCARD() AMERICAN EXP	RESS() TOTAL	LABOR	390.14		
CASH() CHECK#() DATE / INITI	ALS( ) TOTAL	PARTS SUBLET G.O.G	$0.00 \\ 0.00 \\ 0.00$	TIR	ES!
THANK YOU! WE WANT YOU TO BE COMPLETELY SATISFIED PARTS DESIGNATED WITH AN ASTERISK (*) INDICA	TOTAL TOTAL TOTAL TOTAL	MISC CHG. MISC DISC TAX	8.39 -19.95 22.71 <b>401.29</b>		
GUARANTEE. APPLIES TO CUSTOMER PAY RÉPAIRS O MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PE	NLY.			SPI	
CUSTOMER SIGNATURE	TEINVOICE ***	******	******		ww.peru
		•		RICING	Izzi.com
PAGE 2 OF 2 CUSTOMER CO	PY (EM	ID OF INVOICE ] 02	::49pm	· . ■	

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		ETUZZI ULCK GMCHOUSUB	( 	E.C.C.	PY
	Fair	rless Hills, PĂ19030 (215) 943-6000	NISS		A @scior
PONTAC	MIZZDEN	ww.peruzzi.com		CELL:	
I35122		SPINNRAKER 1707	005	107/21/06	"PNC\$622541
	LABOR RATE	LICENSE NO. MILE		001.00	50530.
LANGHORNE, PA		HODEL FIAC/G6/6 CYL SEDAN		07/08/05	DELIVERY MILES
	L C Z	z g 5 2 8 x 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO	P.O.NO.		<b>ዕ</b> ን/ሽ9/06	
	COMMENTS				MO: 14368
CUSTOMER STATE FEELS FUNKY ,M	USP/WHLS/TIRES	LOOSE CAR TO DRIVE	WARRANT,Y	W	E
DUPLICATE CUST NO PROBLEMS FO	UND			SE	
#\$2\$99PN727PT1NSP_\$\$\$27#PO1	Job NT&INSPECTION	# 1 TOTAL LABOR & PARTS	0.00	TIR	ES!
1.SIGNS OF ALI 3.CONDITION OF 6.UNDERCARRIAG 9.CK FRONT AND 11.CONDITION O SEE COMMENTS		5.EXHAUST, DJUSTMENT, TION, RADIATOR, # 2 TOTAL LABOR & PARTS	0.00		
OB # 1 105272 74162	INV#-INV.DATE-DESCRIPTION 7 07/21/06 RENTAL	TOTAL - SUBLET	INTERNAL 0.00		
USTOMER HEREBY ACKNOWLEDGE	S RECEIVING OF \$500.00 (+TAX)		·		
			·	PRICING	ruzzi.com
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GMC	Peruzzi Intracusionale Anglice 165 Lincoln Highway Fairless Hills, PA19030			PP
	(215) 943-6000		точот	A @scion
	www.peruzzi.com		CELL:	
STOMER NO. 135122	ANTHONY SPINNRAKER 1707	005	07/21/06	"PNC5622541
	LABOR RATE LICENSE NO. MILE	14,349	SEDONA BEIG	STOCK NO. 50550
LANGHORNE, PA	VEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN		07/08/05	PRODUCTION DATE
	IGZ <sup>NO</sup> ZG528X54	9-4-4-6- <b>2</b> -5-5	SELLING DEALER NO. 1 07/19/06	
	COMMENTS		07/19/06	MO: 14368
TOTALS	<u> </u>			
VISA() MASTERCARD() AMERICAN EXPR	TOTAL PARTS	0.00 0.00	. <b>W</b>	/E
CASH() CHECK#() DATE / INITIA THANK YOU!	TOTAL G.O.G	0.00 0.00 0.00	SF	LL
WE WANT YOU TO BE	TÓTAL MISC CHG. TOTAL MISC DISC TOTAL TAX	0.00 0.00		
COMPLETELY SATISFIED	TOTAL INVOICE	\$ 0.00		ES!
PARTS DESIGNATED WITH AN ASTERISK (*) INDICAT GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ON MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PEF CUSTOMER SIGNATURE		************	SPECI	NEW AND
				<b>.peruzzi.</b>

08/04/2006		SUMMAR	Y HISTORY	DISPLAY	3651
14:49:04		•			PAGE 1
CUSTOMER NAME				SERIAL NO. 1G2	
TOTAL R/O'S	8 7	IOTAL SERV	. DAYS 14	MAKE PN	PONTIAC
LN# RO.NO.	RO. DATE. M	ILES. ADV	 /TECH J#	T OPERATION CODE.	DESCRIPTION
1		14349 A	1707		
,		т		W 03PNZ1	STRG/SUSP/WHLS/T
		T			27 POINT INSPECT
2 619398	06/27/2006	13218 A	1567		
•		т	56 1	C 99PNZPAINSP	*PA.STATE INPECT
		т	56 2	C 99PNZEMIINSP	*ENHANCED EMISSI
		т	56 3	C 03PNZ1	STRG/SUSP/WHLS/T
		т	56 4	C OSPNZ	ELECTRICAL
		т	56 5	C 94PNZALIGNFORCE	ROAD FORCE BALAN
		r	56 6	C 05PNZ2	BRAKES
3 609615	04/14/2006	10352 A	1701		
		т	1695 1	W 03PNZ1	STRG/SUSP/WHLS/T
		т	1695 2	W 03PNZ2	STRG/SUSP/WHLS/T
		т	1695 3	C 03PNZ4FEA	4 WHEEL ALIGNMEN
•		т	1695 4	C 06PNZCHGOIL	4-IN-1 SERV.SPEC
		т	1695 5	C 99PNZ27PTINSP	27 POINT INSPECT
		т	99 5	C 60PNZZEXTWASH	EXTERIOR AUTO WA
4 594115	12/17/2005	5605 A	185718		
		т	99 1	C SOPNZLOFKIT	LUBE, OIL & FILT
		Ť	99 2	C SOPNZROTATE	ROTATE TIRES
5 585297	10/12/2005	2855 A	1567		
		T	88 1	W 06PNZ	ENGINE
6 578798	08/26/2005	1149 A	182410		
		т	1563 1	N 10PNZRBCALL	RECALL MISC.
7 571684	07/09/2005	103 A	1593		
		Т	1615 1	I 99PNZPAINSP	*PA.STATE INPECT
		T		I 99PNZEMIEXEMPT	*EXEMPT EMISSION
8 571673	07/09/2005	91 A	524		
		т	189951 1	I 10PNZ00NCDEL	CLEAN FOR DEL

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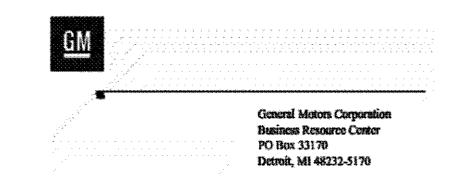
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VIA FAX ONLY

May 7, 2007

Tammy Schmitt, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:	v. General Motors Corporation
	Service Request: 1-423974806
	2005 Pontiac G6
	Vehicle Identification Number: 1G2ZG528X54
	Customer Relationship Specialist: Emily Butler

Dear Ms. Schmitt:

We regret that your client(s) is dissatisfied with her 2005 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Pontiac Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

- A cash settlement of \$5,300.00
- A 48 month/ 48,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles. Coverage includes: **Steering** Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership and signing of a release prepared by General Motors Corporation's counsel.

Your client(s) would retain the vehicle. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter and return it to us at the fax number shown on the fax cover sheet. This















May 7, 2007 Page 2

offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0043 V07022006

Odometer

**Client's Signature** 

Client's Signature

Date

Date





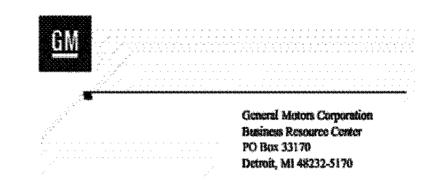












September 27, 2006

VIA FAX ONLY

Tammy Schmitt, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:

Service Request: 1-423974806 2005 Pontiac G6 Vehicle Identification Number: 1G2ZG528X54 Customer Relationship Specialist: Emily Butler

Dear Ms. Schmitt:

This is to advise that General Motors is in receipt of the above referenced case dated September 22, 2006. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.



Copy of owner's current title and/or registration Other: Release of Lien

Finance agreement Buyer's agreement

General Motors Corporation c/o MSX International, ATTN: BRC Legal 1919 Concept Drive Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation









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#### **RELEASE OF LIEN INFORMATION**

I(Client's Name)	,
(Client's Name)	(Client's Social Security Number)
hereby authorize	me)
(Lien holder Na	me)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ling my loan account # (Account Number)
	(Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, includin loan payoff amount, and per diem inform	ng but not limited to a complete payment history of my account, nation.
Date	
VI	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V6302006	





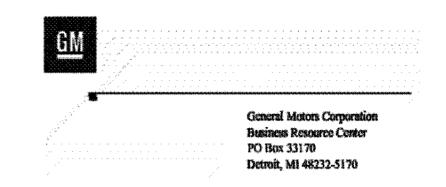












VIA FAX ONLY

September 27, 2006

Gary Fields Peruzzi Pontiac 165 Lincoln Hwy Fairless Hills, PA 19030-1096

RE:

Service Request: 1-423974806 2005 Pontiac G6 Vehicle Identification Number: 1G2ZG528X54 Customer Relationship Specialist: Emily Butler

Dear Mr. Fields:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us 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 any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet (866-270-0204). If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040 V6302006









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PRIORITY OVERNIGHT FRI Deliver By: 09FEB07 A2 TRK# 8594 9188 2994 FORM 0215 nTW -MI-US 48091 5 FedEx. US Airbill =: P+ .... 76 FedEx Tracking Number 8594 Express 1 1016 Com 1 From This portion can be removed for Recipient's records 85949 Packages up to 150 lbs. Date FedEx Tracking Number HERE renex Standard Overnight Next business afternoon, Saturday Delivery NOT available FedEx First Overnight Earliest next business morning delivery to select locations \* Saturday Delivery NOT available shipments will be delivered on Monday unless SATURIDAY Delivery is selected 计特性 Sender's Name GTELF N FedEx 2Day Second business day " Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected KANT OUTTZ FedEx Express Saver Third business day\* Seturday Delivery NOT available Phone 215 494-9400 EEL FEB 0.9 2007 ā FedEx Envelope rate not available Manmum charge One-pound rate Company KAL TRO JTZ \* To most locations AUD PITII 4b Express Freight Service ÄËCIPIENT: 1.800.463.3339 Packages over 150 /bs. FedEx 1Day Freight\* Next business day \*\* Friday shomens with a delivered on Monder unless SATURDAY Octivery is selected FedEx 2Day Freight Second business day.\*\* Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected FedEx 3Day Freight Third business day \*\* Saturday Delivery NOT available Address 1880 JULINE BENNEDY BUND #110 \* Call for Confirmation. Nect /Roor/Sutte/floor \*\* To most focutions 5 Packaging CIVENTLALELPHIA State FedEx Envelo 7IP 9163-7422 FedEx Pak\* fedex.com 1.800.GofedEx FedEx FedEx Other 2 Your Internal Billing Reference Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak `Envelope' Box Tube \* Declared value lamit \$500. 6 Special Handling 3 To laclude FedEx address in Section 3 SATURDAY Delivery Not available for FødEx Standerd Overnight, FødEx First Overnight, FødEx Express Saver, or FødEx 30ey Freight. KOLD Weekday HOLD Saturday at FedEx Location Available DNLY for FedEx Poorty Overnight and FedEx 2Day **Recipient's** at FedEx Location Not available for FindEx First Overnight Name Phone to select locations. Does this shipment contain dangerous One bax must be checked Company M No Yes As per attached Shipper's Daclaration, Dry ice Dry ice, 9, UN 1845 Yes Shipper's Declaration nat migured **Recipient's** Dangarous goods (including dry ice) cannot be shapped in FielEx packaging Cargo Aircraft Only Address 7 Payment Bill to: We cannot delir Obtain Recip Dept/Hoor/Sute/Room Enter FedEx Acct. No. or Credit Card ( Acct Na Sender Acct No in Secto 1 val be biller Third Party Recipient Credit Card Cash/Check Address To request a package be 派到 科利日 15 4 62 Crty State Total Packages Total Weight Total Charges 0346078015 Gradit Card Auth <sup>1</sup>Our liability is invited to \$100 unless you declare a higher value. See the current FedEx Service Guide for details NEW Residential Delivery Signature Options Hypergure and 8 t No Signature Direct Signature Indirect Signature

NEW JERSEY OFFICE 1230 Parkway Avenue Parkway Corporate Center Suite 304-A Ewing, New Jersey 08628 (609) 530-1919 FAX: (609) 530-9050

KANTROWITZ & PHILLIPPI, LLC ATTORNEYS AT LAW 1880 JOHN F. KENNEDY BOULEVARD SUITE 1101 PHILADELPHIA, PA 19103 (215) 496-9400

FAX: (215) 496-9089

February 8, 2007

Rob Brown General Motors Corporation c/o MSX International Attention: BRC Legal 1919 Concept Drive Warren, Michigan 48091 Re: v. GMC Our file no. 3030-57696 v GMC Our file no. 3030-57697 v GMC Our file no. 3030-57698 v GMC Our file no. 3030-57699

Dear Mr. Brown:

Enclosed please find a copy of the Complaint for the above-referenced matters.

Thank you for your attention.

Very truly yours,

STEVEN B. KANTROWITZ

SBK/ck enclosures

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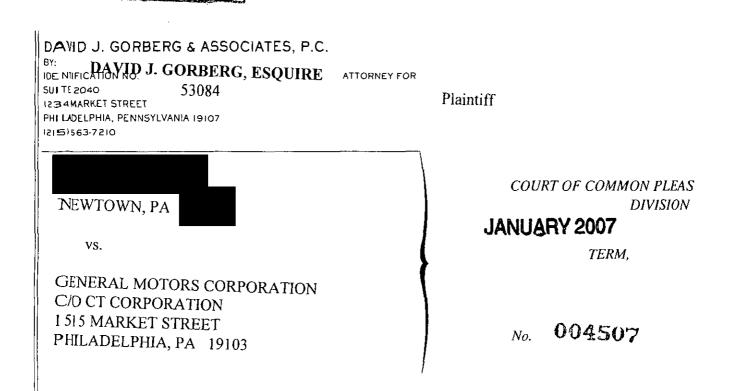
THIS MATTER WILL BE HEARD BY A COARD OF ARBITRATORS AT THE TIME, DATE AND PLACE SPECIFIED DUT: IF ONE OR MORE PARTIES IS NOT PRESENT AT THE HEARING. THE MATTER MAY BE HEARD AT THE SAME TIME AND DATE BEFORE A JUDGE OF THE COURT WITHOUT THE ABSENT FARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DENOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

ATTEST

FEB 02 2007

JOHN SHELLENBERGER

THIS IS AN ARBITRATION MATTER. ASSESSMENT OF DAMAGES HEARING IS REQUIRED.



#### **COMPLAINT-IC CONTRACT**

#### NOTICE

USTED ESTA ORDENADO COMPARECER EN ARBUTHATION HEARING

2 8

ADELEHIA PA 19109

2007

You have been sued in court. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW. THIS OFFICE CAN PROVIDE YOU WITH INFORMATION ABOUT HIRING A LAWYER. IF YOU CANNOT AFFORD TO HIRE A LAWYER, THIS OFFICE MAY BE ABLE TO PROVIDE YOU WITH INFORMATION ABOUT AGENCIES THAT MAY OFFER LEGAL SERVICES TO ELIGIBLE PERSONS AT A REDUCED FEE OR NO FEE.

> LAWYER REFERENCE SERVICE One Reading Center 1101 Market Street Philadetphia, Pennsylvania 19107 (215) 238-6333

#### AVISO

Le han demandado en corte. Si usted desen defender contra las demandas dispuestas en las páginas siguientes, usted debe tomar la acción en el plazo de veinte (20) dias después de esta queja y se sirve aviso, incorporando un aspecto escrito personalmente o y archivando en escribir con la corte sus defensas u objeciones a las demandas dispuestas contra usted el abogado le advierte que si usted no puede hacer asi que el caso puede proceder sin usted y un juicio se puede incorporar contra usted compra la corte sin aviso adicional para cualquier dinero demandado en la queja o para cualquier otro demanda o retovación pedida por el demandante. Usted puede perder el dinero o la característica de otra endereza importante a usted.

USTED DEBE LLEVAR ESTE PAPEL SU ABOGADO INMÉDIATAMENTE. SI USTED NO HACE QUE UN ABOGADO VAYA A O LLAME POR TELÉFONO LA OFICINA DISPUESTA ABAJO. ESTA OFICINA PUEDE PROVEER DE USTED LA INFORMACIÓN SOBRE EMPLEAR A UN ABOGADO. SI USTED NO PUEDE PERMITIRSE AL HIRE A UN ABOGADO. ESTA OFICINA PUEDE PODER PROVEER DE USTED LA INFORMACIÓN SOBRE LAS AGENCIAS QUE LOS SERVICIOS JURIDICOS DE LA OFERTA DE MAYO A LAS PERSONAS ELEGIBLES EN UN HONORARIO REDUCIDO O NINGUN HONORARIO.

> SERVICIO DE REFERENCIA LEGAL One Reading Center 1101 Market Street Fitadelfia, Pennsylvania 19107 Teláton: (215) 238-533

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DAVID J. GORBERG & ASSOCIATES, By: <b>DAVID J. GORBERG</b> Identification No. 53084 1234 Market Street Suite 2040 Philadelphia, PA 19107 (215) 563-7210	P.C. Attorney for Plaintiff THIS IS AN ARBITRATION MATTER. ASSESSMENT OF DAMAGES HEARING IS REQUIRED.
· · · · · · · · · · · · · · · · · · ·	: COURT OF COMMON PLEAS
NEWTOWN, PA	: PHILADELPHIA COUNTY
VS.	: TERM, 2007
GENERAL MOTORS CORPORATION c/o CT CORPORATION 1515 Market Street Philadelphia, PA 19103	: : : NO.
<u>C</u>	COMPLAINT
1. Plaintiff,	s an adult individual citizen and legal resident of the
Commonwealth of Pennsylvania, residing	at Newtown, PA
2. Defendant, General Motors	Corporation., is a business corporation qualified to do
business and regularly conducts business i	n the Commonwealth of Pennsylvania with its legal
residence and principal place of business a	at 3044 W. Grand Boulevard, Warren, MI 48090 and
can be served c/o CT Corporation, 1515 M	farket Street, Philadelphia, PA 19103.
BA	ACKGROUND
3. Plaintiff incorporates by ref	ference paragraphs 1 and 2 as fully as if set forth here
length.	

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4. On or about July 8, 2005, Plaintiff leased a new 2005 Pontiac G6 (hereinafter

referred to as the "vehicle"), manufactured and warranted by Defendant bearing the Vehicle Identification Number 1G2ZG528X54

5. The price of the vehicle, including registration charges, document fees, sales tax, and interest but, excluding other collateral charges not specified, totaled \$27,184.00.

6. Plaintiff avers that as a result of the ineffective repair attempts made by Defendant through its authorized dealer, the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition.

In consideration of the purchase of the above vehicle, Defendant, issued to
 Plaintiff several warranties, fully outlined in the warranty booklet.

8. On or about July 8, 2005, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities, which substantially impaired the use, value and/or safety of the vehicle.

Said nonconformities consisted of, but were not limited to, defective power steering.
 Copies of the repair orders are attached hereto.

10. The nonconformities violate the express written warranties issued to Plaintiff by Defendant.

11. Plaintiff avers the vehicle has been subject to repair more than three (3) times for the same nonconformities, and the nonconformities remains uncorrected.

12. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the defendant on numerous occasions. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

13. The vehicle continues to exhibit defects and nonconformities which substantially

impair its use, value and/or safety.

14. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and/or nonconformities and/or conditions for which the Defendant and or its authorized service center, may not have maintained records.

15. Plaintiff seeks relief for losses due to the nonconformities and defects in the above mentioned vehicle in addition to attorney fees and all court costs.

16. Plaintiff has been and will continue to be financially damaged due to Defendant's intentional, reckless, wanton and negligent failure to comply with the provisions of its' warranty.

17. Plaintiff seeks relief for losses due to the nonconformities and defects in the above mentioned vehicle in addition to attorney fees and all court costs.

#### COUNT I PENNSYLVANIA AUTOMOBILE LEMON LAW CLAIM

Plaintiff hereby incorporates all facts and allegations set forth in this Complaint
 by reference as if fully set forth at length herein.

19. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

20. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

21. Plaintiff's vehicle is a "New Motor Vehicle" as defined by 73 P.S. §1952.

22. Said vehicle experienced non conformities within the first year of purchase, which substantially impairs the use, value and safety of said vehicle.

23. Defendant failed to correct and or repair said nonconformities.

24. The vehicle continues to exhibit defects and nonconformities which substantially impair it's use, value and/or safety.

25. Defendant does not require participation in any informal dispute settlement

program prior to filing suit.

26. As a direct and proximate result of Defendant's failure to repair the **monomorphic state** nonconformities, Plaintiff has suffered damages and, in accordance with 73 P.S. §1958, Plaintiff **is** entitled to bring suit for such damages and other legal and equitable relief.

27. Plaintiff avers that upon successfully prevailing upon the Lemon Law claim herein, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in her favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$50,000.00.

### COUNT II MAGNUSON-MOSS FEDERAL TRADE COMMISSION IMPROVEMENT ACT

28. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

29. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

30. Defendant is a "Warrantor" as defined by 15 U.S.C. §2301(5).

31. Plaintiff uses the subject product for personal, family and household purposes.

32. By the terms of the express written warranties referred to in this Complaint,

Defendant agreed to perform effective warranty repairs at no charge for parts and/or labor.

33. Defendant failed to make effective repairs.

34. As a direct and proximate result of Defendant's failure to comply with the express

written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)

(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

35. Section 15 U.S.C. §2310 (d) (1) provides:

If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the Court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the Court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the Court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

36. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim

heran, all attorney fees are recoverable and are demanded against the Defendant.

WHEREFORE, Plaintiff respectfully demands judgment in her favor and against the

Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all

available collateral changes and attorney fees. Amount not in excess of \$50,000.00.

#### COUNT III UNIFORM COMMERCIAL CODE

37. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if fully set forth at length herein.

38. The defects and nonconformities existing within the vehicle constitute a breach of contractual and statutory obligations of the Defendant, including but not limited to the following;

a. Breach of Express Warranty

b. Breach of Implied Warranty of Merchantability;

c. Breach of Implied Warranty of Fitness For a Particular Purpose;

d. Breach of Duty of Good Faith.

39. The purpose for which Plaintiff purchased the vehicle include but are not limited to her personal, family and household use.

40. At the time of this purchase and at all times subsequent thereto, Plaintiff has justifiably relied upon Defendant's express warranties and implied warranties of fitness for a

paticular purpose and implied warranty of merchantability.

41. At the time of the purchase and at all times subsequent thereto, Defendant was aware Plaintiff was relying upon Defendant's express and implied warranties, obligations, and representations with regard to the subject vehicle.

42. Plaintiff has incurred damages as a direct and proximate result of the breach and failure of Defendant to honor its express and implied warranties.

43. Such damages include, but are not limited to, the purchase price of the vehicle **plus** all collateral charges, including attorney fees and costs, as well as other expenses, the full **extent** of which are not yet known.

WHEREFORE, Plaintiff respectfully demands judgment in her favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$50,000.00.

#### COUNT IV <u>PENNSYLVANIA UNFAIR TRADE PRACTICES AND</u> <u>CONSUMER PROTECTION CLAIM</u>

44. Plaintiff hereby incorporates all the paragraphs of this Complaint by reference as if set forth at length herein.

45. The Unfair Trade Practices and Consumer Protection Law defines unfair methods of competition to include the following:

(xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made.

46. Plaintiff, as a Pennsylvania resident, believes, and therefore, avers the reckless,

winton and willful failure of Defendant to comply with the terms of the written warranty constitutes an unfair method of competition.

47. Section 201-9.2(a) of the <u>Unfair Trade Practices and Consumer Protection Law</u>, authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained forviolations of the Act.

WHEREFORE, Plaintiff respectfully demands judgment in her favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral changes and attorney fees. Amount not in excess of \$50,000.00.

#### DAVID J. GORBERG & ASSOCIATES, P.C.

BY:

DAVID J. GORBERG, ESQUIRE Attorney for Plaintiff

#### VERIFICATION

Theundersigned verifies that the Civil Action Complaint is based on information furnished to counsel in the preparation of his/her Lemon Law and/or Breach of Warranty lawsuit. The language of the Civil Action Complaint is that of counsel and not of signer. Signer verifies that the information supplied to counsel is true and correct to the best of his/her knowledge, information and belief. The contents of the Civil Action Complaint is that of counsel and not of signer. This verification is made subject to the pendties of 18 Pa. C.S. 4904 relating to unsworn falsification to <u>authorities</u>.

Sandra Wolf ľ

Date: <u>9/11/06</u>

		SEE) ("You") name and address, including	county   Ga	araging address (if diffe	erent)	_	LESSOR (Retailer)	
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			Pr	incipal driver (if busine	ss use)		165 LINCOLN H	
LANGH	ORNE PA	09BUCKS		/A	,		FAIKLESS HILL	
This is an agr	reement to le	ase a vehicle. This is not a purchase agree	ement. You a	ire not buying the vehi	cle. By signing this	lease, you ag	ree to everything on the front	and back.
vve,≅_us,  ar	na "our" reter	r to Lessor named above and any assignee Lessor (Retailer) will assign this lease and s	. An "assign	ee" is a person to who	m this lease is ass	ligned (if it is as	signed).	
		GMAC helped to arrange this lease and Les						
If this box	is checked, l	Lessor (Retailer) will assign this lease and s	sell the vehic	le to w/A		indi Originating		
If this box i	is checked, l	Lessor (Retailer) intends not to assign this I	ease.	- <del>n/-x</del>				······································
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<ol> <li>Purchase Option at End of Lease Term. You have an option to buy the 10. Other Important Terms. See your lease documents for additional inform</li> </ol>		for \$ <u>11341,10</u> , plus official fees and taxes.
11. ITEMIZATION OF GROSS CAPITALIZED COST.		16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not
a, Agreed upon value of the vehicle		promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.
b. GMAC administrative fee	+ \$ <u>595.00</u>	,
c. License/registration/title fees		17. SCHEDULED LEASE END DATE. This lease is scheduled to end $07\lambda W/200!$ You are scheduled to return the vehicle on this date. (month) (day) ()
d. Sales tax		18. LEASE END DAILY EXTENSION CHARGE. \$ 25,00 per day (plus tax), beginnin
e, Other tax (describe) N/A		the eighth day after scheduled lease end date.
f. Optional service contract	+ \$ <u>706.00</u>	$f \in X$
g. Optional maintenance contract	+ \$ <u>N/A</u>	19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of
h. Optional life insurance	+ \$N/A	lease as follows:
i. Optional disability insurance		Insurance company name: ALLSTATE
j	A1 / A	Insurance agency name: HUGHES INS AGT
k	11 / A	Agency address: 2546 WEST CHESTER PIKE BROOMALL #A 1:008
I. Gross Capitalized Cost	···· •	Agency phone no.: (610) 325-6900
		Agent's name: Policy no.:
2. THE VEHICLE YOU ARE TRADING. (year) (make	e) (model)	Policy no.:
Gross trade-in value		N/A
Payoff	• • • • • • • • • • • • • • • • • • • •	Insurance company name: N/A
Net trade-in value		Agency address:N/A
3. OFFICIAL FEES AND TAXES. You will pay all government lice and inspection fees for the vehicle. You will pay all taxes on the overnment levies on you, the vehicle, or us (except our net inco our monthly payment if taxes change. We may bill you separately fo	lease or the vehicle that the ome taxes). We may change or official fees and taxes.	Agency phone no.:N/A Agent's name:N/A Policy no.:N/A Deductibles: Collision \$N/A Deductibles: Collision \$N/A
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actual total of fees and taxes may be higher or lower depending on tax rates in e le value when a fee or tax is assessed.

Title/lien fees	<u>\$</u> 22.50
Registration fees/taxes	s177.00
License tees/taxes	\$ <u>N/A</u>
Sales/use taxes (including tax on capitalized cost reduction)	<u>\$1790.85</u>
Excise taxes	sN/A
•	s N/A
Property taxes	sN/A
Other (describe) ON-LINE FEE	s <u>40,00</u>
Other (describe) N/A	s <u> </u>

#### ILEAGE.

ase Mileage Allowance.	🗆 15,000 miles/year.	🖞 Cow mileage: 12,000 miles/year.		
	Medium-duty truck (gasoline): 25,000 miles/year			
	Medium-duty truck (di	esel): 35,000 miles/year		

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N/A extra miles at \$\_ dra Miles. You are buying i or after the last scheduled payment is due, we will credit you with-\$ ich unused extra mile. There will be no credit if the lease ends early, yo hicle, or the vehicle is a total loss.

otal Allowed Mileage on the Odometer at Lease End is		
Starting odometer mileage		miles
Base mileage allowance	+ 40000	miles
Purchased extra miles	+ <u>17A</u>	miles

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

TE CHARGE. If you do not pay a monthly payment in full within 10 days after it is due, Il pay a late charge of 5% of the part of the payment that is late.

	20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require	life or dicability
ffect or the	insurance. If you sign below, we will try to get the coverage(s) checked for the lease terr	n Ŵe will înclude
	the premium in your base monthly payment. A notice you receive when you sign this le	asi describes the
.50	coverage(s). The insurance may not cover taxes and other amounts due besides the base m	onthly payment
.00	N/A	
-	Insurer name: N/A	
N/A	Address: N/A	
.85	R/A	):
N/A	Life insurance ( Lessee Co-Lessee Both)	N/A
N/A	Coverage limit \ \$	N/A
N/A	Disability insurance (Lessee only)     Premium \$	N/A
,00	Monthly coverage limit. \$	N/A
N/A	LESSEE'S SIGNATURE: X N/A	N/A
	N/A	_ Age
	CO-LESSEE'S SIGNATURE: X	ALM N/A
s/year.		_ Age
	21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit	of any warranty
	checked below.	or any wantanty
	XX	
ease ends	🗌 🗍 Standard manufacturer's warranty	
per mile for		<u>š</u>
u buy the	Warranty papers that are separate from this lease state any coverage limits.	Y.
···· <b>,</b>	The law gives you a warranty that the vehicle conforms to the description in this I	eati
	THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.	
	IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANT	
<b>M</b>	INFLIED WARDANT OF MERCHANTABILITY. THERE IS NO WARBAN	TY THAT THE

N/A

VEHICLE IS FIT	FOR A	PARTICULAR	PURPOSE.	

2.	OPTIONAL	SERVICE	AND	MAINTENANCE	CONTRACTS.
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22. OPTIONAL SERVICE AND MAINTENANCE CONT	RACTS.	$/$ $\mathbb{N}$
Name	TermT months,	miles
Name N/A	Term N/A N/A	i milee

LIPhysical damage

Comprehensive \$

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

3 IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to erms of this lease must be in writing and signed by you and us. No oral changes are binding.

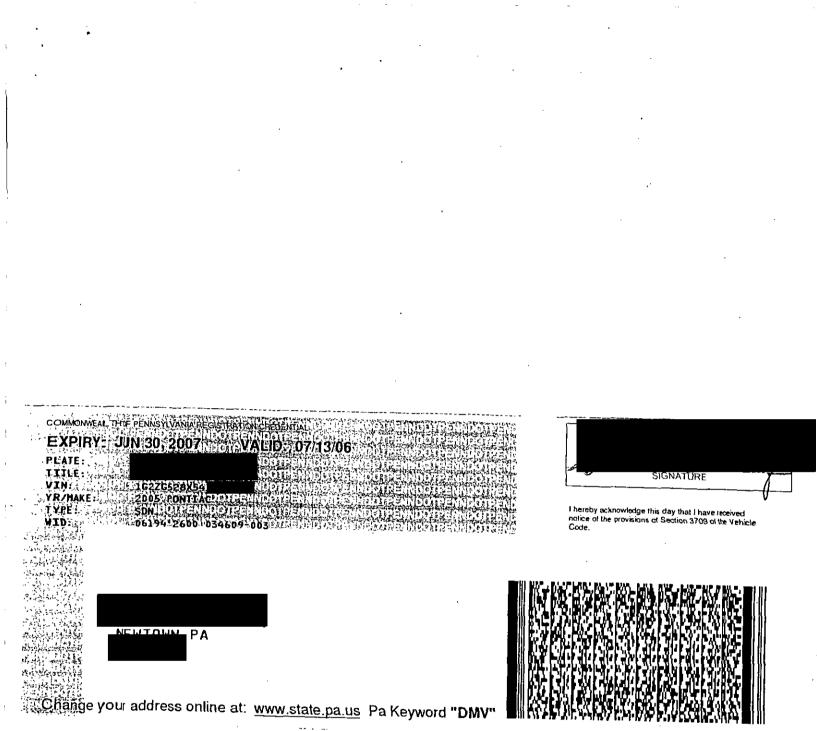
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Deductibles: Collision \$

40 ODTIONAL LICE AND DIGADU

SEE 2	BÝ: X		CO-LESSEE: X				<u> </u>
may being or refrain from enforcing any of our rights und	fer this lease without	losing them.	·				
ICE TO LESSEE. 1. DO NOT SIGN THIS AGREEM	ENT BEFORE YOU	AIRLESS HILLS	ENTITLED TO A COPY OF T		17. 07	08	2005
SIGNED THUS AGREEMENT AND RECEIVED A.6	OPY AT	(city)	(state)	ON	(month)	(day)	(vear)
SEE SERUZZI PONTIAC GHC TRUCK INC	BY: <u>X</u>				· · ·		
SOR:		AND TITLE: X			;		
assigns all right, title, and interest in this lease to the th the assignee (the "Dealer Agreement"). Lessor als te terms 0220 Dealer Agreement TRUCK INC	e party identified in o assigns all right, ti	this lease as the intendent tle, and interest in the least	d assignee, under the terms o sed vehicle to the party identif	of the Lease Pla fied in this lease	n Dealer Agr as the intend	eement in effi led assignee,	ect from time to or its designee.
A:	ВҮ: <u>X</u>			ŤITLE:			
SEE OTHER SIDE FOR OT	HER IMPORTANT A	GREEMENTS INCLUDING	A PROHIBITION OF TRANSP		ITEREST.		
NTHLY 11/2001 (4) ht 2001 General Motors Acceptance Corporation, All Ri	ghts Reserved.				*		ase Agreement 9



	PONTIAC, BUICK, GMC 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000 WWW.peruzzi.com URSUANT TO THE FREED			
INFORMATION ACT	FOIA), 5 U.S.C. 552(B)(6 STEPHEN C STACKHOU 1593		77097/05	LI EMC\$571684
PERUZZI PONTIAC GMC TRUCK INC 165 LINCOLNHWY. FAIRLESS HILLS, PA 19030	LABOR RATE LICENSE NO. MILEA YEAR / MAKE / MODEL OS/PONTIAC/G6/6 CYL SEDAN			STOCK NO.
consumer@voi@net.com	VENICE         Constraint         G         S         Z         B         X         S         A           FILE NO.         09-332         138         PO. NO.         PO. NO. <t< td=""><td><u></u>63</td><td><b>70</b>9/05</td><td></td></t<>	<u></u> 63	<b>70</b> 9/05	
P215 943-6001 215 943-6000	COMMENTS			MO: 103
LABOR & PARTS J# 1 99PNZPAINSP *PA.STATE INPECTION PERF&M SAFETY INSPECTION FRONI BRAKE READING: 10B REAR BRAKE READING: 10B	TECH(S):1615	INTERNAL	W SE	- I
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MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.	PERUZZI.COM! ATE INVOICE ************	*****		zi.cor

	PONTIAC, BUICK 165 Lincoln High Fairless Hills, PA16 (215) 943-6000 www.peruzzi.co	way . 9030 om	
CUSTOMER NO. 135122	ADVISOR BRUCE DUBROW	1138 74G NO 703	0872 <del>6/05 PNC5578798</del> 9 SEDONA BEIG 50550
LANGHORN E, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CY YEMIGLETEING 1. G. 2. Z. G. 5. 2.8 X	L SEDAN	DELIVERY DATE         DELIVERY MILES         90           07/08/05         PRODUCTION DATE         1           1         PRODUCTION DATE         1           08/26/05         1         1
LABOR & PARTS	COMMENTS		мо: 1150
J#-1 10PNZRECALL RECALL MISC. OUSTOMER STATES PERFORM CAMPAIGN TO BE RETORQUED TICH NOTED OPEN RECALL PERFORM OPEN RECALL	05548B, HARMONIC BALANCER	See Sowarranty	WE SELL
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	PONTIAC, BUICK, GMC 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000	INISSAN (	
	www.peruzzi.com		
CUSTOMER NO. 135122	ADVISOR SEAN M SANDERFORD 185718 LABOR PATE LICENSE NO. MILEAGE	O. INVOICE	/17/05 PNXS594115
	YEAR / MAKE / MODEL	5,605 SEC	DONA BEIG 50550
LANGHOR NE, PA	05/PONTIAC/G6/6 CYL SEDAN	07,	08/05 90 3 DEALERINO. PRODUCTION DATE
	1 G 2 Z G 5 2 8 X 5 4 FT.E.NO. PO.NO.	1 R. O. DA	
R	COMMENTS	12,	/17/05 MO: 5605
PERFORM LUBE, OIL & FILTER CH STANDARD MAINTENANCE			WE
PRFORM LUBE, OIL & FILTER CH		15 70	SELL
T#S2280PNZROTATESTIRES	JOB # 1 TOTAL LABOR & PARTS	15.70	
ROTATE TIRES STANDARD MAINTENANCE ROTATE TIRES			TIRES!
G.O.G. & SUPPLIES	JOB # _2 TOTAL TOBOR & PARTS	19.95	Z
JOB # 1 1.0 OIL FILTER JOB # 1 5.0 BULK MOTOR OIL	@ 4.000 /UNIT @ 2.050 /UNIT TOTAL - GOG	4.00 10.25 14.25	
MISCCODEDESCRIPTION JOB # 1 GHCLLD GM CUST LOYALTY LABO JOB # 1 GHCLPD GM CUST LOYALTY PART	R DISCOUNT S DISCOUNT TOTAL - MISC	-15.70 -14.25 -29.95	SP SP
COMMENTS GM LOYALITY FREE L/O/F CARD NO 3033791010000586 CUSTOMER PAYS \$21.15		N	
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		21.15	
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MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.	PERUZZI.COM!		Z T S
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		<i>"</i>	$\Box$
PAGE 1 OF 1 CUSTOMER (	UDA LEND OF PRIDIOS	101.00+	111

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	Peruz Internet Marked 165 Lincoln Highw Fairless Hills, PA19 (215) 943-6000			
				A @scion
	www.peruzzi.co	om	CELL:	
CUSTOMER NO. 135122	JOSEPH J MOUNT	1701 426	1NVOICE DATE 04/17/06	PNCS609615
	LABOR RATE LICENSE NO.	MILEAGE 10,352		stock100 150550
LANGHOR NE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL	SEDAN	DEUVERY DATE 07/08/05	DELIVERY MILES 90
	IGZZG528X		SELLING DEALER NO.	PRODUCTION DATE
	E.T.E.NO	PONO	04714/06	REPRINT# 1
	COMMENTS			MO: 10355
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SCAN DIAG FOUND CODE C0545 POWER SPEED TORQUE FAILURE REPLACED THE POWER STEERING MODU			SE	LL
PARTSQTYFP-NUMBERDESC JOB # 1 1 15775370 MOTO	RIPTIONU R 6.605 JOB # 1 TO	WARKANTY	TIR	ES!
	JOB # 1 TOTAL LABO	R & PARTS 0.00		
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	JOB # 2 TOTAL LABO	R & PARTS 0.0	ר סד 🕅	⊳ <b>≤</b> _
U#3:03PNZ4EEA PERFORM FOUR WHEEL ALIGNMENT COMPLETED	TECH(S):1695			
PARTSQTYFP-NUMBERDES(	CRIPTIONL JOB # 3 TO	INIT PRICE- ITAL PARTS 0.0	이 안 여	
-	JOB # 3 TOTAL LAB	R & PARTS 89.9		
J# 4 06PNZCHGOIL 4 IN 1 SERVICE SPECIAL FREE 28 POINT SAFETY INSPECTION CHANGE ENGINE OIL AND OIL FILTEL UP TO 50TS OF MOTOR OIL AND A N LUBRICATE CHASSISTAS NEEDED AND OFF ALL FLUIDS. ROTATE TIRES/RESET TIRE PRESSUR PERFORM SAFETY CHECK BRAKE_INSP	R SERVICE-INCLUDES EW OIL FILTER CHECK AND TOP ES ECTION	······································		eruzz
PARTS QTY FP - NUMBER JOB # 4 1 25010792 OIL JOB # 4 5 OIL PEN	CRIPTION FLTR 1.836	5.45 5.4 2.05 10.2 DTAL PARTS 15.7		
J# 5199PNZ27RTINSP 27 POINT INSPECTION Added Operation (JMOUNT @ 04/17/2006 16:45)	TECH(S): 1695	F84754975-7438070		<u>S</u> 3
PAGE 1 OF 3 CUSTOMER CO	PY [CONTINUEI	OON NEXT PAGE] 02:50pm		11

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		HACEUNCK GMGHOL 165 Lincoln Highway Fairless Hills, PA1903			
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ANGHORNE, PA		www.peruzzi.com	ı	CELL:	
ANGHORNE, PA	STOMER NO. 135122		1701 TAG NO. 426	INVOICE DATE 04/17/06	PNCS609615
ANGHORINE, PA         OS/PONTIAC/66/6 CVL SEDAN         O7/08/05         90           TTG 22 G 5 2 8 x 5 4         The second seture of the second seture o			Lui Face	COLOR	
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TIRES!	1.SIGNS OF ALIGNMENT,2.TIRE WEAR OF 3.CONDITION OF STRUTS,4.CONDITION O 6.UNDERCARRIAGE,7.E-BRAKE CABLES,8. 9.CK FRONT AND REAR BRAKES,10.COOLA	R BALANCE DF SHOCKS,5.EXHAUST, E-BRAKE ADJUSTMENT, ANT PROTECTION.			
JOB # 5 TOTAL PARIS 0.00 JOB # 5 TOTAL LABOR & PARTS 0.00 JOB # 5 TOTAL LABOR & PARTS 0.00 AUTOMATIC CAR MASH, EXTERIOR ONLY COMPLETED RTSQTYFP-INMBERDESCRIPTION	SE COMMENTS	AND LOWER RADIATOR,		55	╏┝╍┠╍
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ded Operation (CMONT @ 04/17/2006 16:46) AURONATIC CAR MASH, EXTERIOR ONLY COMPLETED       UNIT PRICE- JUB # 6 TOTAL LABOR & PARTS       0.00         JUB # 6 TOTAL LABOR & PARTS       0.00         JUB # 6 TOTAL LABOR & PARTS       0.00         B # 1       104503       740249         MARDANTY B # 3       GRLD GRI LABOR DISCOUNT       INTAL - SUBLET       0.00         SCCODE		JOB # 5 TOTAL LABOR &	PARTS 0.00		
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B # 3 GNLD GM LABOR DISCOUNT TOTAL - MISC - 89.95 MMENTS LETED OPERATION(S) PPX23750 3.000 SERVICE 03PNZROTATE TR *ROTATE TIRES	BLETPO#VEND INV#-INV.DATE-DESCRI B # 1 104503 740249 04/17/06 RENTAL				
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	ONTIACEUM 165 Lin Fairless (215	UZZI ACOIN Highway Hills, PA19030 ) 943-6000		CELL:	
CUSTOMER NO. 135122			426	INVOICE DATE 04/17/06	PNCS609615
	LABOR RATE			SEDONA BEIG	STOCK NO 50550
		/G6/6 CYL SEDAN	,,,	DELIVERY DATE 07/08/05	DELIVERY MILES
LANGHORNE, PA		5 2 8 X 5 4		LUNG DEALER NO.	PRODUCTION DATE
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	165 Lincoln High Fairless Hills, PA1			
BUICK	(215) 943-600			A @scion
	www.peruzzi.o		CELL:	
CUSTOMER NO. 135122	ANTONIO CREA	1567 TAG NO. 160	06/27/06	PNC5619398
	LABOR RATE LICENSE NO.	MILEAGE 13,218	B SEDONA BEIG	
LANGHORNE, PA	YEAH / MAKE / MODEL 05/PONTIAC/G6/6 CY	L SEDAN	07708705	DELIVERY MILES
LANGHORINE, FA	I G ZNOZ G 5 2 8 X		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.	PON	06727/06	REPRINT# 1
	COMMENTS		*1	MO: 13219
ABOR & PARTS PERFORM SAFETY INSPECTION FRONT BRAKE READING: PA STATE INSPECTION ALL #.2.99PNZEMIINSP PERFORM ENHANCED EMISSIONS PERFORM ENHANCED EMISSIONS TEST ANNUAL STATE INSPECTION EMISSIONS INSPECTION ALL	JOB # 1 TOTAL LAB	OR & PARTS 19.95	SE TIF	VE ELL RES!
<ul> <li># 3:03PNZ1</li> <li>CUST STATE A SHIMMY AT SPEEDS OF 6 TECH NOTED VIBRATION COMING FROM</li> <li># 4:08PNZ</li> <li>ELECTRICAL CUST STATE CHECK CHARGING SYSTEM CHARGING SYSTEM OK AT THIS TIME</li> </ul>	65MPH TIRES JOB # 3 TOTAL LAB 经济资源的新TECH(S)、56 经济资源	OR & PARTS 0.00	S P	
# 5+94PNZAUIGNFORGE ROAD FORCE BALANCING Added Operation (ACREA @ 06/27/2006 09:10) CUSTOMER STATES PERFORM HUNTER ROA INCLUDES DISMOUNT AND MOUNT TO MAT MEASURE STEEL WHEEL AND ALLOY WHEE AND MEASURE DOWNFORCE PERFORM COMPUTERIZED FOUR WHEEL AN MAINTANANCE PERFORMED ROAD FORCE WHEEL BALANCI PERFORMED COMPUTERIZED FOUR WHEEL	AD FORCE WHEEL BALANCING TCH EL RUNNOUT LIGNMENT E			ND LOF
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IISCCODEDESCRIPTION OB # 1 ST GM_INSP_STICKER CHARGE OB # 1 GMCLLD GM <sup>®</sup> CUST LOYALTY LABOR DIS OB # 2 PC PHONE CALL TO STATE OB # 5 WW GM WHEEL WEIGHT	SCOUNT	2.0 -19.9 2.4 3.9 AL - MISC -11.5		HO:
PAGE 1 OF 2 CUSTOMER COPY	[CONTINUE]	D ON NEXT PAGE] 02:49pm		

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PONAC					
	www.pe	ruzzi.com		CELL:	
CUSTOMER NO. 135122	ADVISOR ANTONIO CREA	1567	<sup>G NO.</sup> 160	INVOICE DATE 06/27/06	PNC5619398
	LABOR PATE LH	CENSE NO. MILEA		SEDONA BEIG	50550
LANGHORNE, PA	YEAR/MAKE/MODEL 05/PONTIAC/G			07/08/05	DELIVERY MILES
	TELENO			SELLING DEALER NO. 1 B. O. DATE	PRODUCTION DATE
	COMMENTS			<b>፟፟፝፞፞</b> ፝	REPRINT# 1
					MO: 13219
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINL ESTIMATE OF \$700.00 COMME <u>NTS</u>	(+TAX)			W	'E
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TOTALS VI SA() MASTERCARD() AMERICA		TOTAL LABOR			
	INITIALS()	TOTAL PARTS TOTAL SUBLET	0.00 0.00	TIR	ES!
THANK YOU!		TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC	0.00 8.39 -19.95		
WE WANT YOU TO BE	F.D. <b>T</b>	TOTAL TAX	22.71	2	
COMPLITELY SATISFI PARTS DESIGNATED WITH AN ASTERISK (*) I	NDICATES LIFETIME	OTAL INVOICE \$	401.29	Γ	
GUARANTEE, APPLIES TO CUSTOMER PAY RÉPA	IRS ONLY.			i η <	
MAKE YOUR NEXT APPOINTMENT ON-LINE AT W	WW.PERUZZI.COM!			ר ד	
CÚSTOMER SIGNATURE	<u></u>			m	58
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PAGE 2 OF 2 CUSTOM	ER COPY	END OF INVOIC	E ] 02:49pm	•	-

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OMER NO. 135122 ANGHORINE, PA OR & PARTS I 03PNZ1 CUSTOMER STATES THE STEERING FELS FUNKY MUST HOLD STEERING FELS FUNKY MUST HOLD STEERING TCH TEST DROVE VEHICLE 19 MI	ANTHONY SPINNRAKER 1707 LABOR RATE LICENSE NO. MILE VEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN VEHICLE I.D. NO. T G 2 Z G 5 2 8 X 5 4 F.T.EL NO. COMMENTS	14,349 SE 07 55 14,349 SE 07	CELL: 21/06 DONA BEIG	"PNC5622541
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OR & PART S 1:03PNZ1 CISTOMER STATES THE STEERING FIELS FUNKY .MUST HOLD STEERI TCH TEST DROVE VEHICLE 19 MI	F.T.E.NO COMMENTS			OELIVERY MILES
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1.03PNZ12 CUSTOMER STATES THE STEERING FEELS FUNKY ,MUST HOLD STEERING TICH TEST DROVE VEHICLE 19 MI		<u>107</u>	749/06	
1.03PNZ12 CUSTOMER STATES THE STEERING FEELS FUNKY ,MUST HOLD STEERING TICH TEST DROVE VEHICLE 19 MI				MO: 14368
ICH LEZT DKOAF AFHTOTE TA WI	WILL GET TIGHT ,LOOSE CAR ING WHEEL TIGHT TO DRIVE	WARRANTY	W	Έ
DUPLICATE CUSTOMERS CONCERN NO PROBLEMS FOUND	iles and was unable to		SE	
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# 1 105272 741627 07/21/06 R	D.COOLANT PROTECTION, JPPER AND LOWER RADIATOR. JOB # 2 TOTAL LABOR & PARTS DESCRIPTION RENTAL TOTAL - SUBLET	INTERNAL 0.00	SP I	
IMATE TOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$500.00 (+			m 🗲	7 <b>X</b>
MENTS RGENCY FIT IN rge \$26.00 to pontiac icy per gary f	*////		SIAL PRICING	N.peruzzi.com

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, Pomac	-Re GMC	Peruz 165 Lincoln High Fairless Hills, PA1 (215) 943-600	way 9030	Фтоуот,	
		www.peruzzi.		CELL:	
STOMER NO. 135	122	ANTHONY SPINNRAKE	R 1707 005	NVOICE DATE 07/21/06	"PNC\$622541
		LABOR RATE LICENSE NO.	MILEAGE 14,34		stock 80
		YEAR/MAKE/MODEL 05/PONTIAC/G6/6 C1	-	DELIVERY DATE 07/08/05	DELIVERY MILES
LANGHOR NE, P		I G Z Z G 5 2 8 >		SELLING DEALER NO.	PRODUCTION DATE
		F.T.E.NO.		<u>ን</u> ንንን 19/06	
R		COMMENTS	unersensen gin der sterften in die eine sterftendig unersensen gin der sterftendig	. <u>w. (f]</u>	MO: 14368
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	ELY SATISFIED	•	L INVOICE \$ 0.0		ES!
	ITH AN ASTERISK (*) INDICAT				
MAKE YOUR NEXT APP	OINTMENT ON-LINE AT WWW.PER		****		WWW AND LISE
PAGE 2 OF 2	CUSTOMER COP		ND OF INVOICE ] 02:48pm	RICING	) VEHICI F

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	Period 165 Lincoln I Fairless Hills, (215) 943	Highway PA19030		Оточот	
	www.peruz	zzi.com		CELL:	
CUSTOMER NO. 135122	ANTHONY SPINNRA	<b>KER</b> 1707	<sup>NO.</sup> 123	08/04/06	"PNC5623986
	LABOR RATE LICENS	E NO. MILEAG	<sup>±23</sup>	SEDONA BEIG	50550
	VEAB /MAKE / MODEL 05/PONTIAC/G6/6	CYL SEDAN			DELIVERY MILES
LANGHOR NE, PA	VEHICLE LD2 <sup>NO</sup> Z G 5 2		<u> </u>	SELLING DEALER NO	PRODUCTION DATE
	ET.E.NO.	P.O. NO		ካ ስን/31/06	REPRINT# 1
	COMMENTS			07751700	MO: 14719
LABOR & PARTS					MO. 14715
U# 1/03PNZ1 OSTOMER STATES THE STEERING L VERIFY CONCERN PERFORM DIAGNOS TRACE TO POWER STEERING MOTOR	OCKS UP TICS AND PINPOINT TESTS		WARRANTY	W	/E
OPEN CIRCUIT IN MODULE GH RENTAL				SF	
REMOVE LOWER STEERING COLUMN T	RIM TO ACCESS AND INSTALL				n Mary Pasa
ROAD TEST ALL OK TAC CASE # 6102006 SPOKE TO ST	EVE LENTZ			TIR	ES!
AS PER DIÀGNOISIS NO FURTHER A REPAIR	CTION REQUIRED FOR				
PARTS······QTY···FP·NUMBER·····DE JOB # 1 1 15775370 MO	TOR 6.605	1 TOTAL PARTS	WARRANTY 0.00 0.00		
SUBLETPO#VEND INV#-INV.DATE-DE JOB # 1 105531 D741771 08/03/06 GM	SCRIPTION	· · · · · · · · · · · · · · · · · · ·	WARRANTY 0.00	<u> </u>	<ul> <li>S</li> </ul>
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+T COMMENTS					<u>}</u>
TOW IN				$\circ$	<b>5 5</b>
TOTALS·····			•••••		
VISA( ) MASTERCARD( ) AMERICAN EX	PRESS() T	OTAL LABOR OTAL PARTS	0.00 0.00	<u> </u>	- 7
CASH() CHECK#( ) DATE / INIT	IALS( ) T	OTAL SUBLET OTAL G.O.G	0.00 0.00	5 - 7	$\overline{\mathbf{O}}$
THANK YOU!	1	OTAL MISC CHG. OTAL MISC DISC	0.00 0.00		
WE WANT YOU TO BE	T	OTAL TAX	0.00	· 유·	" <b>C</b>
COMPLETELY SATEISFIED		OTAL INVOICE \$	0.00		
PARTS DESIGNATED WITH AN ASTERISK (*) INDIC GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS	ATES LIFETIME ONLY.			0 <	<u>&lt; N</u> .
MAKE YOUR NEXT APPOINTMENT ON LINE AT WWW.P	ERUZZI.COM!			ĪZ	
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08/04/2006 14:49:04		SUM	MARY HIS	ÒRY :	DISPLAY	3651 PAGE 1
CUSTOMER NAM					SERIAL NO. 1G	
TOTAL R/O'S	1	TOTAL SI	ERV. DAY:	5 14	MAKE PN	PONTIAC
LNA RO.NO.	RI. DATE	MILES.	ADV/TECH	J# Т	OPERATION CODE.	DESCRIPTION
	01/19/2006					
1		т	88	1 W	03PNZ1	STRG/SUSP/WHLS/T
		т	88	2 C	99PNZ27PTINSP	27 POINT INSPECT
2 619398	01/27/2006	13218 A	1567			
		т	56	1 C	99PNZPAINSP	*PA.STATE INPECT
		т	56	2 C	99PNZEMIINSP	*ENHANCED EMISSI
		Т	56	3 C	03PNZ1	STRG/SUSP/WHLS/T
		т	56	4 C	08PNZ	ELECTRICAL
		т	56	5 C	94PNZALIGNFORCE	ROAD FORCE BALAN
		т	56	6 C	05PNZ2	BRAKES
3 609615	01/14/2006	10352 A	1701			
		Т	1695	1 W	03PNZ1	STRG/SUSP/WHLS/T
		т	1695	2 W	03PNZ2	STRG/SUSP/WHLS/T
		т	1695	3 C	03PNZ4FEA	4 WHEEL ALIGNMEN
		Ť	1695	4 C	06PNZCHGOIL	4-IN-1 SERV.SPEC
		т	1695	5 C	99PNZ27PTINSP	27 POINT INSPECT
		Т	99	6 C	60PNZZEXTWASH	EXTERIOR AUTO WA
4 594115	11/17/2005	5605 A	185718			
		Т	99	10	80PNZLOFKIT	LUBE, OIL & FILT
		т	99	2 C	<b>BOPNZROTATE</b>	ROTATE TIRES
5 585297	10/12/2005	2855 A	1567			
		Ť	89	1 W	06PNZ	ENGINE
6 578798	01/26/2005	1149 A	182410			
	,	т	1563	1 W	10PNZRECALL	RECALL MISC.
7 571684	01/09/2005	103 A	1593			
		T	1615	11	99PNZPAINSP	*PA.STATE INPECT
		т	43	2 I	99PNZEMIEXEMPT	*EXEMPT EMISSION
8 571673	01/09/2005	91 A	524			
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# FAX COVER SHEET

## Peruzzi Automotive Group PONTIAC - BUICK - GMC

165 Lincoln Highway Fairless Hills, Pa 19030 Phone Number: 215-943-6000 Fax Number: 215-945-5820

DATE: <u>9/29/06</u> TO: Emily Butler FROM: GARY Fields FAX= 1-866-270-0204

Number of pages including cover sheet: <u>25</u>

RE:			
<u>custom</u>	en		
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Service	History		

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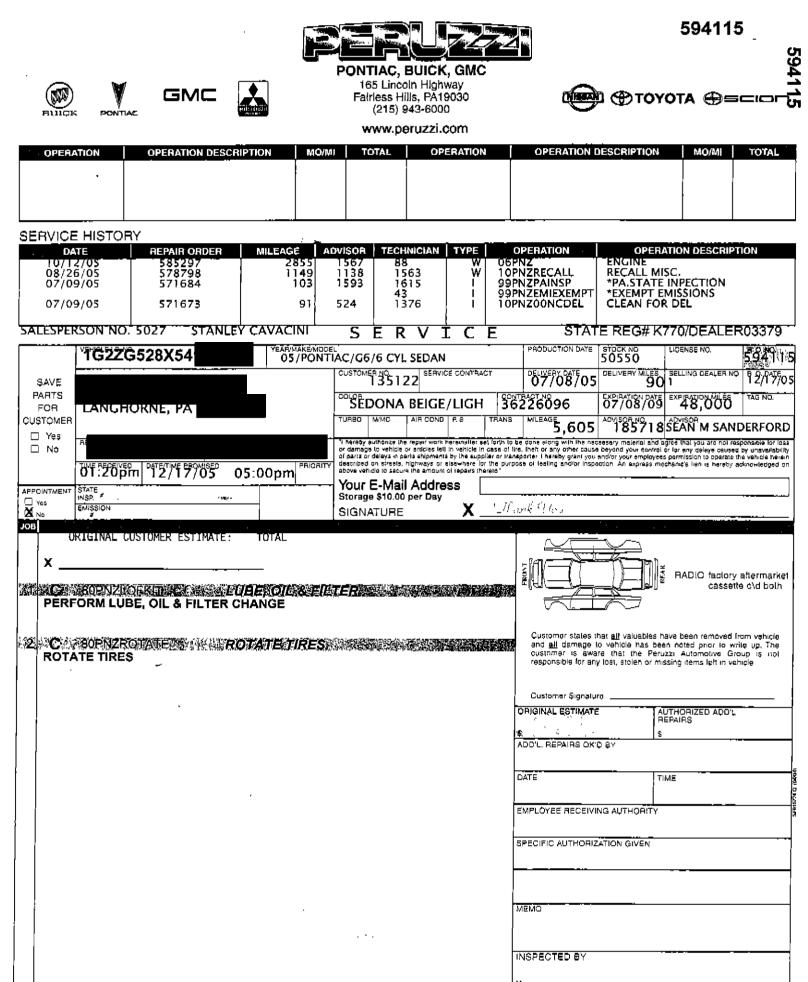
#### PONTIAC, BUICK, GMC 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000

	22			DRD 18571	8 TAG NO.	12717/05	PNXS594115
		LABOR RATE	LICENS			SEDONA BEIG	STOCK NO. 0
		YEAR/MAKE			·	DELIVERY DATE 07/08/05	
LANGHORNE, PA		VEHICLE IO.	TIAC/G6/6 Z G 5 2	CYL SEDA	N	07/08/05 BELLING DEALER NO	PRODUCTION DATE
		<b>1 G Z</b>	Z'G 5 2	8 X 5 4	o.		_
		COMMENTS				12/17/05	
		Commento				-	MO: 5605
ABOR & PARTS	NUBER CONSTRUCTION		ECEOSTIC STREET		19. (19. (19. (19. (19. (19. (19. (19. (		
Í STANDARI	LUBE, OIL & FILTER CHANGE MAINTENANCE						
PERFORM	LUBE, OIL & FILTER CHANGE						
				LABOR & PART			
ROTATE 7	Repairs filless as a second second		國用的政治者的				
	MAINTENANCE						
1		108	# 2 TOTAL		s 10.05		
E-O-GO & SUPPOTES OT	·····		<i>π</i> 2 ΙΟΙΛΕ		3 <u>, 19, 9</u> 3'		
DOB # 1 1 0 01L	FILTER Ø MOTOR OIL Ø	4.000	/UNIT		4.00		
		2.050	JONTI	TOTAL - GOG	14.25		
MISC CODE	-DESCRIPTION		• • • • • • CONTR	OL NO			
POB # 1 GMCLPD	GM CUST LOYALTY LABOR DI GM CUST LOYALTY PARTS DI	SCOUNT			-15.70 -14.25		
				TÒTAL - MISC	-29.95		
COMMENTS M LOYALITY FREE L/O/ CARD NO 3033791010000 CUSTOMER PAYS \$21.15	F 586						
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	TERCARD( ) AMERICAN EXPRES			TAL LABOR			
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	ANK YOUL		TÕ	TAL G.O.G.	0.00 14.25		
LIE MAN			TO	TAL G.O.G. TAL MISC CHG TAL MISC DISC	-29.95		
	TYOU TO BE		тот	TAL TAX			
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PAGE 1 OF 1	SERVICE FILE COPY		]	end of invoi	CE ] 01:23pm		
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TECH COPY

PONTIAC BUICK GMC MITSUBISHI 165 Lincoln Highway GIAK 52F 2516 Fairless Hills, PA19030 (215) 943-6000 CELL: CUSTOMER NO TAG NO 135122 04717706 PNCS609615 DOSEPH J MOUNT 1701 **426** LICENBE NO LABOR RATE ILEAGE SEDONA BEIG 50550 10,352 344 YEAR / MAKE / MODE DELIVERY MILES DELIVERY DATE 05/PONTIAC/G6/6 CYL SEDAN 90 LANGHORNE, PA SELLING DEALER NO. I G Z Z G 5 2 8 X 5 4 PRODUCTION DATE T.E. NO P. O. NO. 04/14/06 REPRINT# 1 COMMENTS MO: 10355 LABOR & PARIS-----STRG/SUSP/WHUS/TIRES/ USA HIM TRUTECH(SOB1695) A MARRANTY CUST STATE THAT THE STEERING SOMETIMES IT HAS ALOT OF PLAY AND SOMETIMES IT IS REALLY TIGHT SCAN DIAG FOUND CODE CO545 POWER STEERING MODULE WHEEL SPEED TORQUE FAILURE REPLACED THE POWER STEERING MODULE.ROADTESTED OK J# 1 03PNZ1 6H-6C PARTS-----QTY---FP-NUMBER-----DESCRIPTION------QTY----UNIT PRICE-JOB # 1 15775370 1 MOTOR 6.605 WARRANTY JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 J# 2 03PNZ2 んいノータモ CUST STATE WHEN BACKING THERE IS A NOISE SREECHING SOUND COULD NOT VERIFY NOISE AFTER ROADTEST PERFORMED FOUR WHEEL BRAKE INSPECTION.ALL BRAKE PADS AND ROTORS OK -----UNIT PRICE-JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 D#-(3-03PNZ4FEA-1)に、「42WHEEEEALIGNMENT」には、ASMMは特別には、こTECH(S)が1695時のは地域のできたが認識が認識には189295 PERFORM FOUR WHEEL ALIGNMENT S POSTED COMPLETED PARTS.....QTY---FP-NUMBER.....DESCRIPTION.....QTY---FP-NUMBER..... JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 89.95 30 FL 4-IN+1 SERVISPECTALESSANCE TALESSANCE TO SALE OF STATEMENT AND THE SERVICE SPECIAL 4-IN-I SERVICE SPECIAL FREE 28 POINT SAFETY INSPECTION CHANGE ENGINE OIL AND OIL FILTER SERVICE INCLUDES UP TO 5QTS OF MOTOR OIL AND A NEW OIL FILTER LUBRICATE CHASSIS AS NEEDED AND CHECK AND TOP 3# 4 06PNZCHGOIL OFF ALL FLUIDS. ROTATE TIRES/RESET TIRE PRESSURES PERFORM SAFETY CHECK BRAKE INSPECTION PARTS ..... QTY ... FP NUMBER ..... DESCRIPTION ...... UNIT PRICE. 25010792 OIL JOB # 4 JOB # 4 15 OIL FLTR 1.836 PENNZOIL OIL 5.45 2.05 5.45  $10.25 \\ 15.70$ JOB # 4 TOTAL PARTS JOB # 4 TOTAL LABOR & PARTS 38.88 Added Operation (JMOUNT @ 04/17/2006 16:45) PAGE 1 OF 3 SERVICE FILE COPY [CONTINUED ON NEXT PAGE] 05:45pm

### PONTIAC BUICK GMC MITSUBISHI

165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000

LANGHORNE, PA	135122		MOUNT	1701	426	04/17/06	PNCS60961
ANGHORNE, PA			LICENSE	NO. MILEA		LCOLOR	
Description       Image: Construction of the construle construction of the construction of the constructio	ANCHOPHE DA	05/PONT3	DEL IAC/G6/6	CYL SEDAN		07/08/05	
PTEINO       PO.NO.       004/14/06       REPRINT         COMMENTS       COMMENTS       MO: 10         PERFORM COURTESY 27 POINT INSPECTION. INCLUDING: 1.SIGNS OF ALIGNENT, 2. TIRE WEAR OR BALANCE 3. CONDITION OF STRUTS, 4. CONDITION OF SHORES, 5. E. BRAKE ADJUSTMENT. 9. CK FRONT AND REAR BRAKES, 10. COLAMT PROTECTION. 11. CONDITION OF HOSES, 12. CK UPPER AND LOWER RADIATOR, SEE COMMENTS       0.00         JOB # 5 TOTAL LABOR & PARTS       0.00         JOB # 6 TOTAL LABOR & PARTS       0.00         JOB # 1 104503 740249       04/17/06 RENTAL       TOTAL - SUBLET       0.00         GCCODE	ANGHORNE, FA	VEHICLE ID NO				SELLING DEALER NO.	PRODUCTION DATE
COMMERTS         MO: 10         PERFORM COURTESY 27 POINT INSPECTION, INCLUDING:         1.SIGNS OF ALIGNMENT, 2.TIRE WEAR OR BALANCE         3. CONDITION OF STRUTS, 4. CONDITION OF STRUTCH, 5. CONTROL NO.         OF # 5 TOTAL LABOR & PARTS         JOB # 5 TOTAL LABOR & PARTS         OLIVE AUTO HASH, 4. CONDITION OF STRUCTOR, 5. CONDITION OF STRUCT, 5. CONDITION, 5. CONTROL NO.         OND B# 5 TOTAL LABOR & PARTS         OLIVE # CONDITION OF STRUCT, 5. CONDITION OF STRUCT, 5. CONDITION, 5. CONTROL NO.         OLIVE # CONDITION OF STRUCT, 5. CONTROL NO.							

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PONTIAC BUICK GMC MITSUBISHI 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000

					CELL:	
CUSTOMER ND 135122		J MOUNT	170	1 426	104/17/06	PNCS609615
		LIĈENSE NO		MILEAGE 10,352	SEDONA BEIG	50550
LANGHORNE, PA	YEAR/MAKE/I	TIAC/G6/6 C	YL SEDA	N	DELIVERY DATE 07/08/05	DELIVERY MILES 90
		z g 5 2 8	x 5 4		SELLING DEALER NO	PRODUCTION DATE
	F. T. E. NO		P. O. I.		04/14/06	REPRINT# 1
	COMMENTS					MO: 10355
TU1ALS			•••••		I.	
VISA( ) MASTERCARD( ) AMERICAN EXPRES	SS()	TOTAL	LABOR	. 113.13		ĺ
CASH() CHECK#( ) DATE / INITIALS	ic )	TOTAL	SUBLET	. 15.70 . 0.00		
THANK YOU!		TOTAL	SUBLET G.O.G. MISC CHG	. 0.00		
WE WANT YOU TO BE		TOTAL	MISC DISC TAX	C -89.95 . 2.33		
COMPLETELY SATISFIED		TOTAL	INVOIC	E\$ 41.21		
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY	LIFETIME					
UDAVAILLE AFFLIES TO COSTONER PAT REPAIRS ONE	•					
MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZ	ZI.COM!					
CUSTOMER SIGNATURE						
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PAGE 3 OF 3 SERVICE FILE COPY		[ ÉN		CE ] 05:45pm		{

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	🕈 сямс	♥   Fairl	5 Lincoln Highway ess Hills, PA19030 215) 943-6000		
BUICK	PONTAE	en di ph	ww.peruzzi.com	$\sim$	
OPERAT	ION. OPERATION DESC	RIPTION MO/MI TO	OTAL OPERATION	OPERATION DE	SCRIPTION MO/MI
SERVICE			TECHNICIAN   TYPE		OPERATION DESCRIPT
12/17/		2855 185718	99   C	80PNZROTATE R	UBE, OIL & FICTER OTATE TIRES NGINE
10/12/ 08/26/ 07/09/	05 578798 05 571684	103 1593	1563 W	10PNZRECALL R 99PNZPAINSP *	ECALL MISC. PAISTATE INFECTION
SACESPERS	ON NO. 5027 STANLE				EXEMPT EMISSIONS REG# K770/DEALER
Ľ	1G2ZG528X54	YEAR/MAKE/MODEL 05/PONTIAC/G6/			TOCK NO LICENSE NO.
SAVE PARTS				07/08/05	SO SELLING DEALER NO
	ANGHORNE, PA		ONA BEIGE/LIGH		
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- 100	TATE	Storage	E-Mail Address		
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		TRG/SUSP/WHLS/TIR	5 <b>5</b> % (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)		*
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			(\()	customer is aware Esponsible for any lo	En la
2 <b>W</b> 0 <b>CUST S</b>	3PNZ2 TATE WHEN BACKING TH	<i>TRG/SUSP/WHLS/TIRL</i> IERE IS A NOISE SREED		Customer Signature .	
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#### PNCS623986

#### PERUZZI PONTIAC BUICK GMC MITSUBISHI

165 LINCOLN HIGHWAY FAIRLESS HILLS, PA 19030

(215) 943-6000

					CELL:	
CUSTOMER NO 135122		SPINNRAKER	1707	123	INVOICE DATE	PNCS623986
	LABOR RATE	LICENSE NO.	MI	LEAGE 14,713	SEDONA BEIG	атоскио. 50550
LANGHORNE, PA		AC/G6/6 CYL	SEDAN		07/08/05	DELIVERY MILÉS
	VEHICLE ID NO. 1 G 2 Z P T E. NO.	G 5 2 8 X 5			SELLING DEALER NO	PRODUCTION DATE
			P.O.NO.		A.O. DATE 07/31/06	REPRINT# 1
	COMMENTS					MO: 14719
LABOR & PARTS CUSTOMER STATES THE STEERING LOCKS I VERIFY CONCERN PERFORM DIAGNOSTICS / TRACE TO POWER STEERING MOTOR AND MU OPEN CIRCUIT IN MODULE GM RENTAL REMOVE LOWER STEERING COLUMN TRIM TO NEW MOTOR MODULE ASSEMBLY PERFORM RI ROAD TEST ALL OK TAC CASE # 6102006 SPOKE TO STEVE LE AS PER DIAGNOISIS NO FURTHER ACTION REPAIR	UP AND PINPOIN DDULE D ACCESS AND ECALIBRATION	T TESTS D INSTALL N RETEST	en e	Hannel <b>Harrantey</b>	05-6C	
PARTSQTY.4-FP-NUMBERDESCRIPT JOB # 1 1 15775370 MOTOR 6.	JOB #	JOB # 1 TOTAL 1 TOTAL LABOR 8	PARTS	WARRANTY 0.00 0.00		
SUBLETPO#VEND INV#-INV.DATE.DESCRIPT DOB # 1 105531 D741771 08/03/06 GM RENT#	AL.	TOTAL -	SUBLET	WARRANTY 0.00	21909 -98 MS -98	
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOM IN TOTALS						
VISA() MASTERCARD() AMERICAN EXPRESS(	)	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.O TOTAL MIS TOTAL MIS TOTAL MIS	OR TS LET C CHG. C DISC	0.00 0.00 0.00 0.00 0.00 0.00 0.00		
COMPLETELY SATISFIED PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES L GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.	IFETIME	TOTAL IN	VOICE	\$ 0.00		
MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI	.COM!					
PAGE 1 OF 1 ACCOUNTING COPY		I END OF	INVOICE	] 02:46pm		

	746 Invice advi AV R.Q.	7-9 sor	23	, 165 Fairle (2	ICK GMC Lincoln Highw as Hills, PA190 15) 943-6000 ww.peruzzi.c	ay 030 com			, <b>.</b>	623986 58) ота ⊕≡	62398
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	1G2ZG	528X54	05/PONT				cr		50550	LICENSE NO.	623686
SAVE Parts								07/08/05	90 ¤		
FOR CUSTOMER		DRNE, PA			NA BEIGE		3627	MILEAGE	07/08/09	48,000	123
🗆 Yes	RE			) hereby au	ilhoriza lho repair work		ai forth le b	MILEAGE 14,713	ereasery malerial and a	NTHONY SP	responsible for loss
. <u>No</u>				or damage i pi parts or d	lo vehicle or articles left lelavs in parts shipment	. In vehicle in s by the supp	case of fir	s, theft or any other cau porter. I hereby grant ye as of leating and/or ins	se bayond your control y Britility your employee	or for any delaye caue s permission to operate	ed by unevailability a lbe vobiole bereio
APPOINTMENT	08.36am	07731706 09	:00pm	Your E	-Mail Addre	· · · · ·	arai¢ "				
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х соми	MENTS ; TO	OW IN	OTAL 0.00  G/SUSP/WH G LOCKS UP			F		And an estates customer states customer is an customer is a customer is a cus	Inst all valuables to vehicle has be to vehicle has be		UKAO UN TINO
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ITEMS INSPECTED	ок	NEEDS WORK	ESTINATED COST	NOTES
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Gondriion of Suspension Components/Shocks/ Struts/Air Filter			-	_:',
4 Condition of Exhaust System				
5 Condition of Undercarnage		1		
5 Condition of Emergency Brake Cable/Adjustment				
Cabin Filler	1			
Condition 1.: 1 Jona & Rear Brakes	+			
A/C Performance	<u> </u>			
10 Condition of Coolant				
1 Condition of All Bells & Adjustment				
2 Condition of Bailery & Cables				
<ol> <li>Condition of Clutch &amp; Adjustment</li> </ol>				
4 Condition of Wiger Blades				
5 Condition of All Lights/Signals				
6 Condition of Emission System	<u> </u>			
7 Engine 08 Leak Inspection/Transmission/Fluids				
18 Engine Performance Inspection/Transmission				
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20 Body Rust				
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22 Other				

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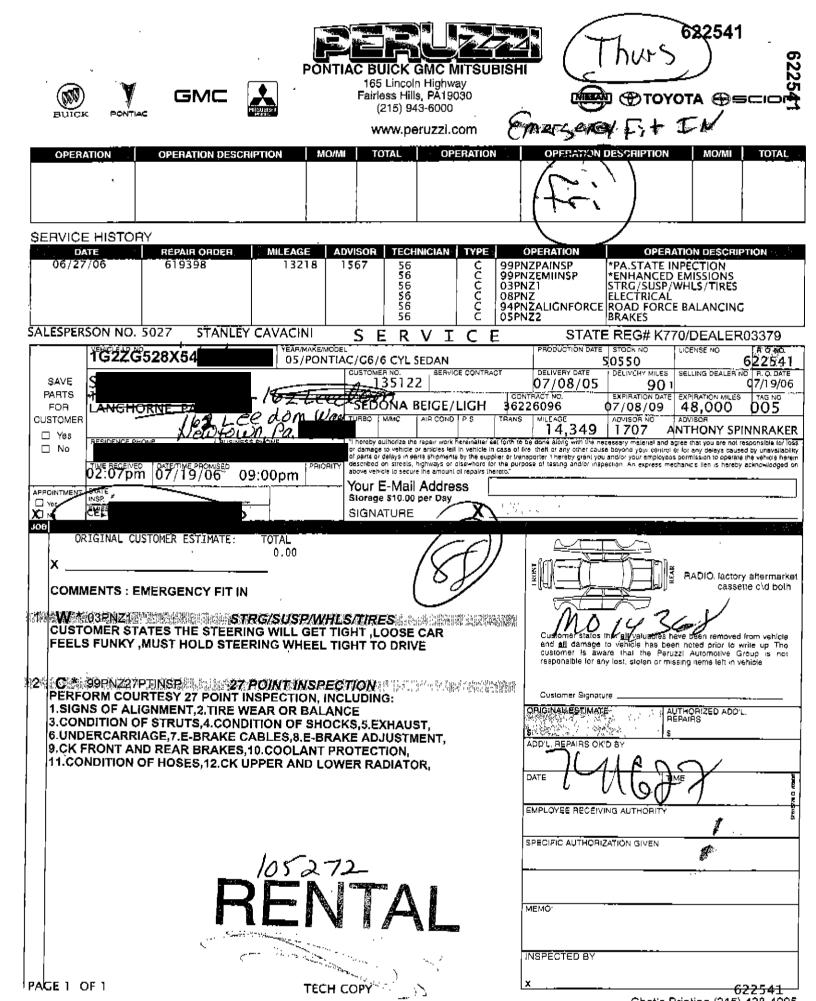
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PONTIAC BUICK GMC MITSUBISHI 165 Lincoln Highway Fairless Hills, PÅ19030 (215) 943-6000

					CELL:	
CUSTOMER NO 135122	ADVISOR	NNRAKER	1707	TAG NO. 005	07/21/06	PNCS622541
	LABOR RATE	LICENSE NO	M	14,349	SEDONA BEIG	50550
LANGHORNE, PA	YEAR/MAKE/MODEL 05/PONTIAC/	G6/6 CYL	SEDAN		07/08/05	DELIVERY MILES
	TEHICLE ID NO. 1 G 2 Z G	528X	54		SELLING DEALER NO.	PRODUCTION DATE
	FTE, NO.		PÔNÔ.		07/19/06	
	COMMENTS				<b>-</b>	MO: 14368
ABOR & PARTSSTREASUSPENDED CUSTOMER STATES THE STEERING WILL G FEELS FUNKY .MUST HOLD STEERING WHE TECH TEST DROVE VEHICLE 19 MILES AN DUPLICATE CUSTOMERS CONCERN NO PROBLEMS FOUND	EL TIGHT TO DRI D WAS UNABLE TO	VE			04-92	
J#2399RNZ2ZPTINSP PERFORM COURTESY 27 POINT INSPECTION 1.SIGNS OF ALIGNMENT,2.TIRE WEAR OR 3.CONDITION OF STRUTS,4.CONDITION OF 6.UNDERCARRIAGE,7.E-BRAKE CABLES,8.E 9.CK FRONT AND REAR BRAKES,10.COOLAN 11.CONDITION OF HOSES,12.CK UPPER AN SEE COMMENTS	NTHERPTECHOST N. INCLUDING: BALANCE SHOCKS.5.EXHAU -BRAKE ADJUSTME T PROTECTION	JST, ENT,		0.00	· · · · · · · · · · · · · · · · · · ·	
	JOB # 21	TOTAL LABOR	PARTS	0,00		· · · · · · · ·
SUBLETPO#VEND INV#-INV.DATE-DESCRIPT JOB # 1 105272 741627 07/21/06 RENTAL		TOTAL -	SUBLET	INTERNAL 0.00		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$500.00 (+TAX) COMMENTS						
EMERGENCY FIT IN CHArge \$26.00 to pontiac policy per gary f						
TOTALS	· · · · · · · · · · · · · · · · · · ·	• <b></b> •	•••••	••••••		
VISA() MASTERCARD() AMERICAN EXPRESS(	)	TOTAL LAB TOTAL PAR	0R	0.00 0.00		
CASH(). CHECK#() DATE / INITIALS(	)	TOTAL SUE	LET	0.00 0.00		
THANK YOU I		TOTAL MIS	C CHG. C DIŚC	0.00 0.00		
WE WANT YOU TO BE . COMPLETELY SATISFIED		TOTAL TAX		0.00		
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES L GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.	ÍFETIME	TOTAL IN	VOICE	\$ 0.00		
MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI	. COMI					
CUSTOMER SIGNATURE	. • .					
PAGE 1 QF 1 SERVICE FILE COPY		[ END OF		] 04:25pm		85815278 O (02006)

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### PONTIAC BUICK GMC MITSUBISHI

165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000

·					CELL:	
CUSTOMER NO 135122	AD AN	TONIO CREA	1567	<sup>AG NO</sup> 160	06727706	PNCS619398
	: LA		» Mile	AGE 13,218	SEDONA BEIG	¥85580
LANGHORNE, PA	0	AT/MAKE/MODEL 5/PONTIAC/G6/6 C	YL SEDAN		07/08/05	DELIVERY MILES
,	Ĭ	GZZG528	x 5 4		SELUING DEALER NO	PRODUCTION DATE
	FT	"E NO	P. O. WO		06727/06	REPRINT# 1
		MMENTS				MO: 13219
J# 1 99PNZPAINSP *PA:STJ J# 1 99PNZPAINSP *PA:STJ PERFORM SAFETY FRONT BRAKE REJ PA STATE INSPE	ADING:	·········ምECHQS)} 5,6 ,' - ረ.ያ	sinkhis jilak tuk	Ща их хорун <b>д 9(:95</b>		
		JOB # 1 TOTAL LAB				
U# 2'99PNZEMIINSP *ENHANC PERFORM ENHANCE ANNUAL STATE IN EMISSIONS INSPE	ED EMISSIONS TEST NSPECTION	36, % <b>TECH((SO): 56</b> a 11 a	н. <sub>П</sub> ала у Соба	≌40 <b>∷25</b>		
	798	JOB # 2 TOTAL LAB				
J# 3 03PNZ1 STRG/SL CUST STATE A SA TECH NOTED VIBR	JSP/WHLS/TIRESCOME AS A STATE HIMMY AT SPEEDS OF 65MPH RATION COMING FROM TIRES		とちた計判範的表示	n ara)nia ina <b>0300</b>		
		JOB # 3 TOTAL LAB	<b></b> .			
CUST STATE CHEC	ICAL X CHARGING SYSTEM 1 OK AT THIS TIME		rind"" dang	- 845 <u>, 1</u> 9 <b>609</b>		
		JOB # 4 TOTAL LAB				
MEASURE STEEL W AND MEASURE DOW PERFORM COMPUTE MAINTANANCE PERFORMED ROAD	5 PERFORM HUNTER ROAD FOI INT AND MOUNT TO MATCH IMEEL AND ALLOY WHEEL RUI	RCE WHEEL BALANCING NNOUT ENT	in er denskaderi	5096, <b>179995</b>		
		JOB # 5 TOTAL LABO		179.95		
Added Operation (ACREA @ 06 CUSTOMER STATES REFACE/MACHINE		%::.>\\ <b>TEÇH(\$)\$56</b> `	NG TANG ANA	1999   99 <b>1143</b> (9 <b>9</b> 9		
		JOB # 6 TOTAL LABO		143.99		
MISCCODEDESCRIN JOB # 1 ST GM INS	PTION P STICKER CHARGE	CONTROL N	0	2.00		
JOB # 1 ST GM INSI JOB # 1 GMCLLD GM CUS JOB # 2 PC PHONE ( JOB # 5 WW GM WHEI	P STICKER CHARGE T LOYALTY LABOR DISCOUNT CALL TO STATE EL WEIGHT	-		·19.95		Í
NOD # D WW (OM WHEI	EL WEIGMI	тот <b>А</b>	L - MISC	2,40 3,99 -11,56		
PAGE 1 OF 2	SERVICE FILE COPY	[CONTINUED	ON NEXT PAGE]	11:59am		

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PONTIAC BUICK GMC MITSUBISHI 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000

CUSTOMER NO 135122	ADVISOR		1567	TAG NO	INVOICE DATE 06/27/06	
	LABOR RATE			160 LEAGE 13,218	COLOR	STOCK NO
1 m	YEAR / MAKE / MOD			15,210	SEDONA BEIG	50550
LANGHORNE, PA		G 5 2 8 X 1	SEDAN		07/08/05	90 PRODUCTION DATE
	IGZZO	6528X	<b>54</b> [P.O.NO		1 06/27/06	
	COMMENTS				06/27/06	REPRINT# 1
ESTIMATE					1	MO: 13219
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$700.00 (+TAX)						
COMMENTSCOMMENTSCOMMENTSCOMMENTSCOMMENTSCOMMENTSCOMMENTSCOMMENTSCOMMENTSCOMMENTS	••••		•••••	•		
TOTALS		· · · · · · · · · · · · · · · · · · ·				
VISA( ) MASTERCARD( ) AMERICAN EXPRESS	()	TOTAL LA	BOR	390.14		
CASH() CHECK#( ) DATE / INITIALS(	)	TOTAL PA TOTAL SU	RTS BLET	0.00 0.00		
THANK YOU!		TOTAL G. TOTAL MI TOTAL MI	O.G SC CHG.	0.00 8.39		
WE WANT YOU TO BE		TOTAL MI TOTAL TA	SC DISC	-19.95 22.71		
COMPLETELY SATISFIED		TOTAL IN	VOICE \$	401.29		
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES ( GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.	LIFETI <b>ME</b>					
MAKE YOUR NEXT APPOINTMENT ON·LINE AT WWW.PERUZZ	I.COM!					
CUSTOMER SIGNATURE						
PAGE 2 OF 2 SERVICE FILE COPY				1 11:50am		

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AGE 1

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Veruzzi.com

MO/MI OPERATION OPERATION DESCRIPTION MO/MI TOTAL OPERA OPERATION DESCRIPTION TOTAL SERVICE HISTORY OPERATION DATE **REPAIR ORDER** MILEAGE ADVISOR TECHNICIAN TYPE **OPERATION DESCRIPTION** 04/14/06 10352 1701 STRG/SUSP/WHLS/TIRES STRG/SUSP/WHLS/TIRES 4 WHEEL ALIGNMENT 609615 1695 03PNZ1 03PNZ2 WCCCCC 1695 1695 03PNZ4FEA 1695 06PNZCHGOIL 4-IN-1 SERV SPECIAL 27 POINT INSPECTION 99PNZ27PTINSP 1695 99 60PNZZEXTWASH EXTERIOR AUTO WASH SALESPERSON NO. 5027 STANLEY CAVACINI R С STATE REG# K770/DEALER03379 S Ε V I F STOCK NO EAB/MAKE/MODE PRODUCTION DATE LICENSE NO INC NO 1G2ZG528X54 50550 05/PONTIAC/G6/6 CYL SEDAN 619398 CUSTOMER NO 135122 ELIVERY DATE SERVICE CONTRACT OFLIVERY MILES A O DATE SELLING DEALER 07/08/05 SAVE 90 06/27/06 PARTS CONTRACT NO EXPINATION DATE SEDONA BEIGE/LIGH 48,000 36226096 07/08/09 160 FOR LANGHORNE, PA M/MC AIR COND P S TURBO TRANS MILEAGE ADVISOR NO CUSTOMER AQVISO 13,218 1567 ANTONIO CREA Thereby authorize the repair work hereinstler set torth to be done story with the necessary material and agree that you are not responsible for lass or damage to vehicle or articles left in vehicle in case of life, their or any other cause beyond your control in for any delays caused by unevaliability of parts or delays in parts atherenis by the supplier or transperier. Thereby grant you and/or your employees permission to operate the vehicle herein described on streas: highways or olsewhore for the purpose of tasting and/or inspection. An express mechanic's tion is hereby acknowledged on above vehicle to secure the amount of repairs thereto." L) Yes D No TIME RECEIVED DATE TIME PROMISED PRIORC \_05:00pm Your E-Mail Address APPOINTMENT Storage \$10.00 per Day ĽX<sub>Yes</sub> 1 Handker Mary THELLON Х SIGNATURE 🗆 No JOB SRIGINAL CUSTOMER\_ESTIMATE: TOTAL 5:00 0.00 х ΞĮ. afak. RADIO. factory aftermarket cassette c\d both COMMENTS : CELL 1 C 99PNZPAINSP The state in PASTATE IN RECTION STATE STATE IN RECTIONS PERFORM SAFETY INSPECTION Customer states that all valuables have been removed from volicio and all damage to vehicle has been noted prior to write up. The customer is aware that the Peruzzi Automotive Group is not responsible for any lost stolen or missing items left in vehicle. 2 - 「99PNZEMUNSP」 - 御兄生は**、他の日本的にとめ、EMISSIONS** - 法主任法法部分部分法外部  $-\mathbf{C}$ PERFORM ENHANCED EMISSIONS TEST Customer Signaturo 💷 🦲 AUTHORIZED ADD'L REPAIRS ORIGINAL ESTIMATE 03PNZ1 CONTROL STRG/SUSP/WHOS/TIRESCONDERSCOMPANIES 3 С CUST STATE A SHIMMY AT SPEEDS OF 65MPH ADD'L REPAIRS OK'D BY 4 С 08PNZ . . . . . . . ELECTRICAL ~ 편하는데 우성을 DAT المجرد المح **CUST STATE CHECK CHARGING SYSTEM** 30 EMPLOYEE RECEIVING AUTHORITY Ó SPECIFIC AUTHORIZATION GIVEN ee Apprile MEMO INSPECTED BY

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# PONTIAC, BUICK, GMC 165 Lincoln Highway Fairless Hills, PA19030

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CUSTOMER NO 10	STEPHEN (	C STACKHOป	1593 TAG NO		07/09/05	PNC5571684
PERUZZI PONTIAC GMC TRUCK INC	LABOR RATE	LIČENŠE NO.	MILEAGE	103	SEDONA BEIG	50550
165 LINCOLN HWY.		AC/G6/6 CYL :			DELIVERY DATE	DELIVERY MILES
FAIRLESS HILLS, PA 19030		$G 5 2 8 \times 5$			SELUNG DEALER NO	PRODUCTION DATE
consumer@voicenet.com	FTE, NO09-3		P 0. NO		07/09/05	
P2925~9343~ 6000 2±5~ 943~ 6000	COMMENTS					MO: 103
D# 12799PNZRAINSP MC. *PA.STATE INPECTION PERFORM SAFETY INSPECTION FRONT BRAKE READING: 108 REAR BRAKE READING: 108		<b>(S)(;1515</b> , 173, 1878, 18	1987 (* 1988) 1987 (* 1988)	nternal		
	JÓB #	1 TOTAL LABOR &	PARTS	0.00		
D# 2 99PNZEMIEXEMPT *EXEMPT EMISSIONS INPUT EXEMPTION INFORMATION TO STA REQUIRED PROCESS ENTERD AND DOWN LOADED INFO AND EX	TE		ં જે ત્ય	NTERNAL		
	- JOB #	2 TOTAL LABOR &	PARTS	0.00		
MISCCODEDESCRIPTION JOB # 1 ST GM INSP STICKER CHARGE JOB # 2 PC PHONE CALL TO STATE		CONTROL NO		NTERNAL		
JOB # 2 PC PHONE CALL TO STATE		TOTAL -	I	NTERNAL 0.00		
COMMENTS	· · · · · · · · · · · · · · · · · · ·					
CHARGE TO NEW CAR DEPT. FOTALS						
VISA( ) MASTERCARD( ) AMERICAN EXPRES	()	TOTAL LABO	'S	0.00		
THANK YOU!	)	TOTAL SUBI TOTAL G.O. TOTAL MISC TOTAL MISC TOTAL MISC TOTAL TAX	G	0.00 0.00 0.00 0.00	,	
WE WANT YOU TO BE			-	0.00		
COMPLETELY SATISFIED		TOTAL IN\	OICE \$	0.00		
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES SUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.	LIFEIIME					
MAKE YOUR NEXT APPOINTMENT ON LINE AT WWW.PERUZZ	I.COM!					
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PAGE 1 OF 1 SERVICE FILE COPY		[ END OF	INVOICE   12:10	ôpm -		

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#### 571684



165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000

#### www.peruzzi.com

OPERATION	OPERATION DESCRIPTION	MQ/MI	TOTAL	ÓPERATIÓN	OPERATION DESCRIPTION	MO/MI	TOTAL
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SERVICI	E HISTORY			_						
07/09	ATE RE 9/05 5	EPAIR ORDER	MILEAGE 91	ADVISOR 524	TECHNICIAN 1376	I	OPERATION TOPNZOONCDEL	CLEÁN FO	RATION DESCRIP REDEL	TION
l SALESPEF	<del>rson no. I</del>			S	ERVI	C	E STA	TE REG# P	7707DEALER	103379
<u> </u>	fG2ZG528	X54		-	6 CYL SEDAN		PRÓDUČTION DA		LIGENSE NO	538652
		ONTIAC GM	CTRUC	K INCOME	ER NO 10 SERVI	CE CONTRA			S SELLING DEALER N	
SAVE PARTS	165 LINCOL	N HWY LLS, PA 19030		്പുളം	ONA BEIGE		CONTRACT NO	EXPIRATION DA		TAG NO
FOR CUSTOMER							TRANS MILEAGE			
C) Yes	consumerer	voicenet.com	IONE	"i hereby s	suthorize the repair work	hereinefter a	et lozib to be done along with the		STEPHEN C S	
🖵 No	715-943-			or damage of parts or	) to vehicle or articles let delays in parts shipment on alreads, birdways or	t in vehicle in is by the supp elsewhere in	el lorih to be done along with the n case of fire, theft or any other o bler or transporter, i hereby grant ir the purpose of losting and/or i ereto."	ause beyond your con you and/or your emple	(rol of for any delays cause year permission to operate	id by unavailability the vehicle herein
	1"2:8fpm 87	7/09/05 05:	00pm		E-Mail Addre		arelo."			
	STATE INSP EMISSION	19 <b>8</b>		Storage	è \$10.00 per Day	· · · · ·		••		
					ATURE	<u> </u>				
러 <u>1</u> PERF	99PNZPAINSF ORM SAFETY I	GE TO NEW CA NSPECTION	STATE INI	/	At y 3	-	and <u>all</u> damag	ATTE AUTHORIT	s have been removed been noted prior to w aruzzi Automotive G. missing items left in ve AUTHORIZED ADD'L REPAIRS \$ TIME	Ite c\d both from vehicle rrite up. The roup is not ehicle.

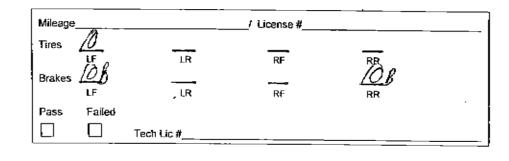
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. Condition of Undercarriage				
6 Condition of Emergency Brake Cable/Adjustment	L			
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Condition of Front & Rear Brakes				
A/C Performance				
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11 Condition of All Belts & Adjustment				
12 Condition of Battery & Cables				
13 Condition of Clutch & Adjustment	<u> </u>	, '		
14 Condition of Wiper Blades	<u> </u>	╞━		
15. Condition of All Lights/Signals		<u> </u>		
6 Condition of Emission System	ļ	<u> </u>		
17 Engine Oil Leak Inspection/Transmission/Fluids	<b> </b>			
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PONTIAC, BUICK, GMC 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000

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CUSTOMER NO 135122		low	1138	<sup>36 №0.</sup> 703	08/26/05	PNCS578798
		LICENSE NO.	MILE	<sup>AGE</sup> 1,149	SEDONA BEIG	50550
LANGHORNE, PA	YEAH / MAKE / MODE	/G6/6 CYL	SEDAN	-	07/08/05	DELIVERY MILES
		528X			SELLING DEALER NO	PRODUCTION DATE
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MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZ	ZI.COM!					
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- PAGE 1 OF 1 SERVICE FILE COPY			F INVOICE			

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ONTIAC, BUICK, GMC 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000 www.peruzzl.com OPERATION OPERATION DESCRIPTION MQ/Mi TOTAL OPERATION **OPERATION DESCRIPTION** MO/MI TOTAL SERVICE HISTORY DATE REPAIR ORDER MILEAGE ADVISOR TECHNICIAN TYPE OPERATION OPERATION DESCRIPTION 99PNZPAINSP 99PNZEMIEXEMPT 07/09/05 571684 103 \*PA.STATE INPECTION 1593 1615 \*EXEMPT EMISSIONS 43 07/09/05 1376 571673 91 524 10PNZ00NCDEL CLEAN FOR DEL STANLEY CAVACINI SALESPERSON NO. 5027 S STATE REG# K770/DEALER03379 Ε RV Τ С E EAR/MAKE/MODEL PRODUCTION DATE STOCK NO. LICENSE NO **1G2ZG528X54** 05/PONTIAC/G6/6 CYL SEDAN \$0550 578798 CUSTOMER NO 135122 SERVICE CONTRACT DELIVERY MILES BELLING DEALER NO 07/08/05 Φ8/26/05 SAVE 90 PARTS SEDONA BEIGE/LIGH 703 36226096 07/08/09 48,000 FOR LANGHORNE, PA TUABO M/MC AIR COND / P S OUSTOMER TRANS MILEAGE 1138 Ĩ,149 BRUCE DUBROW Yes <sup>11</sup> hereby authorize the repair work hereinaties set forth to be done elong with the necessary material and agree that you are not responsible for lode or damage to vehicle or articles left in vehicle in case of first, that or any other cause boyond you control or for any delays caused by unevaliability of parts an delays in parts shipments by the supplier or transporter. Lereby grent you and/or your employees permission to operate the vehicle herein described on streets, high-ways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby asknowledged on above vehicle to secure the amount of repairs thereto. AE: 🗆 No 07:30am 08/26/05 BIOB 09:00pm Your E-Mail Address STATE INSP. Storage \$10.00 per Day · See pr EMISSION х SIGNATURE JOB ORIGINAL CUSTOMER ESTIMATE: TOTAL FHON RADIO, factory aftermarket cassette c\d both 1/ C 10PNZRECALL RECALL MISC. CUSTOMER STATES PERFORM CAMPAIGN 05548B, HARMONIC BALANCER TO BE RETORQUED Customer states that all valuables have been removed from valuate 1563 and all damage to vehicle has been noted prior to write up The customer is aware that the Peruzzi Automotive Group is not responsible for any lost, stolen or missing items left in vehicle Customer Signatura ...... AUTHORIZED ADD'L REPAIRS ORIGINAL ESTIMATE ADD'L REPAIRS OK'D BY DATE мĒ CIFIC AUTHORIZATION GIVEN MEMÓ INSPECTED BY

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# PONTIAC, BUICK, GMC 165 Lincoln Highway Fairless Hills, PA19030 (215) 943-6000

CUSTOMER NO 135122	ANTONIO	ĊREA	1567	467	10/14/05	PNC558	5297
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## INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

November 22, 2010

Newtown, PA

Service Request: 1-423974806 Customer Relationship Specialist: Joyce Moody

Dear

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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,

November 22, 2010

Steven Kantrowitz, Esq. Kantrowitz & Phillippi 1880 John F Kennedy Blvd Ste 1101 Philadelphia, PA 19103-7427

RE: v. General Motors Corporation Service Request: 1-423974806 2005 Pontiac G6 Vehicle Identification Number: 1G2ZG528X54 Customer Relationship Specialist: Emily Butler

Dear Mr. Kantrowitz:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3,000.00 made payable to The second is in the amount of \$2,300.00 made payable to David J. Gorberg & Associates.

A 48 month/ 48,000 mile (whichever comes first) Steering Component Letter will be sent directly to Sandra Wolf after processing.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0008 V10192006

#### **Privileged and Confidential Information**

#### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Emily Butler Sta

State: PA

Customer Name:

Vehicle ID No.: 1G2ZG528X54

Service Request: 1-423974806 GM Legal File No.: {Number}

In Service Date: 7/8/05

Vehicle is: New BAC Code: 115589 Vehicle Purchased Used on: N/A

Year, Make & Model: 2005 Pontiac G6 Lien holder: GMAC Other: {Name}

## **VEHICLE REPAIR HISTORY**

🗌 Bra	kes
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	2			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/27/06	619398	*	13218	C/S reface/machine rotors. <u>Customer pay.</u>
🗌 <u>Engine</u>	e/Fuel/Ex	<u>chaust</u>		

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/12/05	585297	1	2855	C/S key stuck in ignition. Lock cylinder has internal failure. <b>Recode new</b> lock cylinder and install new lock cylinder.

⊠ Steering

Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
4/14/06	609615	1	10352	C/S that the steering sometimes has a lot a play and sometimes it is really tight. Scan diag. found code C0545 power steering module wheel speed torque failure. <b>Replaced the power steering module. Road tested ok.</b>
				C/S that there is a screeching sound when backing. <i>Could not verify</i> noise after road test. Performed four wheel brake inspection, all brake pads and rotors ok.
7/19/06	622541	1	14349	C/S the steering will get tight/loose. Car feels funky. Must hold steering wheel tight to drive. Tech test drove vehicle 19 miles and was unable to duplicate customer's concern. <i>No problems found</i> .
7/31/06	623986	1	14713	C/S the steering locks up. Verify concern perform diagnostics and pinpoint tests. Trace to power steering motor and module. Open circuit in module. Remove lower steering column, trim to access and install new motor module assembly, perform recalibration, retest. Road test, all ok.

Uheel/Tires

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
6/27/06	619398	1	13218	C/S there is a shimmy at speeds of 65 MPH. Tech noted a vibration coming from tires.

Other

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/26/05	578798	1	1149	C/S perform campaign #05548B, Harmonic Balancer to be retorqued. Tech
				noted open recall; perform open recall.

#### THE STATE LEMON LAW READS:

#### Criteria for the state lemon law presumption period:

Days out of service: 30 or more calendar days

**Repairs** 3 or more / **Time period** First occurrence one year or 12k miles. Time period for reasonable number of attempts to repair, not specified.

Number of repair attempts in the presumption period:	2
Total days out of service during the presumption period:	2
Total days out of service during customer's ownership:	6

#### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

#### RECOMMENDATION AND RATIONALE

This vehicle does not meet presumption, so will make an offer of payment of attorney's fees and a component letter for the steering.

### REASON FOR REMOVAL

**CRM FINAL OFFER:** 

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DEMAND: DATE:

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

Date:



General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

#### VIA FAX ONLY

November 17, 2006

Tammy Schmitt, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:

## Service Request: 1-423974806

2005 Pontiac G6 Vehicle Identification Number: 1G2ZG528X54 Customer Relationship Specialist: Emily Butler

Dear Ms. Schmitt:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

• We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0007 V06292006







GMC



HUMMER





November 22, 2010 Page 2











HUMMER







General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

#### VIA FAX ONLY

May 9, 2007

Steven Kantrowitz, Esq. Kantrowitz & Phillippi 1880 John F Kennedy Blvd Ste 1101 Philadelphia, PA 19103-7427

RE: V. General Motors Corporation GM Case number: 628212 Service Request: 1-423974806 2005 Pontiac G6 Vehicle Identification Number: 1G2ZG528X54 Customer Relationship Specialist: Emily Butler

Dear Mr. Kantrowitz:

General Motors Corporation has settled this case as outlined below.

- A cash settlement in the form of two checks to settle the above-referenced case. The first will be in the amount of \$3,000.00 made payable to **and the second will be in the amount** of \$2,300.00 made payable to David J. Gorberg & Associates.
- A 48 month/48,000 mile (whichever comes first) Steering Component Letter will be sent directly to after processing.

Please prepare the Release and Stipulation of Dismissal with Prejudice. A copy of the signed settlement agreement is attached.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0084 V0742006







GMC



HUMMER





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

November 22, 2010



Service Request: 1-424497551 Customer Relationship Specialist: Courtney Ward

Dear

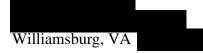
We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

November 22, 2010



Service Request: 1-424497551 Customer Relationship Specialist: Courtney Ward

Dear

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

November 22, 2010



Service Request: 1-424497551 Customer Relationship Specialist: Kimberlyn Thomas

Dear

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at 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. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

## INFORMATION Redacted PURSUANT TO THE FREEDOM OF Hadden Handle Han

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CHELINOLET DIVISION GERENAL MOTORS CORPORATION Ath. EXECUTIVE ASSISTANT SUSAN MACELARAN 40 BOR 33170 DETWIT MI 48232-5120

GARY IN 464

OCT 2006 PM 1 T



October 3 2006 SERVICE NEQUEST 1-425399921 SUSAN MCENCAN I HE MATTER OF MY TECRPHONER CONVERSATION WEITH YOY ONE ON ABOUT OCTOBER 02 2006. DUNING THIS CONVERSATION BY MERETION TRADE WE AFTER TALKING TO MY BETTER HALF who prives car. SHE MERETLOXE 2007 SMALL PICTUP AND ON SATURASY & TYPE VE-HICLE KOITH & LOWER MORETALY CAR PAYMERIT THAT WER HAT WER HAVE ALVERDT. AND TO PROP THE CALCALER CAN PAYMENT OLDER, REASONP. DUE TO THE AMOUNT OF FUTUR PERP ATRATED AGNINEST US THIS REQUEST IS NOTTINGE TO RECTAR IT MAY COST YOU IN THE LOXEG KURG. GM CONP. et el official and personal capacity From THE TIME YOU NECTEIRE THIS CONNED PREDEXAGE You WAYE MIL THE 23 OF OCTUDE JOUG TO Reply NO APPROPE E FRANCE THE NULTE TO FOLLOKO Sincorely Copies PEL 10/03/0 ( SA 2

Ath. EXECUTIVE ASSISTANT SUSARE MACELARA PO, BUD 33100 DETROIT, MI 48232-5100

RELEASE MOTONS CONPURATION



**General Motors Corporation Customer and Relationship Services Customer Assistance Center** PO Box 33170 Detroit, MI 48232-5170

August 18, 2006

State of Indiana Office of the Attorney General **Consumer Protection Division** Attention: Anthony Simons

Customer: 1 Reference number: 06-CP-57307 Service request: 1-425399921 Customer Relationship Specialist: James Shanks

Dear Consumer Mediator Simons:

Thank you for your recent correspondence regarding We are sorry he is dissatisfied with his 2005 Chevrolet Malibu. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

concerns, we will be in contact with you to discuss this matter further. After we review

Sincerely,

Chevrolet Customer Assistance Center















10 OCT 2006 PM mercilly. CHEYROLET DIFISIONS OCT 1 3 2008 GERPERK MOTONS CORPORTIONS. Attn. EXECUTIVE ASSISTANT SUSAN MACEXPAN. RO. Box 33170 DETILOIT MI 48232-5170 48232+5170

CHEVENDET DIVISONG GEAFERT MOTONS CONFORTIONA October 07, 2006 Attn. EXECUTIVE ASPISTANT SUSVAR MACEIRPARP. THY KE. SELVICE NE QUEST P.D.BOX 33170 -1-425399921 DETLOG MI 48232-5170

SUSAN MARENARY!

PLease Note The enclosed copy of OlliGINAL Sent to ME by way of The Indiana Attorney General office From GM. IM SHORT, MELATIONE 5 Yeas /60 m. 100 and purto ob yehides covered associated with enfine. Mothing is mention about privous problems we have had with 2005 thatible Mor the vadiator domaged by dex cool Coolant Shudy Build up antor crystalizet ion caused by Des Coel ALSO Hose(S) Associated with Undiator And in That Letter from GM There is no signed Signatur which is Exagine and Questimichte Cordially copie PEC · SM Hon. Nich Maroc Ned. 58544

confined

DEFECTIVE YEMCLES

THAT THIS WRITER REfused because of Duress BS I MENTIONPSELVED ME THE CONPERIET of which he refused and he with drew the offer At which time I SAIP I will SEE You ME COURT. NOTE - IHE PANOL EVIDENCE RULE (MISHORT) A WRITTEN CONTRACT YOU Can NOT AMERICO WITH A YELDON AGREEMENT AS LONG AS THAT WANNAKETY IS IN Effect AND THE SUBJECT VEHICLE IS NOT DANGEROUS AND DEFECTIVE EVENTTHING MUST AND WILL BE IN WILL TEMPS, HOW CAN ONE TRUT A COMPANY. THAT HAS AND CONTINUES TO MANUFACTURE AND SELL DANGGENOUS AND

I'LL THE MATTER OF GM EMPLOYE James

SHAMEKS pentiment offer OVER THE TEREPHONEE

OF S Tears 60, miles which ever comestirat.

ELENE; SERVICE NEQUEST - 1-425399921

CHEYNOLET DIVISION GERFELAL MOTONS COMPORATION Attn. EXECUTIVE ABBISTANT SUSAN MACEVORANP. 8.0. BOX 33170 DETNOM MI 48232-5170

October on 2006

You Mention Horror Story pertinent to a forz durin our conversation on 10/06/06 I Know ford has had some mojor set backs pertoment litigation. I also an very much acrose of the issues Gm has and will continue IF GM and the Associated Dealershipsetd continue to not be forthright. They There w. M. alulays be some major issues In The fully received from the office of the Indiana Alberry General Nothing ismentioned in that 5 Years / 60 milis which ever comes first About the valiator Here or Valiator pue to being destroyed by the det cool cool out Antifice thank You Shirley A. SLAV Copies PEC SN

Note magnusen moss harrand



General Motors Corporation Customer and Relationship Services Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

September 20, 2006

State of Indiana Office of the Attorney General Consumer Protection Division Attention: Anthony Simons

Customer: Reference number: 06-CP-57307 Service request: 1-425399921 Customer Relationship Specialist: James Shanks

Dear Consumer Mediator Simons:

Thank you for your recent correspondence regarding 2005 Chevrolet Malibu. We are sorry for any inconvenience he may have experienced.

At your request, we reviewed case with our Central Office Staff. As a gesture to help maintain confidence and satisfaction with his vehicle we have offered him extended service coverage on his engine. This extended service coverage would be at no cost to and have a zero (\$0) dollar deductible. The terms of this plan would be for 5 years or 60,000 miles, whichever comes first from the in-service date of the vehicle, and would cover the engine (see below for components covered) against defects due to material or workmanship.

-Components covered: Cylinder block, heads, crankshaft and bearings, crankshaft seals – front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts.

Please be advised that the second method is offer. This offer was made to reconfirm General Motors' commitment to assist should a further concern arise; furthermore, this offer still stands should decide to take advantage of it at a later date.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 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.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

· · ·

#### Sincerely,

Chevrolet Customer Assistance Center





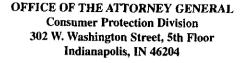


GMC





E.



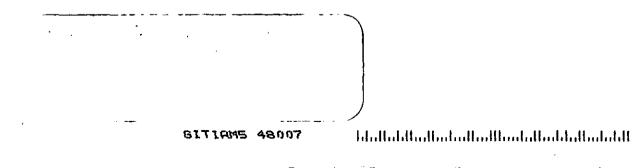
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# FINAL REQUEST



STATE OF INDIANA ATTORNEY GENERAL STEVE CARTER

September 14, 2006

General Motors Corporation Chevrolet Motor Division P.O. Box 7047 Troy, MI 48007-7047

#### FINAL REQUEST

Re: File No. 06-CP-57307

vs. General Motors Corporation

Dear General Motors Corporation:

On August 10, 2006, this office notified you of a complaint that was filed against you by and requested that you send a written response to the complaint within ten (10) days. As of this date, we have not received your response. We would appreciate the courtesy of a reply within the next ten (10) days.

If your response is not received *in writing*, our office will determine whether further action by the Attorney General is appropriate on the basis of the uncontested statements in the complaint.

Sincerely,

Unthrong Simons

Anthony Simons Consumer Mediator Consumer Protection Division <u>Anthony.Simons@atg.in.gov</u> Fax: 317-233-4393



DIVISION OF CONSUMER PROTECTION INDIANA GOVERNMENT CENTER SOUTH, FIFTH FLOOR 302 WEST WASHINGTON STREET • INDIANAPOLIS, IN 46204-2770 TELEPHONE (317) 232-6330 • (800) 382-5516



:

Office of Indiana Atte Office of Indiana Attorney General Steve Carter 302 West Washington Street Indiana Government Center South Fifth Floor Indianapolis, Indiana 46204 cy

#### AUG 1 4 2008

΄.

General Motors Corporation Chevrolet Motor Division PO Box 7047 Troy, MI 48007-7047

#### PRESORTED FIRST-CLASS Pe ID # 1031060811-102520 Millin Allan Allan (1000) Martin (1000) 481 55

48007

PRSAT FIRST CLASS MAIL US POSTAGE PAID INDIANAPOLIS IN PERMIT # 7374

Sec. M.

STATE OF INDIANA ATTORNEY GENERAL

August 10, 2006

General Motors Corporation Chevrolet Motor Division P.O. Box 7047 Troy, MI 48007-7047

Re: File No. 06-CP-57307

vs. General Motors Corporation

Dear General Motors Corporation:

Enclosed is a complaint received by the Consumer Protection Division. Indiana law requires the Division to investigate and mediate complaints. In order to effectively mediate this complaint we need your *written* response within ten (10) days. We cannot take your response by phone.

Please include the following information in your reply:

- 1. The file number shown above;
- 2. My name, Anthony Simons;
- 3. Your explanation of what happened;
- 4. A copy of all documents relating to the complaint; and
- 5. An explanation of what, if any, action you would be willing to take to resolve the dispute.

Our experience shows that many disputes result from misunderstanding and poor communication. Your prompt reply will assist our investigation and hopefully resolve the complaint. You may mail it to me at the address shown below or fax it to my attention at (317) 233-4393.

Very truly yours,

Tuttions Simons

Anthony Simons Consumer Mediator asimons@atg.state.in.us

Enclosure(s)



DIVISION OF CONSUMER PROTECTION INDIANA GOVERNMENT CENTER SOUTH, FIFTH FLOOR 302 WEST WASHINGTON STREET • INDIANAPOLIS, IN 46204-2770 TELEPHONE (317) 232-6330 • (800) 382-5516

VEITHING 6 Months of having car. We SMELT ALLTIFATERIE COMING YOULOUGH ONE of the air yents. Note the LAAP welto I LIVE WITH MOTHE IS A PACE MATTER RECIPENET Jook AND WANNED HEANS THAT THEAE MAS NECTUS AND THE FRAND GUIDAN WAS EANOLVED, NOVE BOSTON SCIENTIFIC POINT & NESEANCH ON PACE MAKENS & found A MEDSITE SO WELP FUL TO THESE CONP-SumEds wixin. Lewyeard settlements, com/-- Settlements. html?- Deven Bot. Dix Cool coolent & happen to see after & researcher Guildent'Pacemaker, also medtronic to Stocking to the conscience I find out that Det Cool Coolant Dues not preform to it's Spetications Syrad Iso miles. Every thing Pet Coul Comes in contact within the engine it destroys. And all the Frand GENERMMOTONS THAS ISEEN INVOLVED IN. NOTE, THE GENERIEMAN. FROM THE FLUXEOUS ATTONNEY GERFERAL OFFICE BECAUSE THE CAR MAB BOUGHT THE ELLIPPOIS and ServicED THE EMPILARIA. & would have to contact the In drana Attorney General's office,

Continued 2

TO when this may concern from the office of the Indiana Attorney General. THE CAR VIE PURCHABED THE ETURIOUS KIEVER ATEN Still Under Warranty. IS DEStined for the Sunk field due to the Per cool coolant and costly suto repair charges, Exe stort IN VIOLATION OF THE MAGNELSON-MORS AND and THE Federal Trade Commission. IF WE WOULD HAVE FLOURNE About the

IF WE WOULD HAVE FLOUCH AND INC SHATUE OF LIMITATIONS PERTIADENT LIMIN LAKE. ME YOULD HAVE SAID SOMETHING BUT. HAVING QUINE OUT about the Per Cool calorat problem recently the Limixe lake Cool calorat problem recently the Limixe lake Should Start or have then. So we are Should Start or have then. So we are writed Sweeking help as I an disabled and writed Sweeking help as I an disabled and my Lody Friend has had a heart proceeding to sustain Lifte is Stind. Plus our car payment is 450.10 a month wither whe he leave is wrong. The car dealwship then and weeket a bigger vehicle. Please advise at your earliest Concentine

mante You / PATMete

merrillille, TH

FROM : CATEWAY, CHEVROLET& ØLDS

PHONE NO. : 7736319000

Jun. 29 2006 10:30AM P2





Attorney General State of Illinois Consumer Fraud Bureau 100 W. Randolph St. Chicago, Illinois 60601 Attention: Mr. Daniel Ligocki

June 29, 2006

Re: File No: 2006-CONSC-00154948

Dear Mr. Ligocki,

On or about March 7, 2005 a 2005 Chevrolet Malibu LS, VIN; 1G1ZT54825F According to our service records the vehicle was never returned to our dealership for any warranty work. We did run a GM VEHICLE INQUIRY and discovered that the vehicle has never been brought into any Chevrolet dealership for an antifreeze problem. I have enclosed a copy of the service history from General Motors.

If the vehicle to Gateway Chevrolet or any Chevrolet Dealer of his choice to have the problem inspected under the manufactures warranty.

Thank you for your assistance with this matter.

Sincerely Thomas Okimoto

Director of Operations

he consumers of this Dous chere 01/06 to Gatoway Never refurned have to tracel to tal for any warranty war When we can travel to Gm Dedersthip away and Two in 2006 Catoling attemp frand on us pertinent tradein hat th attempted to Stick US with a secret car and no tradeing 2006 chey. Impala via 264858t 969



#### OFFICE OF THE ATTORNEY GENERAL STATE OF ILLINOIS

June 30, 2006

Lisa Madigan Attorney general



Re: Gateway Chevrolet File No: 2006-CONSC-00154948

Dear

Enclosed please find a copy of the company's response to your complaint.

Please review this response and contact the undersigned <u>in writing</u> within ten (10) days of your receipt of this letter with your comments. Direct all correspondence to the Consumer Protection Division, Office of the Attorney General, 100 W. Randolph Street Chicago, IL 60601. Refer to the above mentioned file on all correspondence. If we do not receive written communication from you within this time, we will subsequently close your file.

Thank you for bringing this matter to our attention.

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Le because

10,0000

conversiond

Sincerely,

ATTORNEY GENERAL State of Illinois

e would Daniel Ligocki

Daniel Ligocki Citizen's Advocate Consumer Protection Division (312) 814-3866

enclosure /ss

500 South Second Street, Springfield, Illinois 62706 • (217) 782-1090 • TTY: (217) 785-2771 • Fax: (217) 782-7046 100 West Randolph Street, Chicago, Illinois 60601 • (312) 814-3000 • TTY: (312) 814-3374 • Fax: (312) 814-3806 1001 East Main, Carbondale, Illinois 62901 • (618) 529-6400 • TTY: (618) 529-6403 • Fax: (618) 529-6416

Distached NOTE OUR JOOS MALIBY HAS PEX COOL COXAR CAR ALPTIFNEEZE THIS VEHICLE MAPHAVE ON WILL EXPENIENCE THE FOLLOWING FROM DEX-COOL FOIMS A SLUDGE LIKE SUBSTAUCE THAT CLOGS THE COOLINE & SYSTEM CAUSING TO OVER HEAT DEX COOL CORRODES ALL PANTS OF THE FENGINE IT COMES IN CONTACT WITH INCLUDING THE UPPER AND LOXPER INTAKE MARPIFOLD GASKETS IN SHORT DED COOL COOLARAT PUES NOT PERTONIN. AS PROVINSED BY GENERAL MOTORS et al ALSO CAUSES PREMATURE ALLO CUSTLY ENGINE VIEPAIRS TO CORESIMER RECACES IN VIOLATION OF MAGNINSON-MOSS WARNAMET ACT - THE PISCLOSURE RULE 16 CFK PART JUI Directs WHAT YOU (MUST) INCLUDE IN YOUR ACAROLAKET-29 CFK 1910, 1200 also Known AS THE MIGOT TO KNEWR OSHA COMARAND COMMUNICATION HAZCOM) STALEDAND, MATERIAL SAFTY DADA SHEET (MSDS) No. 16492E Product is HAZARD AROMO-1406 TO OSHA COMMUNICATURE STADEPAND (2) Attached. THE REASON WHEI AM REQUESTING THE SUSTICE DEPT tO BE REATIFIED THE SUSTICE DEAT Finel General Motorly \$ 1-MILLION OVER WIND Shield weipers Jan 12, 2005 (14 SHORT) General MOTORS HAS AND IS COMITINED SO MUCH FRAND HHAT IS DANGENOUS TO ALL CONSUMENS

('geer ) et 4 ( O whom this may concern of The Indiana Consumer Protection PIYISION of THE Indian AttonNEY GENERALLS) OFFICE ! Pheak Neturn all Documents inclosed ONCE A DECISIONE WAS BEEN i Thank You NEACHED

Fatuch & Joeke Dever 01-2006

## RECEIVED

AUG 0 7 2006

ATTORNEY GENERAL OF INDIANA CONSUMER PROTECTION

Indiana Attorney General Indiana Government Center South "Attn" Consumer Protection \$ 1413101 302 West Klashington Street Indianapolis, IL. 46204

RECEIVED

JUL 2 4 2006

ATTORNEY GENERAL OF INDIANA CONSUMER PROTECTION

### RECEIVED

July 20, 2006

JUL 2 4 2006

ATTORNEY GENERAL OF INDIANA CONSUMER PROTECTION

TO when this may concern. After recently speak up with Mr. Paniel Ligoetti with the Consumer Protection physion of the office of Attorney General state of ELLinois, THIS WRITER WAS Advised to contact the offices of MR. STEVERP CARTER. NOTE THIS WRITER AMP LAPP FRIERED SHIME SLATER PURCHASED A JOOS MALIEU VRITH 13 MILES THE DAOS STRCE WE HAVE HAD THE VEHICLE THE CAM HAB STARTED FALLING APAR AND THE CIM IS STILL UNDER WARAALTY FROM THE NEAR BRAKE PADGO ONE WAS CARESTED, ROTORS HAD TO BENEDORFE NEAR.

A SPECIAL PART WAR TO BE ONDERED FOR THE MUFFLED REPEATED REPLACEMENT FROM AND REAN TURINING SIGNALS, THAT I OFFICH WAR WAR TO REPLACE A MELLO HEAD UNDER UMSE WAR ORDERED DEPENTIVE.

(COMMAYED)

THE ILLINOIS ATTONNEY GENPELAL, HONGONABLE LISA MADIGANG: 100 MEST RANDOLPH STREET CHICAGO, BLUMOIS 60601 June 08-2006

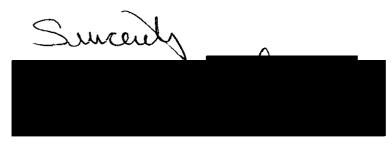
> IN NE! NONCOM-FORMITY VEHICLE

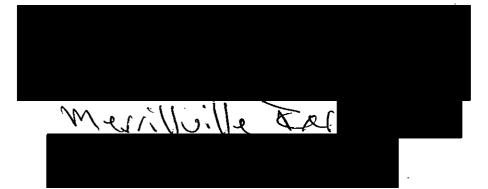
TO KEHOMTHIS MAY CORECENT!

SHINLEY SLATER SS YEANS OF AGE AND SI TEANS OF AGE VILLO IS DISABLED PUNCHARE A 2005 CHEN. MALIGN, NIEW, - 03/07/2005. FNOM GATEWRAT CHEVRIOLET INIC. 5373 AL. MILWAANTEE AVE CHICAGO, EL. 60630 - 1222 /773.631.9000 DEAR. 00262842-/ R. MIAGONER CEO. GENERAR MOTONSete 30LD US. MILLING SIX MONITHS WE STANTED A VEHICLE THAT HAS SMELLING ANTIGNEEZE COMING THAONGH ONE OF THE ANN VENTS DEX COOL DOESNOT PENDONM UP TO ITS SPECIAGE NONS S YEAMS/ISO MILES. HEAD LIGHT STANTED FALLING APART MUTFLENTOD. ALSO BAARE PANGS NOTONS HAD TO BE NEDDARE, TUNNING SIGNAL ATA HAD TO BE NEPLACED MONE THAM STIMES, (ENF SHOUT) THE MANUEACTURE MEANMANTY FALLED OF ITS

ESSENTIAL AMAROSE, EVEN WHILE THE CAN IS STILL CHOREN MANNAMITY. NOTE, THE DEX COON AMITIFREEZE DESTROYS EVENY PANT OF MHE EN ORDER THAT IT COMES IN CONTACT WITH, SO GENERATC MOTONS et al SOLD US A CAN THAT WORD DISTRA ED FOR THE JUNE JAND. IN THE BEGINGNING AND COSTLY NEPARS, ADDED & BELEARE GATEMAR CHEVROLET WAS INVOLVED IN A FINDAMENOG'S CAM, WITH MUYELL CHEDIT CONP. BOX 2365, MEMPHIS TN. 3810 AND GMAC. ALL AFFILIATED, OUN MONTHALLY PAPMENT 13th SOLD. NOTE

tive businetess practices.

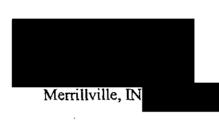






#### OFFICE OF THE ATTORNEY GENERAL STATE OF ILLINOIS

June 30, 2006



Lisa Madigan

ATTORNEY GENERAL

Re: Gateway Chevrolet File No: 2006-CONSC-00154948

Dear

Enclosed please find a copy of the company's response to your complaint.

Please review this response and contact the undersigned <u>in writing</u> within ten (10) days of your receipt of this letter with your comments. Direct all correspondence to the Consumer Protection Division, Office of the Attorney General, 100 W. Randolph Street Chicago, IL 60601. Refer to the above mentioned file on all correspondence. If we do not receive written communication from you within this time, we will subsequently close your file.

Thank you for bringing this matter to our attention.

Sincerely,

ATTORNEY GENERAL State of Illinois

Daniel Ligocki

Daniel Ligocki Citizen's Advocate Consumer Protection Division (312) 814-3866

enclosure /ss

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FROM : GATEWAY, CHEVROLET&OLDS

PHONE NO. : 7736319000

Jun. 29 2006 10:30AM P2





Attorney General State of Illinois Consumer Fraud Bureau 100 W. Randolph St. Chicago, Illinois 60601 Attention: Mr. Daniel Ligocki

June 29, 2006

Re: File No: 2006-CONSC-00154948

Dear Mr. Ligocki

On or about March 7, 2005 a 2005 Chevrolet Malibu LS, VIN; 1G1ZT54825F was sold to According to our service records the vehicle was never returned to our dealership for any warranty work. We did run a GM VEHICLE INQUIRY and discovered that the vehicle has never been brought into any Chevrolet dealership for an antifreeze problem. I have enclosed a copy of the service history from General Motors.

If **an end of the set * 

Thank you for your assistance with this matter.

Sincerely

Thomas Okimoto // Director of Operations

CONSUMER PROTECTION DIVISION OFFICE OF THE ATTOMNEY GERERAL 100 V.C. NARIBOLPH STREET CHICAGO, EC. 60601

JULY 06, 2006

NE: GATEVUAT CHEVRALI FILE NO. 2006-COKSC-001549

TO rettom titls may correction?

ATTAL' MIL' DANNEL LIGUCKI CITIZELLS ADVOCATE CONSUMER PROTECTIONE DIVISIONE

PLEASE TAKE MOTICE THIS COMMESPONDEDICE IS INP MESPONSE TO THE SUMPE 30 2006 LETTEN FLOM THE OFFICE OFTHE ATTOMNET GENERAL STATE OF ELLINDOIS, ENLYELOPE STAMPED AND PATEN JULO30 CHICAGO, FL TEN (10) buys Limit

Mr. LIBOCKI Pes myself and purchased a vehicle from Bateway cherrolet. Oldsmobile On or about March 07-2005. INP Good Faith. Meithin (le) months of owning car we both owned of charrolet malibu, started smelling antificerze cornig through one of the vents. ME took the VEHICLE TO TEAM CHEUROLET INC. 1856 44. US. HVAT 30 VALVARAISO IH. 46385 (219) 462-475, THIS WANTER TO TO ALVARAISO IH. 46385

continued

SERVICE ADVISOR CAMERON BACES ABOUT THE ANTIFICE ZE SMELL COMING TONORIGH ONCE OF THE VENTS EITHER MIR BACES BLAGARETLY BLEVE MY STATEMENT OFF AND ON ALLEADY WAS DRANE OF GENERAL MOTORS VEHICLE DER COOL COOLART ANTIFICEEZE PROBLEM BY VIAP OF AN INTERNAL MEND, FROM GENERAL MOTORS THE THE CONSUMERSHAS YET TO LOCATE NOTE GATERANT MAY HAVE DID A. GM VEHICLE IN QUINCY AND DIS-COVERED THAT THE VEHICLE WAS NOT BROUGHT INT OUT CHEVROLET DEALENSHY FOR AN ANTIFICEZE PRO-BLEM. NOTE (G) SIX SENTENCE DURAN FROM TOP OF THIS PAGE ONE OTHER NEASON WHY WE DO NOT GOTO GATE YIAY FOR SERVICE TO THE FOR AND INIPIANA AND WE DO KINT HAVE MHE FIME TO THAPEL. ADDREN MAND MYSELF HAYENOT FUNGOPERS

THE FRAND ADDEMPTED ON US BY GATEXOLD CHEVALULET. OIDSMOBILE, INC. et al. Salesmen, John and Piete were them Errof Nomes. 02/04/06 BY KEEPINGE US THEME STRINGING THE BOTH OF US ALONG ALL DAY SYSTEMATICALLY WELLUS DOWN MENTALLY THEY HAD US BELEAVING WEE HAD MANER THE DOOS MALLOU IN FOR A 2006 LS SEDAND VICE NO. 2-GI WB58K969 COLOR OF CAR, BLYE MALL GOCKI, NOWAT IS VENITTER AND WILL BE IS DONE UMPER THE PENALTIES OF PENJUNY SO HELP ME GOD.

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OH FEBRUARY 04-2006 THAT DAY WE THOUGOH WE HAD TRAVED THE OS MALIBU FOR AN 06-IMPALA AS MERITIONED ON LOWER PAGE OF PAGE @ THAT HIGHT BE FOR WE LEFT & BAVE THE OS MALIBU CAN REPS TO CAR SALESMAN MATCHE RAMSEP THUS SALESMAN SOLA US THE OS-MALIBU!

Mr. LIGOCKI IN THAT LEDER FLOW YOUR OFFICE WEAS ADAELHED A. GM VEHICLE LARGUNY System Claim History Second PAGE BOTTOM IScilled by B.K. CHEYWEET ING. 1575 86th St. BlookLYKO -N.Y. 11228-3493-3493-(718)-232.0200 THIS WHITER CALLED THE (18) Mumber July & 2006 900 MHE Finde VILO ALISVIENED TOLE VILVIE SAID 86th St motors I ask is this B.K. Chevrolet Inc. she said we transfered the dealership name June of lag fear she added for a complementhe were over Benerhurst motors I attempted to have a conversation with this female whi Answered the phone About a 05-06 malibu. if they had any on the lot THERE I THE QUINTED WITH WELLE HHE OVEREERS HHIS Finale hing up in me? Smething Mr. LIGOCKI IF You go to web site. Complaints TO PUMPER ON. · com. Caterioy cherrolet. chicago El. A complaint lodged agained them. By 1413 Johnson wantegen EC. Sent 4/3/04 TO Chevrolet Customer Assistance center customer Nelotion manager Jason murphy Perfinant, inordinate amount of unethical sofication and ultimole disappointment that & experienced From cheve. ( a place.' called.) ....

Mr. CIGOCKI, Please go to web site vource. Lawyers and settlements. com/settlements. html.? Scroll down to Lage Sittlements, verdicts, and Large recoveries. Note the following OGM CORP. 495 million dollar settlement has been reached Tructs prome to explosion 1973 -87 fuel tank issue O. Your car could be thilling you 02/08/06/ articles/car chemi-(9) States have banned the use of two forms of PD-BES. Note was New York one of the States That Bunned The use of two forms of PAPES. NOTE IS THAT PUSSIBLE WHY THIS 2005 MALABU Got to chicago te. chemicals fire retardent in the seats, Trim PARS, veind shield. All in question Mote verier. lawyers and Settlemente. cum/ case / gm-brite Not. case / tiat / two willion to settle issue On Curp 401K. / EUSA. Stock frank Sept. 20.05 Has been accussed of Securities Grand Gm corp allegedly Knew. of defective particip brakes and did not fix or warn. consumers 2/21/05. Note this Consumer writer already has experimed defective brate pades as you will see on enclosed you hibited 3 M CORP. Saturn, VUE. Sport chility Vehicles in order to strengthen their rear suspingin system allapsed during a sharp. furn. et 45 miles per hour KIMMY US. PUJ. Goy. possible investigation General motors Inc. or conforcition

NOTE GM, ACCEPTANCE CONP., 6 Year old Class Action

Consumers in Tennielse. Due to Company policyou Dealers would volutionely charge. black consumers a higher interest rate on Auto loone then whites with Similar Financial his turns Jan 30-04 Hopomtours 4501 Mote W. Daniel Ligochi Citizens Advocate Consumer protection Division (312) 814-3816

MOTE: THENE IS LATEAU DEFECT WHICH THE CAR buyers could not discover at the time of Sale preach of implied warranty issue of merchantability under THE, MAGNUSOM MUSS WARAAUT ACT. the Dealer committee a deceptive business practice possible. Viehicle history misrepresentation Defective Rehich and products. Note Dix cool- class setting. consumers vehicter 11 may have or will experience the Colloum, per cool firme. a sludge. Lite substance 12 These vehicles which chogs cooling Systems causing Them to over heat and dex cool corrodos, all purts of the engine it comes in contact with in clarking the upper and lower intake manifold Gastets thees not perform as promised but also causes premature and costly ingine repairs to vehiches GMFined \$ 1-million over windshield wiphs Jan 12-

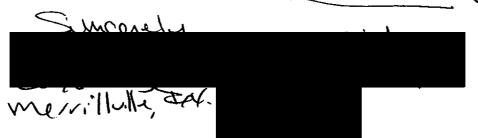
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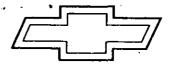
PISTON SLAP. CLASS ACTION. AGAINER GM ONE BEHALF OF CHERMOLET SILVERDU OWHIERS, hAp-1/ward. girardyibbs. . com/ prx cool-coolant. NOTE WITH THE 2006 impele possible a financial Frand was attempted also, our monthly payment was increased to \$1488.00 a month. IF this writer would have not cought the Scam and or a straw pirchase GM CAMPADA LTD., allegue to Enowingly sell vehicles with defective engines. Apr 26,06 MILLER Y. WILLIAM. Chevrolet/GEO. Inc. 326, 111 App. 32 642. 762. NFE. 20. 1. 260. 111 DEC. 735. 111 Apr. 1 Post-Sep. 28, 2001. Ell. Count of Appents whether prior history WAS material fact. check. V. Clifford chryster Plymonth of Buttalo Grove luc. The invis court of Appeals Dealer committee à décreptive pusines praticus Note. complaints. com. THE complaint tris Johnson filed against Gateway moters. In her complaint to GM. She mentioned hames from Gateway cher volet. CHICKGO, FC. John wes one. possible that Attempted Grand on US & thow one of the Sales man walked differently one Leg short. Then the othe The other Scleoman, who was in on the trand He told us he had a child that died wettere & loot bast the was mentioning same issue to other customers.



THE COUNTS DEFINE A DEFECTIVE PRODUCT AS OHE HAAT IS UNIVERSONABLE PANGEROUS AS DESIG MED. ON IT IS NOT SAFE FOR ITS MITERPOED USE as designed or it is more dangerous than an ordinary consumer would repeat, NOTE EN CLUSTED ONIBINAL COPIES from the CAN DEALENShip. IN MAIAMA WHERE GANNIA STERLICED. (NOTE) BRAKES ISSUE Mike Andren cherrolut. Second Pape. , GM Goodwrench Tire and Broke inspection Dited. 2.41-06 C.F. RF. Both Brake lining, 60.90 mm. / C.N. R.R. Brake Lining 40% mm Then Go to Dugle 1.071 of The 3 pages stappled together Team cherrolet. Peter 02/25/06 States Brotes have tront 85 % and Tears are at 90% Mote this is the Dealership. I told service tech addisor commercin Balos. about Ded Wol Smell There is an issue many & Think, but for You to Pecide Mr. Daniel Ligoeti Should You have any Questins please write [ call 219-738-1761, Having been o low student whe are intitled to our bu Process Thank You for your time and Potents Car dealerships You can not trues so who do You tunto. We wait Your reply

eopise tight budget Hore originally









ATTORNEY GENERAL'S OFFICE JUL 10 2006 CUNSUMER FRAUL • CHICAGO •

Attorney General State of Illinois Consumer Fraud Bureau 100 W. Randolph St. Chicago, Illinois 60601 Attention: Mr. Daniel Ligocki

June 29, 2006

Re: File No: 2006-CONSC-00154948

Dear Mr. Ligocki,

On or about March 7, 2005 a 2005 Chevrolet Malibu LS, VIN; 1G1ZT54825F was sold to According to our service records the vehicle was never returned to our dealership for any warranty work. We did run a GM VEHICLE INQUIRY and discovered that the vehicle has never been brought into any Chevrolet dealership for an antifreeze problem. I have enclosed a copy of the service history from General Motors.

If **I** are having a problem with the coolant in the vehicle he can bring the vehicle to Gateway Chevrolet or any Chevrolet Dealer of his choice to have the problem inspected under the manufactures warranty.

Thank you for your assistance with this matter.

Sincerely Thomas Okimoto

Director of Operations

7/6/06

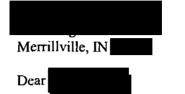
M.N. DAMIEC. LIGORTI Because of my financial Situation would jou please return all orignal documento.

Cardially

Mean Go to web site http://www.laceyerand Settlements.com/ Search.html? Sittlements. Verdicts and dulings Search box [ General motors Note. GM. Knowingly and Intimally Conceder a materal défect. Det Cool Coolant

STATE OF INDIANA ATTORNEY GENERAL STEVE CARTER

July 27, 2006



This letter confirms receipt of your complaint against Unknow Respondent. However, from the information received, we are unable to gather enough information to process your complaint. Therefore we are returning your complaint along with any supporting documentation.

Without the following information, we will be unable to pursue your complaint further:

- A complaint form needs to be completed. A form is included for your convenience. Please complete all sections and return along with any supporting documents.
- <u>Complete</u> name and address of the person or company you are filing this complaint against.
- o Detailed statement of your complaint.
- A complaint form needs to be completed if your ICCC complaint has not been resolved. Return the completed form with copies of all supporting documents.

Please return your complaint along with the above information, attach supporting documents and mail it to our office at your convenience. Upon receipt in our office the complaint will be reviewed by our attorneys. You will be notified by mail letting you know your file number and the name of the person who will be handling your file.

If our office receives no additional information, we will consider the matter closed.

Sincerely,

Connie Blacbrook

Connie Glazebrook Support Staff



DIVISION OF CONSUMER PROTECTION INDIANA GOVERNMENT CENTER SOUTH, FIFTH FLOOR 302 WEST WASHINGTON STREET • INDIANAPOLIS, IN 46204-2770 TELEPHONE (317) 232-6330 • (800) 382-5516



CONSUMER COMPLAINT FORM

Office of the Indiana Attorney General

AUG 0 7 2006

MA

To prevent delay, please be sure to complete **both sides** of this form in full. Please printATECORNEW GENERAL OPART AND Social Security Number on this form or in any accompanying documents.

1. YOUR INFORMATION	2. WHO IS YOUR COMPLAINT AGAINST?
, Mr. Mrs. @ Miss Ms. Or.	Name/Firm General Motor's Corporation
Namel	Address PO Box Loo
Address City Me Arthcale State IAC	Petront Michigan (2265
	City Detroit State Michigan
ZIP County CARE	
Phone Day	Phone () (-800-22-1020
Evening	E-mail
E-mail	Person you dealt with Many
3. WHEN DID TRANSACTION/INCIDENT OCCUR? 3/07/05	
3. WHEN DID THANSACTION/INCIDENT OCCUR? >/0//0>	Date Time CI AM CEPTM
4. WHERE DID THE TRANSACTION/INCIDENT YOU ARE COMPLAIN	ING ABOUT TAKE PLACE?
At the firm's place of business	🗅 By Mail
D My home	D By Internet/e-mail
Away from the firm's place of business (work, convention, etc.) $\Box$ other $L$ or $P$ from $P$ from $P$	By telephone
5. WHAT WAS THE VERY FIRST CONTACT BETWEEN YOU AND THE	FIRM? (Check box when applicable)
I telephoned the firm	I went to the firm's place of business
I responded to a TV/radio ad A person came to my home	<ul> <li>I received a telephone call from the firm</li> <li>I responded to an offer on the Internet</li> </ul>
□ I received information by e-mail	□ I responded to a printed advertisement
! received-information in the mail	2 Other <u>Called General Motors</u>
6. DO YOU CONSENT TO DISCLOSING THE FOLLOWING TO THE PU	BLIC? 7. WHAT WAS THE TRANSACTION FOR?
The nature and status of your complaint and the name of the firm?	Yes □ No
	Yes I No I My farm
8. HOW DID YOU PAY?	
□ Cash □ Credit Card □ Medicaid □ Check □ Installment Loan □ Medicare	Derivate Insurance
Check Distallment Loan Diedicare	
9. DID YOU SIGN ANY WRITTEN AGREEMENT? IF YES, PLEASE AT	TACH A COPY OF THE AGREEMENT. Yes INO
For Office Use Only: Ind Prac	
	NJ OA: Inv. Sec File #
001 20P 12 (NO NE	-CP-
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10. HAVE YOU COMPLAINED TO THE BUSINESS?	L'Yes	CENTO
When? Various dutes See inclosed Service Action taken?	·····	
receipts Copy		
11. WITH WHAT OTHER AGENCY HAVE YOU FILED THIS COMPLAINT?		· · · · ·
When? Action taken?		
	·	
12. HAVE YOU CONTACTED A PRIVATE ATTORNEY?	· D Yes	No .
13. HAVE YOU STARTED A COURT ACTION? IF YES, PLEASE ATTACH A COPY OF ALL COUR	T PAPERS. 🗆 Yes	G-N0
14. HAVE YOU BEEN SUED OVER THIS ISSUE? IF YES, PLEASE ATTACH A COPY OF ALL CO	URT PAPERS. 🗆 Yes	I No
15. PLEASE DESCRIBE YOUR COMPLAINT IN DETAIL (ATTACH ADDITIONAL PAGES IF I	NECESSARY)	
Please attach a copy of all papers involved (order blank, warranty, crédit card receipt and statement, invoice, check, correspondence and all other related documents). Please print clearly or type. DO NOT INCLUDE YOUR with in the months of purchase date 3-07-20		L I
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Carroll Chex Crown Point PILL that night	P the driver o	f Cal
in her way to work at 9.45 PM Expe	rende No deel	, board
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General Motors Recalls Veraga. crash worthiness. com/several-- motors. / several motors. html 6 Gm must pay \$ 5 million from a Buick Seat Belt OGn Necalls. Buicks with detective and bage 3 Jan. 1 2000. Nepowered Duick airhays cause Injurios The NETTSA is invertigate 1998 Durick Megal crash. That caused rib traction and heart leceration O. GM is Linke to The world latches in crophes. Sept. Jo. 1996 151 A Mird recall Encludes The 2003 cars for faulty rear broke and turn signals Dust and it it is mat could thit due to inclue nate contact between Em recalled a fotal of 10.47. million The bulb and socket Vehicts in North America This Year Through the end of october above the fofal of 7.8 million for all of 2003

# MITTACHED PAGE

THE OVERPERS (CONSUMERS) of Vehicle had and was Latent Defects which the car buyer6) could not discovery at the time of Sale and I belence OM. CONP. CEO. MICHANA MEAGUNER et al ane involved in deceptive business practices which may Amount to a conspiracy to committe FIR ALLA. NOTED, WELTER THIS WRITER FIRST STANTED CONTACTIVE GM. CONP. PENTINEEUT ISSUES THAT GM CONP. EMPLOYEE KEDICATED We will contact you within a Certain amount of time About 1- month based heard nothing THERP I CALLED CASE AND PUINT GNOROUS CIRP. HAS a history of deceptive business prochess San 12. 2005 GM FINER & -1- million over windshield wifers took to Long to recall and not all Gun consumers wire not contacted pertinent this matter. THERE IS THE PISTON 3LAP CLASS ACTION AGAINEST GM ON BEHALF OF CHEVERDLET SILVERAD OVERIERS GM CONP. VIOLATER THE FEDERM TRADE COMMISSION, Adopted Kulos in short THE DISCLOSURE KULE TITLE 16 CEN VANTED putters with you must we clupe the your actilities NOTE DEX COOL COOLANT MOUN 2005 MALIBU MAY HAVE ON WILL EXPERIENCE THE EXLOWING DEX COX FORMS A SCHOOL LIKE SUBSTANCE IN VEHICLE WHICH CLOGS COOLING SYSTEMS CAUSING THEM TO OVER YEAT AND THAT DEX COUL COULODES ALL VALLE OF THE ENGINE IT COMES INCONTACT WITH MCLUANDG THE UPPEN AND WHER INTATE MARIFOLD GASKETS MAY SHORT DEX-COOL DOES NOT PERFEMIN AS PROMISED, BUT ALSO EXCISES PREMATURE AND COSTLY EREGINE VERAINS TO CORSUMENS) VECHLER, ALL IN VIOLATION OF THE MAGNWOON MOSS Act NOTE, THE BBB ANTO LINE Program Summary, states at Bottom of that page 3/2003 (1) must be received by the BBB Auto and within two years or 24 000 miles whichever comes First and 30 on THIS clifuge is out dated and Boardes on area of Fafus

THE ILLINOIS ATTONNEY GENFELL, HONONAGLE LISA MADIGAN : 100 NEEST RANDOLPH STREET CHICAGO, BLUMOIS 60601

June 08-2006

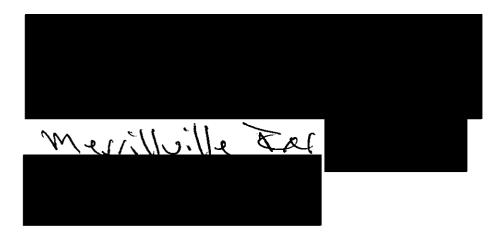
IN NE! NONCON-FORMITY VEHICLE

TO KEHOMTHIS MAY CORECENT!

SI TEANS OF AGE VIND IS DISABLED PURCHARE A 2005 CHEY. MARIBY, NIEVEL - 03/07/2005. FUOM GATEVERAT CHEYNOLET INC. S373 AL. MILLEPAUREE AVE CHICAGO, DL. 60630 - 1222. /173.631.9000. DEAR. -00262842 - / K. VIAGONEN CEO. GENERAR MOTONS et 30LD US. MILLES MONTHS VIE STANTED AVEHICLE THAT HAS LATENT DEFECTS WITTHAN SIX MONTHS VIE STANTED SMELLING ANTIFICEETE COMING THAONGH ONE OF THE AUN VENTS DEX COOL DOESNOT PEREDUM UP TO ITS. SPECIFICA NOAS S PEAKS / ISO MILLES. HEAD LIGHTS STANTED FALLING NPAKT MUEFLEN TOO. ALSO GRAFE PANED NOTONS HAD TO BE NEDONE TUNNING SIGNAR AND TO BE NEPLACED MONE THAN 3 TIMES. (EN 3HONT) THE MARINEACTURE REAMAARTY FAILED OF ITS

ESSENTIAL PUNPOSE, EVEN WHILE THE CAN IS STILL THORS WANNAMP. NOTE, THE DEX COOL ANTIFAREZE DESTINOUS EVENY PART OF THE ENGINE THAT IT COMES IN CONTACT WITH SO GENERAT MOTONS et al SOLD US A CAN THAT WERE DISTING ED FOR THE JUNE JAND. IN THE BEBINNING AND COSTLY NEPAUS, ADDED & BELEAVE GATEWARP CHEVROLET WAS INVOLVED IN A FINDANCING SCAM, WITH MUYELL CHEDIT CONP. BOD 2365, MEMPHIS TH. 38101 AND GMAC. ALL AFFILIATED. OWN MONITHEY PAPMENT ISTUSSION NOTE SHIMLEY SLATEN AND PARTILLY E. LOCKE, are seeking a FUN INVOSTISATION FOR deceptive businees practice.

Sincerely



MIKE ANDERSONP CHEYMOLET 1550 EAST 61ST AVENUE MENNICUTUR TALY6410

FEISMHANY 28, 2006

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Att. MIKE ARIAEKSONG

OKE FEISMEANT 11-2006 MYSELF AND SHINLEY HAN OUR 2005 MALIBY AT YOUR BUSKASS FOR A OIL CHAPEDE PLEASE NOTE COPIES OF ORIGINAL INVOICES TOTHE FOUR PAGES NOTE PAGE FOUR OF TEAM CHEYNOLET, VALPANNISO IKI. 46385 NOTE PATE 02/25/06 AMD CINCLED COMMENTS PERTIMENT FRONT BRATTES HAVE 85% LEFT AND THE NEARS AND AT 90% NOTE DATE 02/25/06 NOW NOTE PAGE @ INVOICE PATE FEB. 11-2006 PLEASE TAKE EXTRA NOTICE OF PAGE & WETH DATE 2/11/06 AND TECHICIAN NAME WHATS MOST PUZZICANCE IN THIS MULTI-POINT INSPECTION NEPORT TO VIEITENATE NOTE DATE 2-11-06 THEN NOTE ON MERONY BLAKE CINCING INFORECTION CEEKE 60%, LN & WA 40% IT SEEMS FROM THE DATE 2-11-06 TO DATE 02/25/06 THE PADS GOT BETTER. YA MIGHT-OME OF THEDEALED SHIPS MENTION MITHIS COMMES POACOEXACE IS NOT BEING FORTH MIGHT US A NESULT & WILL LOOK FUNTHER INITO THIS ISSUE WE KNOULD LIKE THE TNUTH ON THE LIFE LEFT ON THE BRATCE LING. FLANKLY IT IS SHOCKING TO THE CONSCIENCE AS BRAKES STOP A VEHICLE WHICH COULD HAVET SOMEDNIE INP & LIFE AND DEATH SITUATION. WE AWART YOUR NEPLY

on triday S/19/06 culled mite Anderson to set up appointment For vil change it Att vil change car seem to act up Some But no indicater Lights weat on I ment in sport front of Letter why no vopy. mike underson Suid he attempted to call up Didn't sive me a chane to say anything and transfired me to one of the Service manages mitte Alissi Pursour conversation he mention team chevy Valparació Ind did rotors because defrective. But De brake pad was creeked thear twos told by team chang Service advisor Comaron Baik was not told rations were défections At the vil change on S/20/06, I Street up a conversation with a maconhic setter cutie churt the brokes. He suid there was a Bullitin Then went about his buring

GATEMAY CHEVILOLET 4th. MOE MULTSERF BUSIARS MARCHGER, et al CHICAGO, EC 60630. February 05,2006 TO when this may concreme ONE ON ABOUT 02/07/06 THIS KERITER SPOKE KRITH MOR MULTISENT. BY PHOLEE, INE VIEGAN TO, TWO CHECK STUBS THAT WERE NEVER RETURNED AFTER A BRIEF DISCUSSIONE WRITH YOU MOE MULISERP, YOU ACTUORLEDGED THE TWO STUBS AS ONE BIGGER THAN THE OTHER, THIS KENNER ASKED YOU TO SELED THEM TO US. AND AT MEELOD OF ULL CONCYFELS ATTONG YOU MOTE SMUD YOU WOULD BY INEDACATINES OT BUDDY WE HAT STILLING SHOCKE ABOUT MATE AMOURING OF ENAUS THAT WEADS Attempted ONCUS THE SYSTEMATIC PLUETHAT WEAS D'ESIGNED TO WEEK as DOWARD MENETALLY BY PETE DUE AND JOHNP PUE . KEEPING US THEAE ALL DAY SHOULINGS US DIFFERENT VIEWICLES. THE DECEPTIVE BUSINEESS PRACTICES AMOUNT TO COMPSPIRACY TO DEFRACIO THE CONSLIMEN, NOTE WITHTHE IS TEEN WORKING DAYS IF WE HAVE NOT RECEIVED THE TWO CHECK STUBS, A COPY OF THIS LETTER WILL BE SERVETTO A.G. LISA MADIGAR, NESPECT-FULLY. FH SHORT SERVID CHECE STUBS 105 SAS/PEC

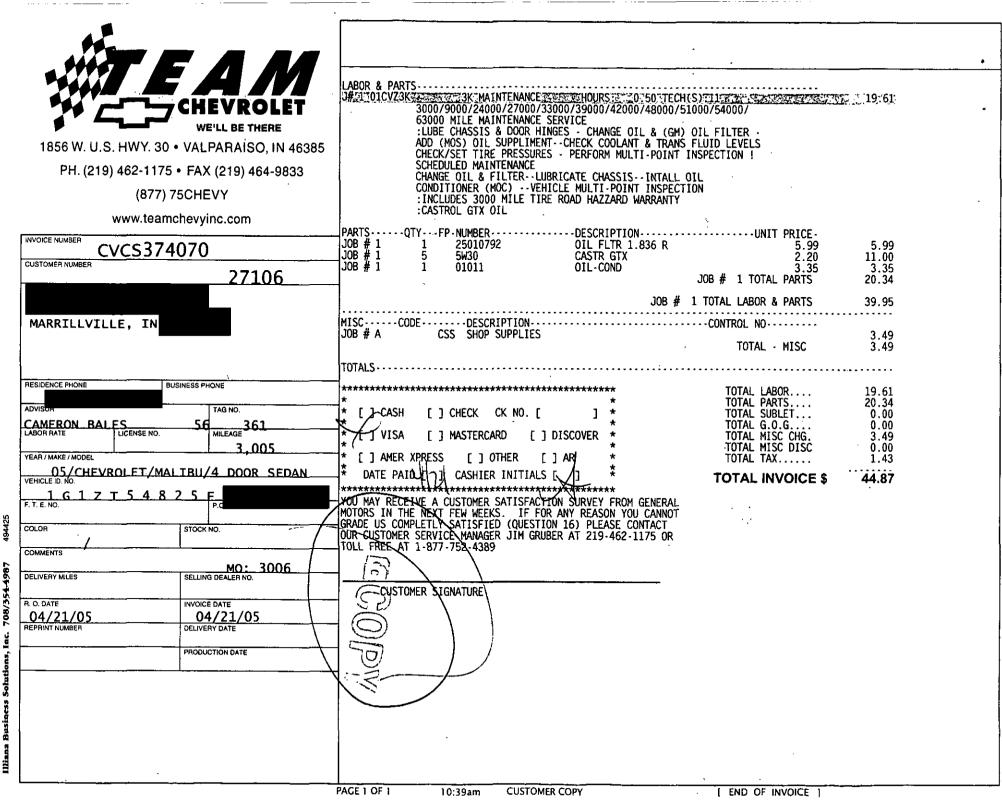
merrille. The aft.

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. · S100299	47489	Mike	
	*INVOICE*		ERSON
MERRILLVILLE, IN HOME BUS:	PAGE 1	1550 East 61st Avenue (219) 947-4151 www.mikeande	(888) 947-4151
CELL BOS: COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	1480 EDGAR NAV	ARRO
SILVER 05 CHEVROLET MALIBU DEL DATE PROD. DATE WARR EXP. PR	1G1ZT54825F OMISED PO NO	RATE PAYMENT	84/17384 T894
	29NOV05	0.00 CASH	29NOV05
	TIONS: DLR:10012 ENG:3	.5_Liter_SFI	
09:26 29NOV05  10:56 29NOV05   LINE OPCODE TECH TYPE HOURS		LIST N	ET TOTAL
A CST DRIVERS SIDE HEAD LIGHT GET CAUSE: LOOSE	rs loose		Look a
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY TH	IAT THE STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTH SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHA OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE	HERWISE ARGE TO of the warranties with respect to OF THE the sale of this item/items. The	LABOR AMOUNT PARTS AMOUNT	0.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR RE UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WI ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTIN	PLACED Seller hereby expressly disclaims all Warranties either express or implied, including any implied	GAS, OIL, LUBE SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF P. NOTIFICATION AT THE SERVICING DEALER FOR INSPECT MANUFACTURER'S REPRESENTATIVE.	AYMENT fitness for a particular purpose. ION BY Seller neither assumes nor authorizes any other person to	MISC. CHARGES TOTAL CHARGES	0.00
	essume for it any llability in connection with the sale of this item/items.	LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON	(DATE) CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

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# CUSTOMER COPY

<b>H.</b> (219) 462-1175 • FAX (219) 464-9833 (877) 75CHEVY www.teamchevyinc.com	LABOR & PARTS
INVOICE NUMBER CVCS374070 CUSTOMER NUMBER 27106	PARTSQTYFP.NUMBER       DESCRIPTIONUNIT PRICE.         JOB # 1       1       25010792       OIL FLTR 1.836 R       5.99       5.99         JOB # 1       5       5W30       CASTR GTX       2.20       11.00         JOB # 1       1       01011       0IL-COND       3.35       3.35         JOB # 1       1       01011       0IL-COND       JOB # 1 TOTAL PARTS       20.34
MARRILLVILLE, IN	JOB # 1 TOTAL LABOR & PARTS 39.95 MISCCODEDESCRIPTIONCONTROL NO
RESIDENCE PHONE TAG NO. ADVISON TAG NO. CAMERON BALES 56 361 LABOR RATE LICENSE NO. YEAR / MAKE / MODEL 3,005 VEAR / MAKE / MODEL 3,005	************************************
<u>1 G 1 Z T 5 4 8 2 5 F</u> F. T. E. NO. COLOR COLOR COMMENTS MO: 3006	YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL. MOTORS IN THE NEXT FEW WEEKS. IN FOR ANY REASON YOU CANNOT GRADE US COMPLETLY SATISFIED (QUESTION 16) PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR TOLL FREE AT-1-877-752-4389
DELIVERY MILES     SELLING DEALER NO.       R. O. DATE     INVOICE DATE       04/21/05     04/21/05       REPRINT NUMBER     DELIVERY DATE       PRODUCTION DATE	CUSTOMER SIGNATURE



708/354-4987

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	*INVOICE*		
	1		DF MERRILLVILLE, INC. Lue, Merrillville, IN 46410
MERRILLVILLE, IN HOME: BUS:	PAGE 1	(219) 947-4151	l (888) 947-4151 dersonchevy.com
CELL: COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	1480 EDGAR NA	
SILVER 05 CHEVROLET MALIBU 1 DEL DATE PROD DATE WARR EXP PROMISED	LG1ZT54825F1 PO NO	RATE PAYME	2115/22115 T130 NT INV: DATE
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3K LUBE, OIL AND FILTER 4582 CP		1 (	0.50 10.50
1 12490147 FILTER 1 GOODWRENCHOIL MOTOR OIL		4.25	4.25 4.25 9.20 9.20
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CUSTOMER PAY MISC SUPPLIES FOR REPAIR	ORDER	******	0.32
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	Charge Authorization		
	nis e en res F		
The Chevy	Giamt		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The	LABOR AMOUNT	10.50
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	Seller hereby expressly disclaims all warranties either express or implied, including any implied	GAS, OIL, LUBE SUBLET AMOUNT	0.00
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY	warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	0,00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES	25.27
(SIGNED) DEALER, GENERAL MANAGER OF AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	0.89
		THIS AMOUNT	21.16

# CUSTOMER COPY

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			+	INVOICE*		_Сн	EVROL	ET
MERRILLVILLE,	TN			PAGE 1	1550 East 61st	Avenue, M	E <b>RRILLVILLE</b> Ierrillville, IN 38) 947-415	46410
HOME	BUS:		SED	VICE ADVISOR:	www.mi	keanderso	nchevy.com	1
COLOR YEAR	MAKE/MODEL				1480 EDGAI			TAG
SILVER 05	CHEVROLET M	ALIBU	1G1 71	54825F		28062	/28062	T063
DEL DATE PROD.	DATE WARR, EXP	PROMISE	D	PO NO.	RATE	YMENT	INV. D	
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	OIL AND FILTH 98 CM	SR.				10.50	10.5	50
	0147 FILTER WRENCHOIL MOT				4.25	4.25	4.2	25
1 ENVI	RONMENTAL				9.20 1.00	9.20 1.00		
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ON BEHALF OF SERVICI INFORMATION CONTAINED SHOWN. SERVICES DESCI	D HEREON IS ACCURATE	UNLESS OTHERWISE	The fa	EMENT OF DISCLAIMER	LABOR AMOUNT	N	10.5	
OWNER. THERE WAS NO VEHICLE OR OTHERWISE,	INDICATION FROM THE A THAT ANY PART REPA	PPEARANCE OF THE	E the s	<ul> <li>warranties with respect to all of this item/items. The hereby expressly disclaims all</li> </ul>	PARTS AMOUNT		14.4	
ACCIDENT, NEGLIGENCE	BEEN CONNECTED IN AI OR MISUSE. RECORDS	NY WAY WITH ANY SUPPORTING THIS	implie	nties either express or t, including any implied nty of merchantability or	SUBLET AMOUNT		0.0	
CLAIM ARE AVAILABLE F NOTIFICATION AT THE MANUFACTURER'S REPRE	SERVICING DEALER FO	DATE OF PAYMENT	fitnes: / Seller	for a particular purpose.	MISC. CHARGES		0.3	
MANO ACTURER S REFRE	SENTATIVE.		assurr conne	e for it any liability in ction with the sale of this	·		<u> </u>	·····
(SIGNED) DEALER, GENER	AL MANAGER OR AUTHORIZE	D PERSON (DATE)	item/it		SALES TAX	i and i a	0.8	
		UAIE		OMER SIGNATURE	PLEASE PAY THIS AMOUNT		16.1	6

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GM Vehicle Inquiry System - Claim History

# GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -Service Contract - Warranty Block - Branded Title

Help

## 1G1ZT54825F VIN: CLAIM HISTORY **Repair Order** 03/31/2006 Repair Order Date : 382341 **Odometer Reading :** 25197 miles Number : Serviced TEAM CHEVROLET, INC. **13 - CHEVROLET** Selling Source : 1856 W US HWY 30 By: 11260 Site Code : VALPARAISO, IN 46385-5443 (219) 462-1175 171436 **Business Associate Code :** Cycle Cycle Case Туре Labor Operation Part Comments Ňbr Date H0137 - ROTOR ASSEMBLY - REAR # 04/04/2006 679 01 15243254 - PAD KIT Ν - BOTH - R&R OR REPLACE

Repair Oro	ler Date	: 03	/06/2006	Repair Order Number :	381639	Odometer Read	ling :	23683 miles		
Serviced			ROLET,	INC.	Selling So	urce :	13 - CHEVR	OLET		
By:		RAIS	D, IN 46	385-5443	Site Code	•	11260			
	(219) 46	52-117:	5		Business Associate Code :			171436		
Cycle Date	Cycle Nbr	Case	Туре	Labor Op	eration		Part	Comments		
04/25/2006	685	01	G	L2584 - MUFFLER - REPLACE	L2584 - MUFFLER - SINGLE - REPLACE		N/A			
03/10/2006	672	01	#	L2584 - MUFFLER - REPLACE		ORI65828658	MUFFLER	N		

Repair Or	der Date	: 11	/29/2005	Repair Order Number :	047489	Odometer Read	ling :	17384 miles
Serviced				EVROLET OF	Selling Sou	irce :	13 - CHEVROLET 11584 216843	
By:	MERRI 1550 E	61ST A	<b>VE</b>	< 110 00C0	Site Code :			
	(219) 94			6410-2762	Business A	ssociate Code :		
Cycle Date	Cycle Nbr	Case	Туре	Labor Oper	ation	Part		Comments

# GM Vehicle Inquiry System - Claim History

12/06/2005	645	01	#	B7290 - HOUSING/ADJUSTER ASSEMBLY, COMPOSITE HEADLAMP - RIGHT - RE	N/A	N
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Repair Oro	der Date	: 10	/04/2005	Repair Order Number :	377812	Odometer Read	ling :	13591 miles	
Serviced			ROLET,	INC.	Selling So	ource :	13 - CHEVRO	DLET	
By:		RAISC	), IN 46	385-5443	Site Code		11260		
	(219) 46	52-1175	5		Business A	Business Associate Code :		171436	
Cycle Date	Cycle Nbr	Case	Туре	Labor Og	peration		Part	Comments	
10/07/2005	628	01	#	B7291 - HOUSING/A ASSEMBLY, COMP HEADLAMP - LEFT	POSITE	15287023 -	HEADLAMP	N	

Repair Or	ler Date	: 10/	/18/2004	Repair Order Number :	A79148	Odometer Read	ling :	0 miles	
Serviced By :	1575 86	TH ST			Selling Sou		13 - CHEVROLET		
	BROOK (718) 23			28-3493	Site Code Business A	: Associate Code :	02038		
Cycle Date	Cycle Nbr	Case	Туре	Labor Op			Part	Comments	
10/22/2004	528	01	I	Z7000 - PRE-DELIVI INSPECTION - BASI		N/A		N	

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PHONE NO. : 7736319000

Jun. 29 2006 10:30AM P3 Page 1 of 2

GM Vehicle Inquiry System - Claim History

# GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -Service Contract - Warranty Block - Branded Title

Help

VIN :	· · · ·		1G1	ZT54825F			· · · · ·			
				CLAIN	A HISTORY					
Repair Order Date : 03/31/2006 Repair Order Number :					382341	Ođ	Iometer Reading : 251		25197 miles	
Serviced			ROLET,	INC.	Selling So	urce :	;	13 - CHE	EVROL	ET
By: 1856 W US HWY 30 VALPARAISO, IN 46385-5443				385-5443	Site Code :		11260			
	(219) 46	52-117	5		Business Associate Code :		ate Code :	171436		
Cycle Date	Cycle Nbr	Case	Туре	Labor Op	peration			Part Com		Comments
04/04/2006	679	01	#		- ROTOR ASSEMBLY - REAR H - R&R OR REPLACE		15243254 - 1	4 - PAD KIT		N

Repair Orc	ler Date	: 03/	/06/2006	Repair Order Number :	381639	Odometer Read	ling :	23683 miles		
Serviced	TEAM		•	INC.	Selling Source :			CHEVROLET		
By :		RAISC	), IN 46	385-5443	Site Code :			0 .		
	(219) 46	2-1175	; 		Business Associate Code :			171436		
Cycle Date	Cycle Nbr	Case	Туре	Labor Opt	eration .		Part			
04/25/2006	685	01	G	L2584 - MUFFLER - REPLACE	SINGLE -	N/A		N		
03/10/2006	672	01	#	L2584 - MUFFLER - REPLACE	SINGLE -	15828658 - 1	MUFFL	LER N		

Repair Or	der Date	: 11	/29/2005	Repair Order Number :	047489	Odometer Read	AL	17384 miles	
Serviced				EVROLET OF	Selling Sou	uro HIUTO	13 - CHEVROLET		
By:	MERRI 1550 E	61ST A	VE	(410.07/0	Site Code :		11584		
	(219) 94			6410-2762	<b>Business</b> A	ssociate Code :	216843		
Cycle Date	Cycle Nbr	Case	Туре	Labor Op	cration		Part		
			1						

FROM : GATEWAY, CHEVROLET&OLDS

GM Vohicle Inquiry System - Claim History

Page 2 of 2

12/06/2005 645 01 # B7290 - HOUSING/ADJUSTER ASSEMBLY, COMPOSITE HEADLAMP - RIGHT - RE	N/A	N
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Repair Or	der Date	: 10/	/04/2005	Repair Order Number :	377812	Odometer Read	ling :	······································	13591 miles
Serviced By :	TEAM 1856 W	US HV	<b>VY</b> 30 <sup>∶</sup>	INC. 385-5443	Selling Sou Site Code :		13 - Cl	HEVROL	ET
	(219) 46				ļ	ssociate Code :	171430	6	
Cycle Date	Cycle Nbr	Case	Type	Labor Oper	ration		Part		Comments
10/07/2005	628	01	#	B7291 - HOUSING/AD ASSEMBLY, COMPO HEADLAMP - LEFT -	SITE	15287023 -	HEADL	АМР	N

Repair Ord	ler Date	: 10/	/18/2004	Repair Order Number :	A79148	Odometer Read	ling :	0	miles
Serviced By :	B. K. Cl 1575 86	TH ST			Selling Sou Site Code :		13 - ( 0203	CHEVROLET	
	(718) 23			28-3493		ssociate Code :	1112		
Cycle Date	Cycle Nbr	Case	Туре	Labor Oper	ation		Part	Comn	aents
10/22/2004	528	01	I		Z7000 - PRE-DELIVERY INSPECTION - BASE TIME N/A		N	ſ	

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TEAM CHEVROLET INC 1856 V US 30 VALPARAISO IN 46385 (219)462-1175

10:54 AH 04/21/05

\*\*\* SALE TERM# 6001

### AHOUNT 44.87 \$

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REF #083 AP 021016 BATCH #359 RO #374070

# CUSTOMER COPY

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.... ..... • Sec. 27 . . . MINE ANDERSON TAFEVROLET 15:0 E EIST AVE TERRILLVILLE. IN 46410 Sale 6133 S. ID: 74456133 02/11/06 Ratch #: 040 Ref #: : 0018 10:08:21 . • . . . VISA 4393 Appr Code: 010811 Invoice#: 051465 Total: \$ 21.16 Customer Copy THANK YOU !  $\leq \hat{\gamma}$ ..... PM 12

FILE No.237 07/12 '06 15:	38 ID:GATEWAY.KIA	FAX:847 296 3390	PAGE 2/ 5
ODUMEIEr			
FEDERAL LAW (AND STATE LAW, IF AP TRANSFER OF OWNERSHIP, FAILURE T RESULT IN A FINE OR IMPRISONMENT.	TO COMPLETE OR PROVIDING A		
L GATEWAY CHEVROLET	GEOOLDSMORT(	E TNC STATE THAT	
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THE ODOMETER NOW READS	DOMETER READING INO LEN DISI	MILES AND TO THE	j P
BEST OF MY KNOWLEDGE THAT IT REA BELOW, UNLESS ONE OF THE FOLLOW	FLECTS THE ACTUAL MILEAGE O	F THE VEHICILE DESCRIBED	
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(2) I HEREBY CERTIFY THAT THE WARNING - ODOMETER DISCRET		HE ACTUAL MILEAGE	
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VEHICLE IDENTIFICATION NO.	YEAR	DEALER STOCK NO.	
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TRANSFEROR'S STREET ADDRESS (SEI ) EA	CATEVAL CH	EUPOLET, -CEO, -q	
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	(STATE)		
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TRANSFEREE'S STHEET ADDRESS (BUYER)		· ·	
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MERRILLVILLE			
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EXTRA CO	PY (STATE COPY IF NE	CESSARY)	
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ORDER FOR A MOTOR VEHICL	R FOR A MOTOR VE	HICLE
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# Gateway Chevrolet

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ABOUT VEHICLE BEING	URCHASED ("VE	HICLE"
Please enter my order for		O USED O DEMO
YEAR MAKE MODEL/SERIES COLOR VIN STOCK # FACTORY OPTIONS:		<u>د ازه ۲۰۰۰ ۲۰۰</u>

# ADDITIONAL INSTALLATIONS (Not warranted by Manufacturer):

·		·			
Customer N Address	ama				
City, State, 1 Residence f		<u>() () () () () () () () () () () () () (</u>	usiness P	hone	

All dealer and manufacturer incentives, including all rebates, are included in the cash price.

Salesperson Name: \_\_\_\_\_\_

TO THE NEGOTIATED CASH PRICE OF EACH VEHICLE, WE MAY ADD A DOCUMENTARY FEE FOR OUR COSTS AND OVERHEAD. A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED S\_\_\_\_\_\_AND SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THE ONLY OTHER ADDITIONAL CHARGES PERMITTED ARE DEALER-ADDED OPTIONS, WARRANTY AND SERVICE CONTRACTS, INSURANCE AND THE ACTUAL COST OF LICENSE AND TITLE REGISTRATION AND TAXES. THIS NOTICE IS REQUIRED BY LAW

FOR CREDIT SALES, THE REQUIRED INFORMATION AND DISCLOSURES CONTAINED ON THE RETAIL INSTALLMENT CONTRACT ARE A PART OF THIS ORDER. I SIGNED AND RECEIVED A COPY OF THE RETAIL INSTALLMENT CONTRACT WHEN I SIGNED THIS ORDER.

read of a flexing and conditions (BOTH SIDES AND ANY RIDERS) and have received a copy of this Order (BOTH SIDES AND ANY RIDERS).

INITIAL:

EXPL.

Dale

FOR USED VEHICLE BALES ONLY, the information you see on the window sticker for the vehicle is part of the contract. Information on the window sticker overrides any contrary provisions in the contract of sale.

ABOUT VEHICLE	BEING TRADED	IN ("TRADE-IN")

EAR	· _	
IAKE		
IODEL/SERIES		
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JEN HOLDER		
DDRESS:	,,,,,	
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STIMATED AMOUNT OWED	): <b>S</b>	N/4
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LUS WARRANTY/SERVICE		
LUS LICENSEALICENSE TRA		•••
TITLE/REGISTRATIC		
PLUS EST. AMOUNT OWED (	ON TRADE IN(S)	·
OTAL AMOUNT DUE FROM	CUSTOMER:	1
ESS CREDITS TO CUSTOM	ER FOR:	
PPLICABLE DISCOUNTS/RE	BATES:	
RADE-IN ALLOWANCE	-	
2		
ASH DOWN PAYMENT		
OTAL CREDITS		4771

LESS PRINCIPAL AMOUNT TO BE FINANCED

NET CASH DUE FROM CUSTOMER DEPOSIT

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MUHSEN

INN.

Dealer's Authorized Representative

HAVE READ, SIGNED AND RECEIVED COPIES, IF APPLICABLE, OF THE USED VEHICLE RIDER, IMMEDIATE DELIVERY RIDER, AND/OR OVERALLOWANCE ACKNOWLEDGMENT WHEN I SIGNED THIS ORDER, I AM AWARE OF THE ARBITRATION PROVISIONS ON THE REVERSE, AND I AGREE THAT THEY ARE PART OF THIS ORDER.

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INITIAL

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SEE THE ATTACHED NOTICE OF are unable to arrange financing on the terms disclosed in the retail installment contract, you may cancel this CANCELLATION FORM FOR AN Order and receive the return of any deposit and your Trade-In (unless it has been sold in which event you

Accepted By:\_

FOR NEW VEHICLE BALES, the only warranties applying to this vehicle are those offered by the Manufacturer. MANUFACTURER AND DEALER DO NOT WARRANT NON-MANUFACTURER PARTS, ACCESSORIES, OR CONVERSIONS TO THE VEHICLE. Unless you purchase an extended warranty or service contract. WE DISCLAMM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICLI AR PURPOSE.

By signing this Order you give as permission to contact you at the above-listed telephone number(s) during business hours, even it you have enrolled the number(s) in the National Doffol-Call Redstry

We will not extend credit to you. THIS ORDER IS NOT BINDING ON US, AND WE SHALL NOT BE OBLIGATED TO SELL, UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A FINANCING YOU, THE CONSUMER, MAY SOURCE WILLING TO PURCHAGE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES CANCEL THIS TRANSACTION AT HERETO BASED ON SUCH TERMS, or for a cash deal unlif you make bit payment of the Net Cash Due INY TIME PRIOR TO MIDNICITY OF shown above within 2 days of the date hereof. For finance deals only: your cash of credit is disclosed in the THE THIRD BUSINESS DAY AFTER relait installment contract you signed when you signed this Order, you agree to provide us with a full. FILE DATE OF THIS TRANSACTION, correct, and complete application, supporting documents, and cooperate in obtaining financing; end if we

t amount we received on the sale, less our costs of reconditioning and selling (i).

Date

This Order is not binding work see

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(2005

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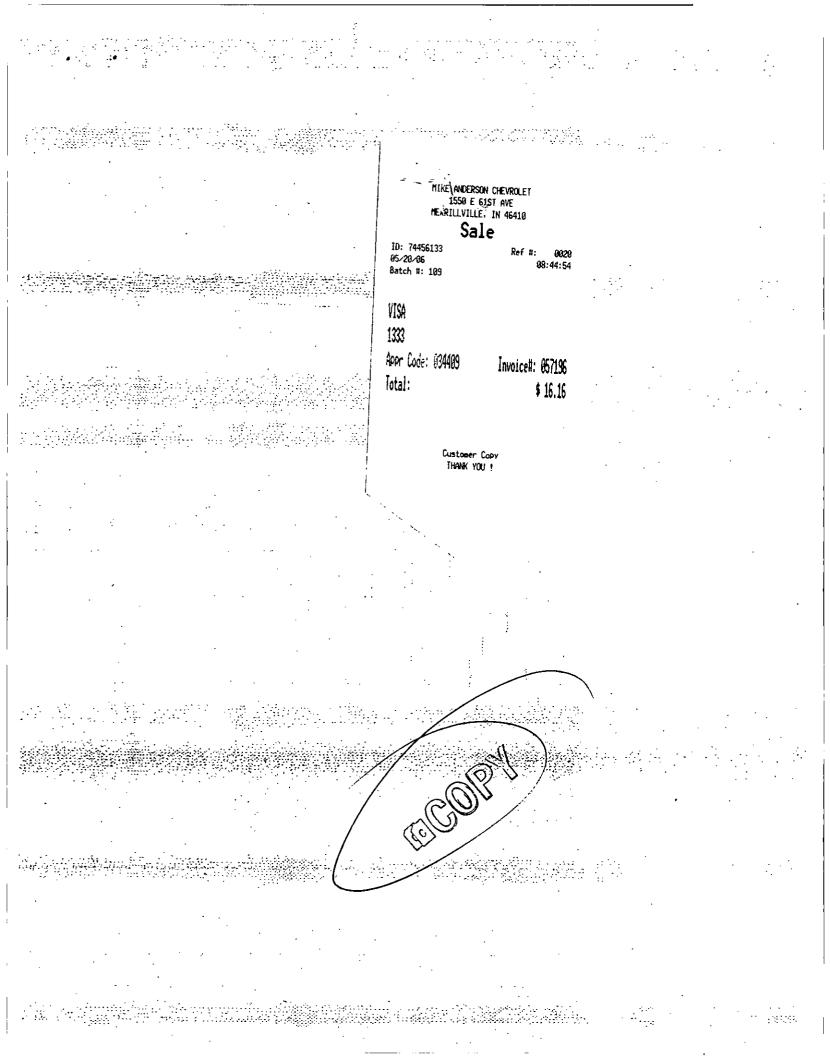
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DOCUMENTARY IN THE BUREAU			L'BERSUBB	CENDEX: THIS	NUAL RATE NOTICE IS R		EQUAL TO	माधिमाल	TAGE OF Q	HANGE
The Annual Pero	entage Rate mav	be negotiable	with the Sal	lar, if this Contra	ct is assigned	Seller may r	atain or recai	ve a portion el	the Finance	Charge.
NOTICE TO BUY of the agreeme	FR. 1. Do nofis ni vou sian. 3. L	igh this agra Inder the law	ement befo vou have t	rë you read it o në right, amono	r if it contai	ns any blank av in anvance	spaces. 2. Y	ou are entill	ed to an exa	ct cony
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NOTICE TO BUY of the agreement lain conditions Seller and Buy CO-BUYER: A Co parent or spouse	-Auver is a gerso	n who agrees	la be primar	ily responsible to	r paying the e	ntire debi and	who (1) actu	ally receives t	he vehicle or	(2) is a
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ily obligated upd Dated:	er this contract; a ICH 7, 200	nd (S) I conser 15	il to the Gred	llor having a:secu	itily interest in	Libe vehicle.			-	•
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		in unic ald helye		•		Other co-signers				

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ANNUAL - PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total ut Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$3,000,00. \$ 35,465,52.		\$ <u>24,437.08</u> \$3,000.00 \$
10.9%	\$ 8,850.05	\$ 23,615.47	\$ 32,465.52	\$ 464, india, in	Amounts Pala (	on Your Account
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	· • ‡		Π	1090	·To NSE CAP	495 00 N/A
Buyer(s)	(Namés) 🕾 🖂 🖓 🖓 🔿	(Résidence Ad	irtss)	(City)	LVILLE SAD	τ <mark>ζφ)</mark> +ι
Buyer(s)	(Names)	(Residence Ad	liess)	MERRII.	LVTLLE TN	{ <b>∠</b> [p],;''
	TEWAY CHEVROL Firm or Trada Name)	ET, GEO, 0 53 (Business Addre	73 N MILWAUKEE		0 II. 60	
Seller hereby sells and	Buyer or Buyers, jointly an		the following motor vehicle wit	• •	thereon for the deterred payment	
	ear Make of Vehic		Body Style No. Cyl.	Scrial Number	Body Color	Tap Color Key No.
NEW 20	05 CHEVROLE	10 - IMATTENT	DR SDN N/A	1G13T54025F	SILVER Jan Jan	and the second sec
Buyer Promises to b	av to the order of Salt	er at the offices of	-		s) located in	, illinois
		nth a Finance Charge on th	e principal balance of the Am 450, 91			10.95
Per APH 2151	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	71 2005 (ostal)m;	nia continuing on the same da	each and a linal installm by of each successive month	thereatter uptil jully paid. All I	bayments shall be applied first
Installments will be pa SECURITY INTERESTS: and all tuture indebied	ld when due!! Guarantor Seller is granted a purcha	principal. The Finance Char It any, guarantees collections seminaney security interest in the and insurance premiums a	ge has been computed on the in of all amounts due under () i the motor vehicle dascribed al dianced by holder bereventer a	scheduled ungaid balances his contract upon tailure of the hove and all accessions under re faid in full Buyer draws as	of the Arnount Financest on the ha Seller to collect from the Bu the Illinois Uniform Commercial I signed the April of second or lea offerest in any premium relates to and/or accident and beatth insu	assumption that all scheduled recommed herein Code until the Total of Payments on any moneys, credits or other
all amounts due under."	this contract are daid in th	U. 3 -				
ACCELEMATION: Buy to perform any agree bankrupicy, of insolv shall die or be adjud term of this contra able, without notice	re autoes triant († ). Pou ement or warranty man wied upon; or (4) if the lancy statute shall bein and icopposition or 17 act. the holder may f or demand;	versinali oraliti in uje u iedvy Buysi fiereiti; or (S niotor venticle shall be si spinutch by or against B b nonec shall jor east ielare a <u>ltinoar</u> d install originati	vinem prant instantien of "I the motorivenice shall t zed or torieled tor violation ver, or Byver, bushess of matic cause, deem isoftrin ments of the Total of Ra	i tig tolgeok rywalans of a behoar, siolea, substantiali ng say iaw okondhance, a gaeta voor shall in secure of tolin Buyer sha warnts aud all solver tog	ary other indebtadness due fi Voamaged, destvoyed, sold Sate, federal dr.Municipal, o de an assignment for perch Wall to kep indemotor vehic igutadness, espired hereby	(5) a proceeding under and (5) a proceeding under any of creditors, or (5) a proceeding under any of creditors, or (5) a proceeding (5) a proceeding under any of creditors, or (5) a proceeding (5) a proceeding under any of creditors, or (5) a proceeding (5) a proceeding under any of creditors, or (5) a proceeding (5) a proceeding under any (5)
			NAPAID BALANCE OF THE ( In the charged; i) 5% of the in the states, casts and appen statistical of atter acceleration of a sement laws.		WITHOUT PENALTY. t sain excess of \$200.00; or i on prendicement of the deb nual Peicention Rate stated t	الجيني ( 10.00 if the lestalliment is ( or in realizing on the collat- lerein so long as there exists
INSURANCE AGREE	MENT: Motor Vehicle		nce is required by Seller. (		erson through whom the in	
LIAB	ILITY INSURANCE CO	VERAGE FOR BODILY IN.	URY AND PROPERTY DAM	IAGE CAUSED TO OTHERS	S IS NOT INCLUDED IN THIS	CONTRACT



GM Vehicle Inquiry System - Claim History

# GM Vehicle Inquiry System Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information -Service Contract - Warranty Block - Branded Title

<u>Help</u>

VIN :			1G1	ZT54825F				
				CLAI	M HISTORY			
Repair Or	der Date	: 0	3/31/2000	Repair Order Number :	382341	Odometer Re	ading :	25197 miles
Serviced				Selling Source :		13 - CHE	13 - CHEVROLET	
By :	1856 W US HWY 30 VALPARAISO, IN 46385-5443		Site Code	Site Code :				
	(219) 4(	<b>52-1</b> 1'	75		Business A	Associate Code :	171436	
Cycle Date	Cycle Nbr	Cas	e Type	Labor Operation			Part	Comments
04/04/2006	679	01	#	H0137 - ROTOR AS - BOTH - R&R OR I		AR 15243254	- PAD KIT	N

Repair Ore	der Date	: 03	/06/2006	Repair Order Number :	381639	Odometer Rea	ding :	23683 miles
Serviced	TEAM CHEVROLET, INC. 1856 W US HWY 30				Selling So	Selling Source :		/ROLET
By :	VALPA	RAISC	), IN 46	385-5443	443 Site Code :		11260	
	(219) 46	52-1175	5		<b>Business</b>	Associate Code :	171436	
Cycle Date	Cycle Nbr	Case	Туре	Labor O	peration		Part	Comments
04/25/2006	685	01	G	L2584 - MUFFLER REPLACE	- SINGLE -			N
03/10/2006	672	01	#	L2584 - MUFFLER REPLACE	- SINGLE -	15828658 -	MUFFLER	N

Repair Or	der Date	: 11	12912005	Repair Ordcopfie	047489	Odometer Read	Jing :	17384 miles
Serviced MIKE ANDERSON CHEVROLET OF				Selling Source :		13 - CHEVROLET		
By:	MERRILLVILLE 1550 E 61ST AVE MERRILLVILLE, IN 46410-2762		Site Code :		11584			
	(219) 94				Business A	ssociate Code :	216843	
Cycle Date	Cycle Nbr	Case	Туре	Labor Opera	ation		Part	Comments

FROM : CATEWAY, CHEVROLET&OLDS

PHONE NO. : 7736319000

Jun. 29 2006 10:31AM P4

GM Vchicle Inquiry System - Claim History

Page 2 of 2

12/06/2005	645	01	#	B7290 - HOUSING/ADJUSTER ASSEMBLY, COMPOSITE HEADLAMP - RIGHT - RE	N/A	N	
------------	-----	----	---	--	-----	---	--

Repair Or	der Datc	: 10	/04/2005	Repair Order Number :	377812	Odometer Read	ling :	13591 miles	
Serviced			ROLET,	INC.	Selling So	Selling Source : 1		3 - CHEVROLET	
By:	1856 W US HWY 30 VALPARAISO, IN 46385-5443			385-5443	Site Code	Site Code :		11260	
	(219) 40	52-1175	5		Business A	Associate Code :	171436		
Cycle Date	Cycle Nbr	Case	Туре	Labor Op	eration		Part	Comments	
10/07/2005	628	01	#	B7291 - HOUSING/A ASSEMBLY, COMP HEADLAMP - LEFT	OSITE	15287023 - 1	HEADLAMP	N	

Repair Or	der Date	: 10.	/18/2004	Repair Order Number :	A79148 Odometer Reading :		ling :	0 miles	
Serviced	B. K. C			ис.	Selling Source : 1		13 - 0	3 - CHEVROLET	
By :	BROOM	1575 86TH ST BROOKLYN, NY 11228-3493			Site Code :		02038	2038	
	(718) 23	32-0200	)		<b>Business</b> A	ssociate Code :	1112	52	
Cycle Date	Cycle Nbr	Case	Туре	Labor Oper	Labor Operation		Part Comme		
10/22/2004	528	01	I	Z7000 - PRE-DELIVER INSPECTION - BASE		N/A		N	

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DORIGINAL



CHEVROLET 1800 N. MAIN STREET (RT. 55)

(219) 663-3000



1800 N. MAIN STREET (RT. 55) CROWN POINT, INDIANA 46307 www.carrolichevrolet.com

July 28/02 August 2-06

1-473424507

CLISTOMER NO. ADVISOR CVCS131893 31241 07/27/06 143 JAYNE C. ADDISON 015 ABOR BATE LICENSE NO. STOCK NO. SILVER/ 32,678 YEAR / MAKE / MODEL DELIVERY MILES 03/07/05 05/CHEVROLET/MALIBU MERRILLVILLE, IN SELLING DEALER NO TG1ZT54825F RODUCTION DATE F.T.E.NO PONO 07/27/06 BUSINESS PHONE COMMENTS MO: 32678 LABOR & PARTS J# 150CV22. Set ELECTRICAL BODY WORK CALL STREET (S) 127367 CHECK VEHICLE HAS NO TAIL LIGHTS OR DASH LIGHTS FOUND 10 AMP FUSE #8 POSITION IN FEAR FUSE PANEL BLOWN TECH REPLACED 10 AMP FUSE, NO SHORT FOUND PLOWN WE ACCEPT derCard VISA BLOWN PARTS·····QTY···FP-NUMBER·····DESCRIPTION······UNIT PRICE-JOB # 1 1 88914568 FILSE R-065 DIJCOVER WARRANTY JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 PARTS HOURS MON - THU TOTALS 8:00 - 7:30 \*\*\*\*\*\* 0.00 TOTAL LABOR .... FRI TOTAL PARTS.... 0.00 8:00 - 5:00 PAID BY: CASH..... CHECK #..... I/H CHARGE..... TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 SERVICE HOURS TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX..... VISA..... M/C..... DISCOVER..... 00.0 0.00 MON - THU PAYMENT REC'V BY: ..... REC'V DATE: ..../..../....\* 0.00 7:30 - 8:00 FRE **TOTAL INVOICE \$** 0.00 THANK YOU FOR CHOOSING CARROLL CHEVROLET IF THERE IS ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT US AT 663-3000 ASK FOR JAYNE, LINDON, JACK OR MARK.BODY SHOP ASK FOR JOSE GM PARTS AND LABOR WARRANTY ONE YEAR OR 12000 MILES OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED 7:30 - 5:30 ANY AND ALL WARRANTIES APPLICABLE TO THE PARTS AND MATERIALS SUPPLIED IN SERVICING OR REPAIRING ANY VEHICLE ARE GIVEN ONLY BY THE MANUFACTURER. CARROLL CHEVROLET HEREBY EXPRESSLY DISCLAIMS ALL WARRAN-ITES EXPRESSED OR IMPLIED INCLUDING ANY CUSTOMER SIGNATURE IMPLIED WARRANTY OF MERCHANTABILITY OR JUL 20 MB FITNESS FOR A PARTICULAR PURPOSE, ON ANY AND ALL PARTS, MATERIALS AND/OR SERVICES SUPPLIED TO OR RENDERED ON ANY VEHICLE, AMD NO EMPLOYEE OF THE CORPORATION IS AUTHORIZED TO MAKE ANY WARRANTY WHAT-EVER IN REGARD TO ANY PARTS, MATERIALS AND/OR SERVICES. Thank You! CUSTOMER'S SIGNATURE PAGE 1 OF 1 CUSTOMER COPY [ END OF INVOICE ] 08:33am GO-515998 (9/03) -

Amarta custime multily Suria/1.866-790-5600 Ett 11569 (219) 663-3000 Goodwrench CHEVROLET ervice 1800 N. MAIN STREET (RT. 55) -3/2 Foi **CROWN POINT, INDIANA 46307** www.carrollchevrolet.com 1 allhacti AugoW 2-07 123424501 No. CUSTOMER NO. 07726/06 143 986 JAYNE C. ADDISON ABOR RATE MILEAGE STOCK NO. LICENSE NO SILVER/ 32.647 DELIVERY MILES MAKE / MOD 03707705 05/CHEVROLET/MALIBU MERRILLVILLE, IN PRODUCTION DATE IGIZT54825F GATEWAY P. O. NO. E T.E. NO <u>፟0፟፝፝፝፝፝፝፝፝፝፟ 0</u>፟7 BUSINESS PHONE COMMENTS MO: 32647 LABOR & PARTS .......... WE ACCEPT LABOR & PARTS CHECK LEFT FRONT TURN SIGNAL NOT BLINKING FOUND LEFT TURN SIGNAL BULB BURNT OUT VISA' asterCarc TECH REPLACED LEFT TURN SIGNAL BULB-INOP PARTS-----OTY---FP-NUMBER-----DESCRIPTION------OTY---FP-NUMBER-------DESCRIPTION------JOB # 1 WARRANTY 12450108 BULB 2.679 1. DI/COVER JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 PARTS HOURS TOTAI S-----MON - THU 8:00 - 7:30 TOTAL LABOR .... 0.00 TOTAL LABOR..... TOTAL PARTS.... TOTAL SUBLET... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 FRI PAID BY: CASH..... CHECK #..... I/H CHARGE..... 0.00 8:00 - 5:00 0.00 VISA..... M/C..... DISCOVER..... 0.00 SERVICE HOURS 0 00 \* PAYMENT REC'V BY: .... REC'V DATE: ..../..../.... \* MON - THU 0.00 TOTAL TAX..... 7:30 - 8:00 **TOTAL INVOICE \$** 0.00 FRI THANK YOU FOR CHOOSING CARROLL CHEVROLET IF THERE IS ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT US AT 663-3000 ASK FOR JAYNE, LINDON, JACK OR MARK.BODY SHOP ASK FOR JOSE GM PARTS AND LABOR WARRANTY ONE YEAR OR 12000 MILES 7:30 - 5:30 ANY AND ALL WARRANTIES APPLICABLE TO THE OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED PARTS AND MATERIALS SUPPLIED IN SERVICING OR REPAIRING ANY VEHICLE ARE GIVEN ONLY BY .. THE MANUFACTURER. CARROLL CHEVROLET HEREBY EXPRESSLY DISCLAIMS ALL WARRAN-CUSTOMER SIGNATURE ITES EXPRESSED OR IMPLIED INCLUDING ANY Service Marall Service Koi War Fitzl IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ON ANY AND ALL PARTS, MATERIALS AND/OR SERVICES SUPPLIED TO OR RENDERED ON ANY VEHICLE. AMD NO EMPLOYEE OF THE CORPORATION IS AUTHORIZED TO MAKE ANY WARRANTY WHAT-EVER IN REGARD TO ANY PARTS, MATERIALS AND/OR SERVICES. Thank You! C2-C2 CUSTOMER'S SIGNATURE PAGE 1 OF 1 CUSTOMER COPY [ END OF INVOICE ] 08:38am GQ-515996 (9/03)



# MULTI-POINT INSPECTION REPORT

. .....

	EMAIL:DATE: 2-11-06
YEAR/MODEL: OS CHENY MOL, BC ODOMETER:	22,)/5
REPAIR ORDER #:5/465TECHNICIAN: 2001	Cyset SERVICE CONSULTANT:
	FUTURE ATTENTION REQUIRES IMMEDIATE ATTENTION CHECK BATTERY PERFORMANCE:
C Coolant recovery reservoir fluid.	
E Window washer fluid.	Good
C 4x4 transfer case, front-drive axle, and clutch reservoir fluids (truck only	Recharge Activity
	Bad
F Brake fluid.	TIRE AND BRAKE INSPECTION (Plus items mentioned above):
	– <sup>i</sup> f Rf
Power steering fluid.	Brake Lining mm
Rotate tires (approx. every 6,000 miles).	Tire Tread 108 32nds Tire Tread 108 32nds
Check interior lights, exterior lamps, brake lamps, turn signals and	
hazard warning lights.	
Check windshield wiper fluid, wiper blades, and wiper operation. (Replace wiper blades every 12,000 miles.)	
Inspect transmission, drive shaft, u-joints, and transmission shift linkage (if equipped), and lubricate as needed.	
Inspect and lubricate suspensión.	
Inspect CV drive axle boots (if equipped).	
Inspect and lubricate steering and steering linkages.	Lowest Tire Tread Depth(mm):
Visually inspect exhaust system for leaks, damage, and loose parts. Remove any foreign materials trapped by shielding.	_ LR RR
Visually inspect radiator, heater, and air-conditioning hoses for leaks or damage.	Brake Lining 2005 mm
CHECK EVERY 15,000 (Plus items mentioned above):	Tire Tread 2005 32nds
Check brake system including lines, hoses, and parking brake.	Tire Pressure Z2_psi
Inspect engine cooling system, hoses, and clamps.	
Inspect air cleaner filter and pollen/air filter (if equipped).	
CHECK EVERY 30,000 (Plus items mentioned above):	Comments:
Inspect clutch operation.	
Replace air cleaner filter.	
Inspect pollen/air filter (if equipped).	
Inspect fuel tank, cap, cap gasket, and lines for damage and/or leaks.	
NON-MILEAGE RELATED CHECKS (optional):	
Check shocks/struts for leaks or for any damage.	NEXT SCHEDULED RESERVATION:
Inspect windshield for cracks or chips.	Date: Time: Time:
Check battery for corrosion.	Reason for Service:
Visually inspect belts and check for oil and fluid leaks.	

GCP FO 0000 00 08/02

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CHEVROLET WE'LL BE THERE 1856 W. U.S. HWY. 30 • VALPARAISO, IN 46385	LABOR & PARTS J# 1746GVZRHWHTR ROTATE TIRES ROAD HAZARD/MAINTENANCE ROTATE TIRES UNDER ROAD HAZZARD WARRANTY JOB # 1	5) 401 100 100 100 100 100 100 100 100 100	UNTERNALI 0.00
PH. (219) 462-1175 • FAX (219) 464-9833 (877) 75CHEVY	COMMENTS FRONT BRAKES HAVE 85% LEFT AND THE REARS ARE AT 90% TOTALS		
WWW.teamchevyinc.com VCS381410 CUSTOMER NUMBER 27106	* [] CASH [] CHECK CK NO. [] * * [] CASH [] CHECK CK NO. [] * * [] VISA [] MASTERCARD [] DISCOVER * * [] AMER XPRESS [] OTHER [] AR * * DATE PAID [] CASHIER INITIALS [] *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00 0.00
MERRILLVILLE, IN RESIDENCE DUANT LEWSINESS PHONE	**************************************		0.00
CAMERON         BALES         56         2740           LABOR RATE         LICENSE NO.         MILEAGE         23,028           YEAR / MAKE / MODEL         23,028         23,028           VEHICLE ID. NO.         1 G 1 Z T 5 4 8 2 5 F         F. T. E. NO.	CUSTOMER SIGNATURE	-	
COLOR STOCK NO.			
02/25/06 REPRINT NUMBER		• • •	
· •		· ·	
•			

708/354-4987

1856 W. U.S. HWY. 30 • VALPARAISO, IN 46385	LABOR & PARTS J# 1.02CVZ HIGHTS HEAD LIGHT IS LOOSE FITTING CHE HAD TO ORDER DRIVERS HEAD LAMP ASSEMBLY JO	TECH(S):23 AS A SAME AND ADVISE	0.00	
PH. (219) 462-1175 • FAX (219) 464-9833 (877) 75CHEVY www.teamchevyinc.com	TOTALS ************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG.	0.00 0.00 0.00 0.00 0.00 0.00	R
CVCS377741 CUSTOMER NUMBER 27106 MERRILLVILLE, IN	* * * * * * * * * *	TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00	FX11 bit
RESIDENCE PHONE     BUSINESS PHONE       ADVISOR     TAG NO.       CAMERON BALES     56       LABOR RATE     LICENSE NO.       YEAR / MAKE / MODEL     13,342	TOLL FREE AT 1-877-752-4389 CUSTOMER SIGNATURE		•	
YEAR / MARE / MODEL           OS/CHEVROLET/MALIBU/4 DOOR SEDAN           VEHICLE ID. NO.           I G I Z T 5 4 8 2 5 F           F. T. E. NO.           COLOR           /           COMMENTS				· · ·
DELIVERY MILES     SELLING DEALER NO.       R. O. DATE     INVOICE DATE       10/01/05     10/01/05       REPRINT NUMBER     DELIVERY DATE       PRODUCTION DATE				-

Illiana Basiness Solutions, Inc. 708/354-4987

CHEVROLET WE'LL BE THERE 1856 W. U.S. HWY. 30 • VALPARAISO, IN 46385	LABOR & PARTS J# 1 02CVZ LIGHTS HOURS: 0.50 TECH THE DRIVERS HEAD LAMP ASSEMBLY IS LOOSE FITTING THE HOLES IN THE HEADLAMP ASSEMBLY THAT THE BOL TO HOLD THE ASSEMBLY IN PLACE WERE OVALED OUT INSPECT AND FOUND THE HOLES THAT THE BOLTS GO T D THE HEADLAMP ASSEMBLY IN PLACE ARE OVALED OUT	CHECK FOR SO	WARRANTY	
PH. (219) 462-1175 • FAX (219) 464-9833 (877) 75CHEVY www.teamchevyinc.com	PARTSQTYFP-NUMBERDESCRIPTION JOB # 1 1 15287023 HEADLAMP 2.725	and the second se	WARRANTY 0.00 0.00	K
CVCS377812 CUSTOMER NUMBER 27106 MERRILLVILLE, IN	TOTALS	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	F-4, by
RESIDENCE PHONE ADVISOR CAMERON BALES 56 107 LABOR RATE LICENSE NO. YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN VEHICLE ID, NO.	YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETLY SATISFIED (QUESTION 16) PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR TOLL FREE AT 1-877-752-4389			
I G I Z T 5 4 8 2 5 F           F. T. E. NO.         P.O. NO.           COLOR         STOCK NO.           /			• • • • •	
R. O. DATE         INVOICE DATE           10/04/05         10/04/05           REPRINT NUMBER         DELIVERY DATE           PRODUCTION DATE         -			•	
•	DACE I DE 1 DAVITAN CULTOURS CON		·	` 

n± Business Solutions, Inc. 708/354-4987

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<b>EXAMPLE 1856 W. U.S. HWY. 30 • VALPARAISO, IN 46385</b> PH. (219) 462-1175 • FAX (219) 464-9833 (877) 75CHEVY www.teamchevyinc.com	COMMENTS WAITER TOTALS * [] CASH [] CHECK CK NO. [] * * [] VISA [] MASTERCARD [] DISCOVER * * [] AMER XPRESS [] OTHER [] AR * * DATE PAID () CASHIER INITIALS [.] *	TOTAL LABOR       12.96         TOTAL PARTS       16.99         TOTAL SUBLET       0.00         TOTAL G.O.G       0.00         TOTAL MISC CHG.       2.31         TOTAL MISC CHG.       2.31         TOTAL MISC CHG.       4.00         TOTAL TAX       1.16         TOTAL INVOICE \$       29.42
INVOICE NUMBER       CVCS382341         CUSTOMER NUMBER       27106         MERRILLVILLE, IN       IN         RESIDENCE PHONE       BUSINESS PHONE         ADVISOR       TAG NO.         CAMERON BALES       56         JABOR RATE       LICENSE NO.         YEAR / MAKE / MODEL       MILEAGE         OS / CHEVROL ET / MALIBU/4       DOOR SEDAN         VEHICLE ID. NO.       1.0.1.7.T.S.4.8.2.5.E	YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETLY SATISFIED (QUESTION 16) PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR TOLL FREE AT 1-877-752-4389 CUSTOMER SIGNATURE	MIDD JU
COLOR         STOCK NO.           COMMENTS         MO: 25198.           DELIVERY MILES         SELLING DEALER NO.           R. O. DATE         INVOICE DATE           O3/31/06         O3/31/06.           REPRINT NUMBER         DELIVERY DATE           PRODUCTION DATE         PRODUCTION DATE	Nett Pule USJ21/01	

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	LUBE.01	LUBE: OIL & FILTER ASSIS & DOOR HINGES OOLANT & TRANS FLUID L,FILTER - CHECK FLUID L GTX OIL	IPVPIA · UPEUN/ACT	(S) 38 OIL FILTER TIRE PRESSURE	<u> </u>	
1856 W. U.S. HWY. 30 • VALPARAISO, IN 46385 PH. (219) 462-1175 • FAX (219) 464-9833 (877) 75CHEVY	PARTSQTYFP- JOB # 1 1 JOB # 1 5	NUMBER 25010792 5w30	DESCRIPTION OIL FLTR 1.836 R CASTR GTX	UNIT PRICE 5.99 2.20 JOB # 1 TOTAL PARTS	5.99 11.00 16.99	
www.teamchevyinc.com			. JOB #	1 TOTAL LABOR & PARTS	. 29.95	
		IL & FILTER (COUPON)		I(S);999;2:152;5:253;153;	<u>101878</u> 0500	
27106		ER SAVED (\$4.00) AS P NUMBER		JOB # 2 TOTAL PARTS	0.00	
MERRILLVILLE, IN				2 TOTAL LABOR & PARTS	0.00	
RESIDENCE PHONE BUSINESS PHONE		TIRE ROTATE 33/3/2006 TIRES & INSPECT BRAK TIRES & INSPECT BRAK	La	H(S): 387 AND STAR AND SALES		
ADVISOR TAG NO.	PARTSQTYFP	NUMBER	-DESCRIPTION	JOB # 3 TOTAL PARTS	0.00	
LABOR RATE LICENSE NO. MILEAGE			.10B #	3 TOTAL LABOR & PARTS	0.00	
YEAR / MAKE / MODEL         25,197           O5/CHEVROLET/MALIBU/4-DOOR SEDAN           VEHICLE ID. NO.           1 G 1 Z T 5 4 8 2 5           F. T. E. NO.           COLOR           COLOR           STOCK NO.	Added Opération (C. THE LE LEFT R BRAKES INSPEC PULSAT REFACE	AMERONB @ 03/31/2006 FT OUTSIDE REAR BRAKE EAR BRAKE PAD CRACKED T AND FOUND LEFT REAF ION WHEN APPLYING BRA RAR BRAKE ROTORS AND	HOURS: 1:60 TEC 10:28) PAD IS CRACKED CHE & BRAKE PULSATION BRAKE PAD CRACKED KES REPLACE REAR BR TEEST DRIVE	H(S):38247 22 CK AND ADVISE WHEN APPLYING AND BRAKE AKE PADS &		ę
DÉLIVERY MILES SELLING DEALER NO.	PARTSQTYFP JOB # 4		DESCRIPTION PAD KIT 5.017 R	JOB # 4 TOTAL PARTS	WARRANTY	
R.O. DATE INVOICE DATE 03/31/06	$1 \setminus / \setminus$		JOB #	4 TOTAL LABOR & PARTS	0.00	
REPRINT NUMBER DELIVERY DATE	JOB # 2 \ DL	DESCRIPTION SSHOP SUPPLIES D DISCOUNT LABOR-\$ D DISCOUNT PARTS \$		TOTAL - MISC	2.31 -2.00 -2.00 -1.69	
	PAGE 1 OF 2 1	2:15pm CUSTOMER C	OPY	CONTINUED ON NEXT	PACE	

Note-

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TEAH CHEVROLET INC 1856 W US 30 VALPARAISO IN 46385 (219)462-1175

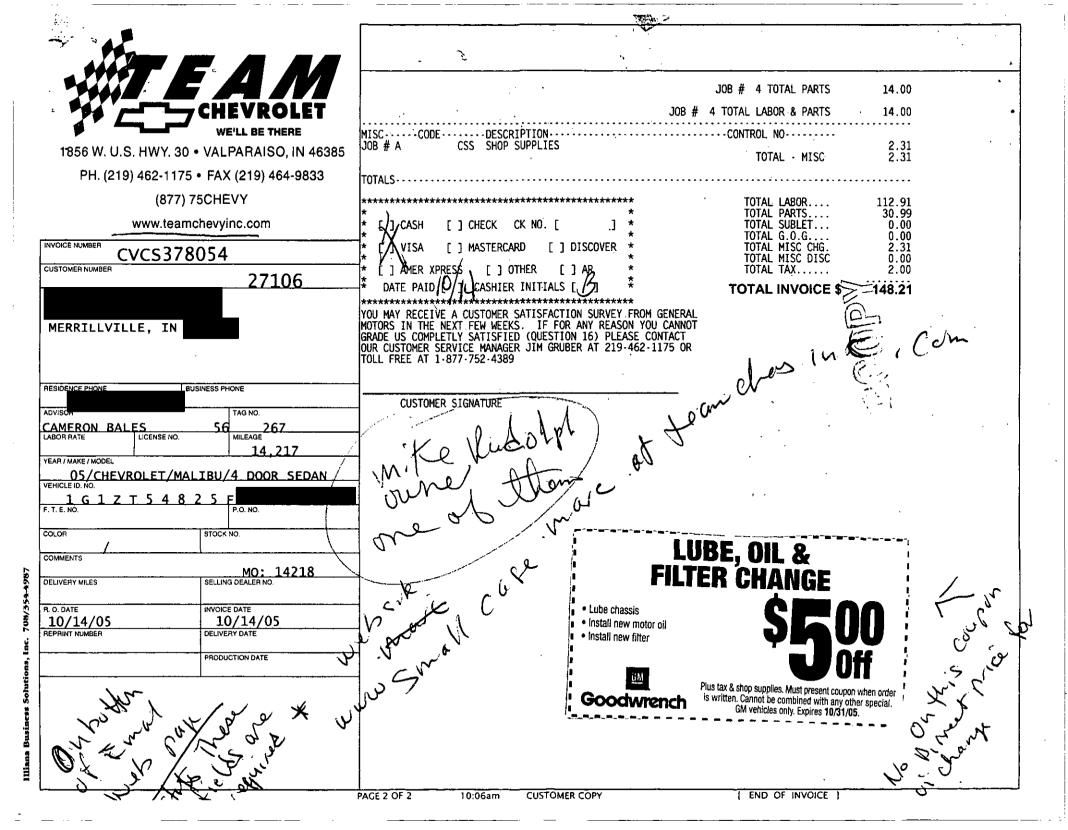
10:17 AH 10/14/05

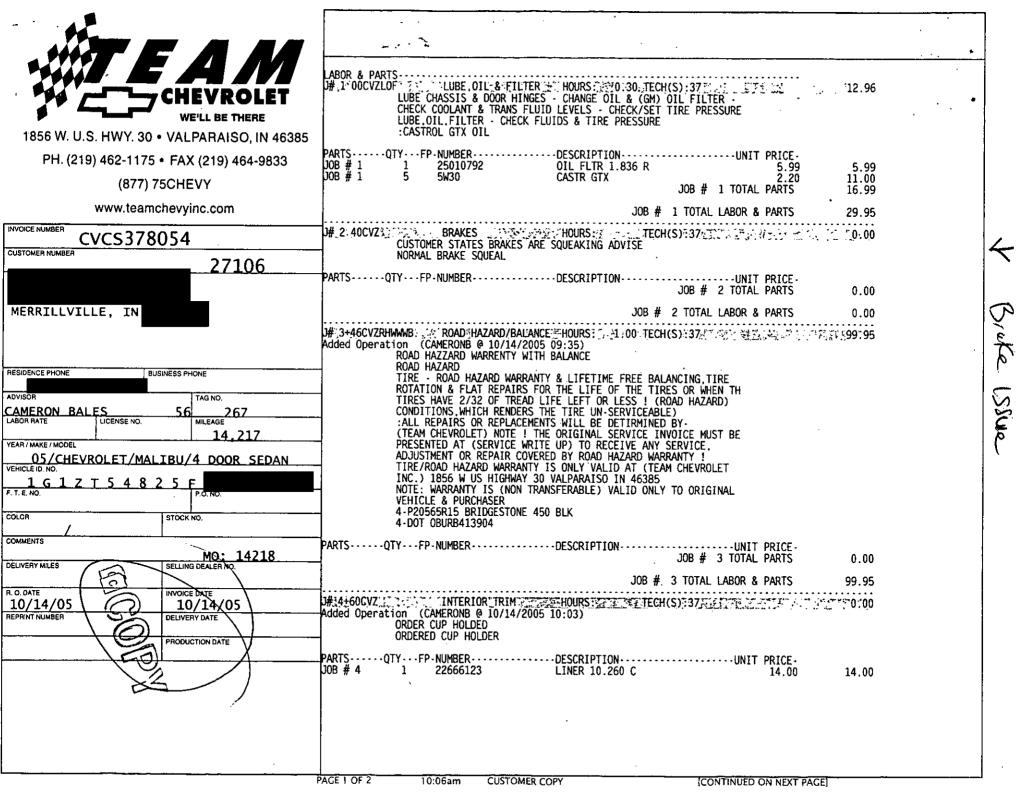
\*\*\*\* SALE TERN# 0001

AHOUNT \$ 148.21

> REF #002 AP 23857A BATCH #483 RO #378054

> > CUSTOMER COPY





Business Solutions, Inc. 704

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CHEVROLET WE'LL BE THERE 1050 W. U.S. HWY. 30 • VALPARAISO, IN 46385	LABOR & PARTS J#:1114CVZ067 CUSTOMER STATES EXHAUST SYSTEM NOISY CHECK FOR SOP' CRACK IN WELD BEHIND THE MUFFLER INSPECT & FOUND CRACK IN WELD BEHIND THE RESONATOR REPLACE MUFFLER				
다. (219) 462-1175 • FAX (219) 464-9833 (877) 75CHEVY www.teamchevyinc.com	PARTS         OTY         FP-NUMBER         DESCRIPTION           JOB # 1         1         15828658         MUFFLER 3.701           JOB # 1         •         1         22626929         GASKET 3.613	UNIT PRICE- WARRANTY WARRANTY JOB # 1 TOTAL: PARTS 0:00			
CVCS381639	JOB #	1 TOTAL LABOR & PARTS 0.00	ſ		
MERRILVILLE, IN	**************************************	TOTAL LABOR       0.00         TOTAL PARTS       0.00         TOTAL SUBLET       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			
CAMERON - BALES TAG NO. CAMERON - BALES TAG NO.	YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. 'IF FOR ANY REASON YOU CANNOT GRADE US COMPLETLY SATISFIED (QUESTION 16) PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR TOLL FREE AT 1-877-752-4389				
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TEAM CHEVROLET INC 1856 W US 30 VALPARAISO IN 46385 (219)462-1175

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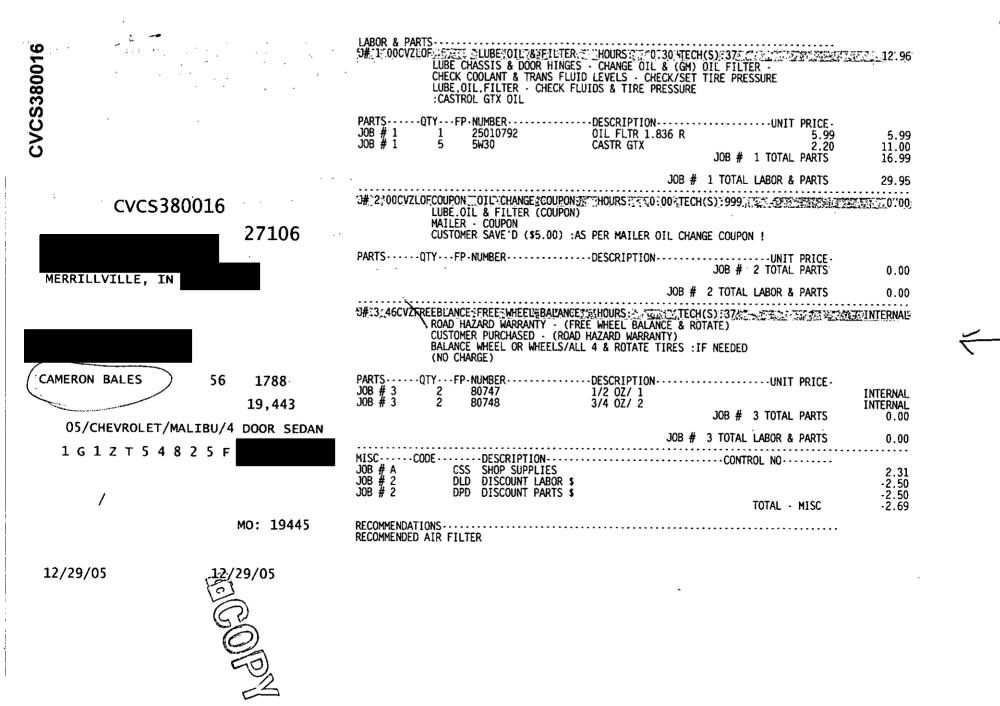
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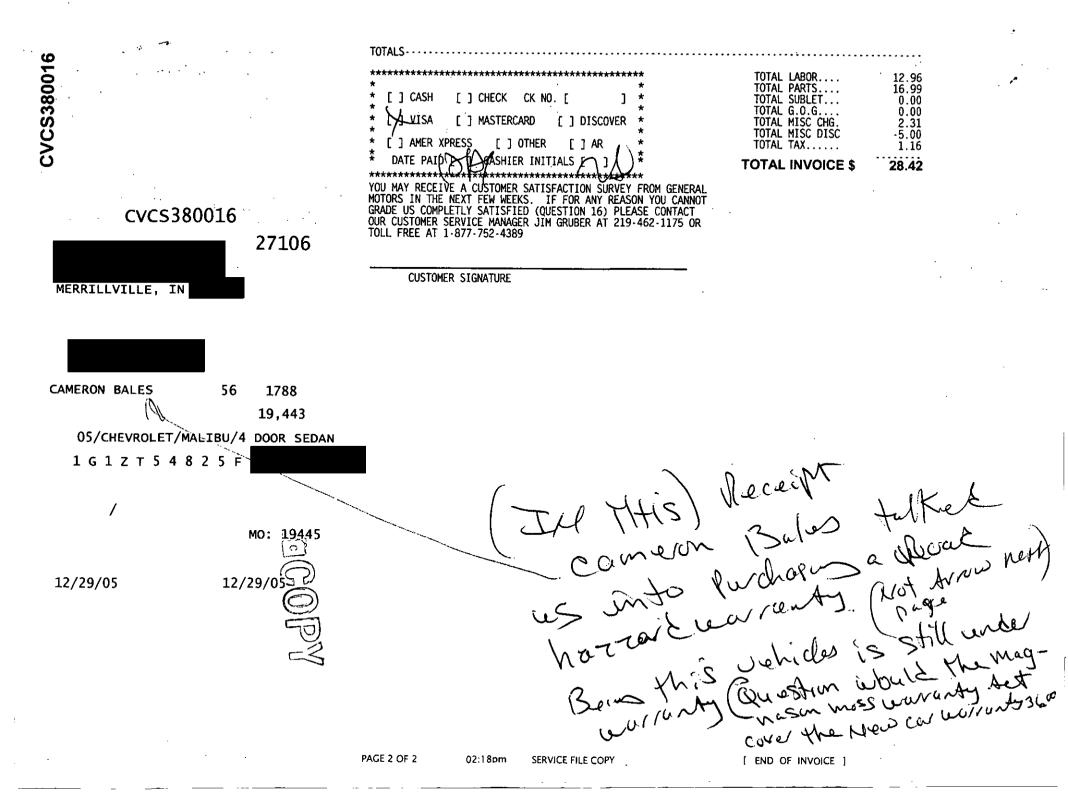
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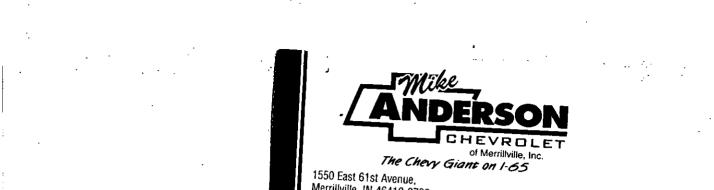
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1550 East 61st Avenue, Merrillville, IN 46410-2799 Voice: 219-947-4151 or 888-947-4151 Fax: 219-942-0499 www.mikeandersonchevy.com

SANDI HOLEMAN Fixed Operations Manager

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GARY IN 464 08 SEP 2006 PM 2'T Merituille an SEP 1 4 2008 G. RICHAND MAGONPEN JN. CEO General Motors Corporation 100 REAGAISS AARCE CEALTER DETROIT, MILLINGS

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The THE MATTER OF SUBJECT THAT IS DANGENOW OND DEFECTIVE THIS VEHICLE STILL UNDER VEHNMARETY HAS CAUSED US a GNEAT DEAL OF STARESS. AS A NESULT OF THE PAOBLEMS AND THE CONSTITUTED NEGATIVE BELTAVION OF OM et al MOST RECERPTLY SAMES SUBJECTS DE OM Attempted DISHONDERY PERTIMIENT TO ATTEMPTING TO GET THIS WRITER TO COMMENT TO A VERSAL AGREEMENT WITH OUT ALLOKONOG THIS WENTTED TO NEEDED ROMANDARY IN FINST. IND REGARDS TO A EXTENDED ROMANDARY IN SHONT THIS DISHONEST OM EMPLOYEE JAMES SHANDES WITH DIEM HIS EXTENDED VANDARTY OFFICEN WHEN I MENTION DUNEST THEN ONE CAN NOT FORGET MENTION DUNEST THEN ONE CAN NOT FORGET GMAC EMPLOYEE FANER V. GOWANS THREATEN TO

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SEPTEMBER D, Jool THE NE JOOS MALIBY VING-IGIZTSY825F

G MICHAND MAGONER, JN. CEO SEP 13 2006 G.R. WAGONER, JR. GERTELAL MOTORS COMPONATIONO 100 VERGASSANCE CENTER PETNOIT MI 48265

RECEIVED SEP 13 2006

GHULLISH THE WAGES OF BOTH NITLE HOLDENS AND & BELEAVE AT ONE TIME VIOLATED THE FAIR LABOR CHEDIT REPORTING ACT IN THE MATTER OF ACCOUNT KOD. Which we allowed the vehicle to be report because it storted Calley Agant also: THERE RECERCTLY WER RECEIVED a Letter trom GMAC Karen V. GoverAres peted August 22, 2006 THE NEGAMOS TO THE BACKACE Overed allededly for a Caralier. THAT KOASfalling Apard, most viecontly & spote to a Lady who prives a Canalier Aurily dur OHAT & Brought up the issue of smelling ait verse coming through one of our vents in the OS malibue. She had same problem with her Catalier. Siv En Shert I Know of alot of France by GM and your polical contributions over the years NOTE. Side Saddle Pickups, 105 million Judgment. NOTE, THE RALPH Leder case NOTE TWO Condition & class action NOTE GM Nemanufactured engined NOTE Between these 3 GM-Dealerships Bob Watson, BULIMOIS, GATEXAAY CHEY. CHGO, DR And Allison HAGGENTY CHEY. East Chops, Int. Hote, -HAGGENTY CHER & REALLY CARES SAY TO MUCH bad about them. THE OTHER TWO WATSON AND GATERAPAY Are experts at France

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En Shout) Defective and Dangerous and prior to That on or about Suly 31 2006 and turning signed went out. That night when the driver wonth? work around 10.00 pm. no desh lights and no lights Tail This writer could write another 10 pages all were astrong stab the B/s dowhat right. as in the article copy enclosed Please nepty at Your earliest convenience Merrillville, JRG

copy of original

# rsday, September 7, 2006

# GM boosts powertrain warrant 'We're putting our money lyst for auto-buying research website Edmunds.com. "It will help with the brand image and resale values." where our mouth is'

# By Chris Woodvard

UŠA TODAY 🗧

General Motors raised the stakes Wednesday in the five-year, 60,000-mile powerauto warranty wars, announcing it will back the powertrains of its 2007-model year vehicles up to five 10-year or 100,000-mile warranties of South Korea's vears or 100.000 miles.

Antos - GM's headquarters in Detroit said backing Hyundai spokeswoman Toni Honsowetz - its vehicles longer is a demonstration of how Unlike Hyundai's, however, GM's longer warranty is the world's largest automaker has improved quality

"We're putting our money where our mouth is," Wagoner said. The plan is cost effective now because matching GM's warranty terms? GM vehicles need fewer repairs. Warranty repair costs have fallen 40% in the past five years impact on sales," predicts Jesse Toprak, industry ana-, terpiece of the automaker's comeback in the 1980s

Dealers are hopeful about GM's plan. "This will be a bridge back to consumers" who still think GM has Door quality, says Mike Jackson, CEO of AutoNation, which operates more than 300 dealerships, including GM brands.

train warranty Ford offered in July, it falls short of the premium Cadillac, Hummer, Saab and F Hvundai and Kia brands. "It's nice when the world's ! chief, says the plan proves that GM ve -. CEO Rick Wagoner, unveiling the plans at & largest automaker is validating our strategy," said

transferable to a new owner if the vehicle is sold.

No other automaker said it planned to respond by Stronger warranties have always been a big part of the auto industry, especially since then-Chrysler CEO "It's going to have more of a long-term than direct Lee lacocca made seven years, 70,000 miles the cen-

Chrysler, now part of DaimlerChry revived 7/70,000 last year when studie 10% of customers actually cared. "Peor there but were not attaching any value man Kevin McCormick savs.

Previously, GM offered three-year, 36 ranties on Chevrole

While the plan trumps the. > Ford investors cautious, 4B, tiac and GMC bra vear, 50,000-mile w

Mark LaNeve, GM's North Amerievery bit as high in quality as those. makers Toyota and Honda - both initi term. "Our (assembly) plants rank abo Japanese plants" in quality, he says.

GM has improved its earnings throu but still lags in sales compared with las down 12% for the first eight months of data reports, most among domestic aut

Contributing: Sharon Silke Carty in Det



General Motors Corporation Customer and Relationship Services Customer Assistance Center PO Box 33170 Detroit, MI 48232-5170

September 20, 2006

State of Indiana Office of the Attorney General Consumer Protection Division Attention: Anthony Simons

Customer: Internet Content of Con

Dear Consumer Mediator Simons:

Thank you for your recent correspondence regarding he may have experienced.

2005 Chevrolet Malibu. We are sorry for any inconvenience

At your request, we reviewed the scale with our Central Office Staff. As a gesture to help maintain confidence and satisfaction with his vehicle we have offered him extended service coverage on his engine.. This extended service coverage would be at no cost to the standard service (\$0) dollar deductible. The terms of this plan would be for 5 years or 60,000 miles, whichever comes first from the in-service date of the vehicle, and would cover the engine (see below for components covered) against defects due to material or workmanship.

Components covered: Cylinder block, heads, crankshaft and bearings, crankshaft seals – front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts.

Please be advised that **a second base of the second** 

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 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.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center









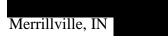






# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

November 23, 2010



Service Request: 1-425399921 Customer Relationship Specialist: Susan MacEwan

Dear

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact me at 1-313-667-7153 Monday through Friday between the hours of 8:30 a.m. and 5:00 p.m., EST. Please refer to your service request number above and I will be happy to assist you.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Susan MacEwan Executive Assistant November 23, 2010



Service Request: 1-425399921 Customer Relationship Specialist: James Shanks

# Dear

Chevrolet is pleased to provide service coverage for the engine on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54825F This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 7<sup>th</sup> 2010, or 60,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Engine – Cylinder block, heads, crankshaft and bearings, crankshaft seals – front and rear, camshaft and bearings, connecting rods and pistons, valve train (including valve seals, valve covers and internal parts), timing gears, chain/belt and cover, oil pump, oil pump housing, oil pan, all engine seals and gaskets, all lubricated internal engine parts, water pump, intake and exhaust manifolds, flywheel, harmonic balancer, and engine mounts.

Chevrolet 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 Malibu. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 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,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER Component Service Coverage