



General Motors Corporation
Business 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: [REDACTED] v. General Motors Corporation
Service Request: 1-423974806
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528X54 [REDACTED]
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.

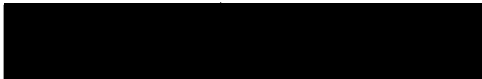
Sincerely,

General Motors Corporation

cc: FILE

LG0043
V07022006

Odometer



Client's Signature

Client's Signature

5/7/07
Date

Date



GMC



INTELLIGENT DESIGN



North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GMCHECK **No.** [REDACTED]50-937
213**DATE**

05/11/07

*****2,300 DOLLARS

AMOUNT

*****00 CENTS *****2,300.00

DAVID J. GORBERG & ASSOCIATES
162 LEEDOM WAY
NEWTOWN PA 18940-2330

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

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

AUDIT

VENDOR
DUNS NO. BB 000000030

1

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/11/07

VENDOR NAME DAVID J. GORBERG & ASSOCIATES

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G2ZG528X54 [REDACTED]	05/10/07 1-423974806	VM-1-8J451N 1-8J451N	00.0000	2,300.00	.00	2,300.00
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

TOTAL

2,300.00

.00

2,300.00

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ - 85082-2530

GM

CHECK No. [REDACTED]

50-937
213

DATE
05/11/07

*****3,000 DOLLARS

*****00 CENTS *****3,000.00

AMOUNT

NEWTOWN PA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

Richard C. [REDACTED]

PAY
TO THE
ORDER
OF

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

North American Operations

General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

05/11/07

VENDOR
DUNS NO. BB 000000031

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
162ZG528X5 [REDACTED]	05/10/07 1-423974806.1-8J451Q	VM 1-8J451Q	00.0000	3,000.00	.00	3,000.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
TOTAL				3,000.00	.00	3,000.00



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

VIA FAX ONLY

April 25, 2007

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 1-423974806
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528X54 [REDACTED]
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 \$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.

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



April 25, 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



FedEx

Express

The World (

ORIGIN ID: OXCA (313) 667-9397
ENIKO HAYASHI
PBWS GM CORP HHQ
100 RENAISSANCE CENTER
DETROIT MI 48216
UNITED STATES

Ship Date: 08FEB07
Actual Wgt: 2 LB
Sustent: 406865
Account: S 1776-D110-1

HSX INTERNATIONAL
ROB BROOK JR
1919 CONCEPT DR
336-105-000
WARREN, MI 48091-6013

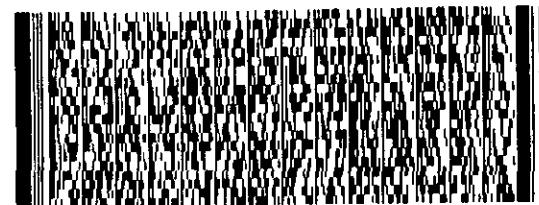
FEB 09 2007 (US)

(248) 952-5100

FedEx
Express



Delivery Address
Barcode



PRIORITY OVERNIGHT

TRK# 7053 2656 6670 Form 0201

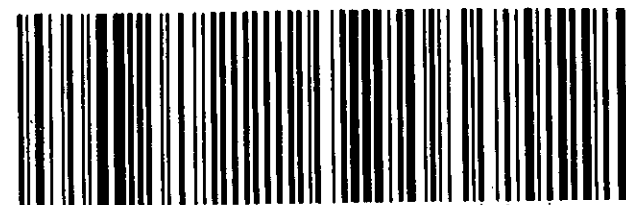
QTH

FRI
Deliver By:
09Feb07

A2

48091 -MI-US

66 UIZA



For FedEx Express® Shipments Only



**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:

Re: GM Case No. 628212
[REDACTED] 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, **1919 Concept Drive, Warren, MI 48091.**

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)

**Service of Process
Transmittal**

02/02/2007

Log Number 511871032

2/22

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

✓

RE: Process Served in Pennsylvania

#628212

FOR: General Motors Corporation (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED] Pltf. 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 [REDACTED] is defective
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: C T Corporation System
PER: Tyeasha Weaver
ADDRESS: 1515 Market Street
Suite 1210
Philadelphia, PA, 19102
TELEPHONE: 215-563-7750

ER RAB

Page 1 of 1 / SS

CT-web
2/2 1:47

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 certified mail receipts confirm receipt of the package only, not of its contents.

Steven KANTORCMTZ

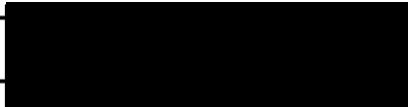
PERUZZI AUTOMOTIVE GROUP
PONTIAC ~ GMC ~ BUICK ~ NISSAN ~ MITSUBISHI
215-943-6000/WWW.PERUZZI.COM



FAX COVER SHEET

DATE: 9-29-06
TO: GM / Emily Butler
FAX NUMBER: 866-270-0204
FROM: Pam Colclough
TOTAL PAGES, INCLUDING COVER: 4

COMMENTS

Per your request re 

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county LANGHORNE PA	Garaging address (if different) N/A	LESSOR (Retailer) PERUZZI PONTIAC GMC TRUCK INC 165 LINCOLN HWY FAIRLESS HILLS PA 19030
	Principal driver (if business use) N/A	

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

"us," "we," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to **N/A**.

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	PONTIAC G6	6 CYL SED	1G27G528X54	90	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options: N/A						GVW (If truck)

FEDERAL CONSUMER LEASING ACT NOTICE

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ 600.00	2. Monthly Payments Your first monthly payment of \$ 451.48 is due on 07/08/2006 , followed by 47 payments of \$ 451.48 due on the 8th of each month. The total of your monthly payments is \$ 21671.04	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ N/A N/A \$ N/A Total \$ N/A	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ 21819.56
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5. Amount Due at Lease Signing or Delivery:		6. How the Amount Due at Lease Signing or Delivery will be paid:	
a. Capitalized cost reduction	\$ 15.61	a. Net trade-in allowance	\$ N/A
b. First monthly payment	\$ 451.48	b. Rebates and noncash credits	\$ N/A
c. Refundable security deposit	\$ N/A	c. Amount to be paid in cash	\$ 600.00
d. Title fees	\$ 22.50		
e. Registration fees	\$ 46.00		
f. Sales/use tax	\$ 1.41		
g. ON-LINE FEE	\$ 40.00		
h. MESSENGER=3.00	\$ 3.00		
i. ENCUMBR=5.00 TIRE=5.00 NOTARY=10.00	\$ 20.00		
j. Total	\$ 600.00	d. Total	\$ 600.00

7. Your monthly payment is determined as shown below:	
a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 25883.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 27184.00
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ 15.61
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 27169.39
d. Residual value. The value of this vehicle at the end of the lease used in calculating your base monthly payment	\$ 11341.10
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 15827.29
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 4054.31
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 19881.60
h. Lease payments. The number of payments in your lease	48
i. Base monthly payment	\$ 414.20
j. Monthly sales/use tax (estimated)	\$ 37.28
k. N/A	\$ N/A
l. Total monthly payment	\$ 451.48

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 0.20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 11341.10 , plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.	
a. Agreed upon value of the vehicle	\$ 25883.00
b. GMAC administrative fee	\$ 595.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ N/A
e. Other tax (describe) N/A	\$ N/A
f. Optional service contract	\$ 706.00
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ N/A
i. Optional disability insurance	\$ N/A
j. N/A	\$ N/A
k. N/A	\$ N/A
l. Gross Capitalized Cost	\$ 27184.00

12. THE VEHICLE YOU ARE TRADING.	
(year)	(make)
(model)	
Gross trade-in value	\$ N/A
Payoff	\$ N/A
Net trade-in value	\$ N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us. (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ **2030.35**

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end **07/07/2009**. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ **25.00** per day (plus tax) beginning on the eighth day after scheduled lease end date.

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 this lease as follows:

Insurance company name:	ALLSTATE
Insurance agency name:	HUGHES INS AGY
Agency address:	2546 WEST CHESTER PIKE BROOMALL PA 19008
Agency phone no.:	(610) 325-6800
Agent's name:	
Policy no.:	
Deductibles: Collision \$ 500 Liability <input checked="" type="checkbox"/> Physical damage <input checked="" type="checkbox"/>	
Comprehensive \$ 500	
Insurance company name:	N/A
Insurance agency name:	N/A
Agency address:	N/A
Agency phone no.:	N/A
Agent's name:	N/A
Policy no.:	N/A
Deductibles: Collision \$ N/A Liability <input type="checkbox"/> Physical damage <input type="checkbox"/>	
Comprehensive \$ N/A	

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability

a. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 15827.29
b. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 4054.31
c. Lease payments. The number of payments in your lease	\$ 19881.60
d. Base monthly payment	\$ 48
e. Monthly sales/use tax (estimated)	\$ 414.20
f. Total monthly payment	\$ 37.28
g. N/A	\$ N/A
h. Total monthly payment	\$ 451.48

Early Termination: You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 0.20 per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 11341.10 plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 25883.00
b. GMAC administrative fee	\$ 585.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ N/A
e. Other tax (describe) N/A	\$ N/A
f. Optional service contract	\$ 706.00
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ N/A
i. Optional disability insurance	\$ N/A
j. N/A	\$ N/A
k. N/A	\$ N/A
l. Gross Capitalized Cost	\$ 27184.00

12. THE VEHICLE YOU ARE TRADING.

	(year)	(make)	(model)
Gross trade-in value			N/A
Payoff			N/A
Net trade-in value			N/A

13. **OFFICIAL FEES AND TAXES.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2030.35
The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$ 22.50
b. Registration fees/taxes	\$ 177.00
c. License fees/taxes	\$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 1790.85
e. Excise taxes	\$ N/A
f. Property taxes	\$ N/A
g. Other (describe) N/A	\$ N/A
h. Other (describe) ON-LINE FEE	\$ 40.00
i. Other (describe) N/A	\$ N/A

14. MILEAGE.

- Base Mileage Allowance.** ☒ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles: You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is <u>48090</u> miles.	
Starting odometer mileage	90 miles
Base mileage allowance	+ 48000 miles
Purchased extra miles	+ N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 0.20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total 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.

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

THIS 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 the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED PEROZZI PONTIAC GMC TRUCK INC (city) FAIRLESS HILLS (state) PA ON 07 (month) 08 (day) 2005 (year)

Signature: PEROZZI PONTIAC GMC TRUCK INC Title: PEROZZI PONTIAC GMC TRUCK INC

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

PEROZZI PONTIAC GMC TRUCK INC

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

16. **CHARGE FOR FINES.** If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. **SCHEDULED LEASE END DATE.** This lease is scheduled to end 07/07/2009. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. **LEASE AND DAILY EXTENSION CHARGE.** \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

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 this lease as follows:

Insurance company name: ALLSTATE
 Insurance agency name: HUGHES INS AGY
 Agency address: 2546 WEST CHESTER PIKE BROOKHALL PA 19008
 Agency phone no.: (610)325-6900
 Agent's name: [REDACTED]
 Policy no.: [REDACTED]
 Deductibles: Collision \$ 500 Comprehensive \$ 500

Insurance company name: N/A
 Insurance agency name: N/A
 Agency address: N/A
 Agency phone no.: N/A
 Agent's name: N/A
 Policy no.: N/A
 Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. **OPTIONAL LIFE AND DISABILITY INSURANCE.** We do not require life or disability 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 lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
 Address: N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A
 Coverage limit \$ N/A
☐ Disability insurance (Lessee only) Premium \$ N/A
 Monthly coverage limit \$ N/A
 Age N/A
 Age N/A

21. **WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty
☐ N/A

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS

Name N/A Term N/A months N/A miles
 Name N/A Term N/A months N/A miles
 If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.



FIDELITY
WARRANTY
SERVICES
INC.

LEASE CARE

NEW VEHICLE COVERAGE
FOR BALLOON NOTE FINANCED OR LEASED VEHICLES

VEHICLE INFORMATION

CONTRACT NUMBER	36226096	SERIAL NUMBER	16276528154174674
YEAR	2005	MAKE	PONTIAC
		MODEL	G6
		CURRENT ODOMETER READING	90

DEALER INFORMATION

SELLING DEALER	PERUZZI PONTIAC GMC TRUCK INC.			DEALER #	37538
DEALER ADDRESS	CITY	STATE	ZIP		
165 LINCOLN HWY	FAIRLESS HILLS	PA	19030		
DEVELOPER	ADDRESS				
GRAC	P.O. BOX 8140 COCKEYSVILLE MD 21030				
DEALER SIGNATURE					

SERVICE CONTRACT INFORMATION*

TERM / MILEAGE SELECTED		COVERAGE
TERM	MILEAGE	PLATINUM (PNP) <input checked="" type="checkbox"/>
48 MONTHS	48000 MILES	DEDUCTIBLE
		\$0 <input checked="" type="checkbox"/>
		ROAD HAZARD TIRE COVERAGE <input checked="" type="checkbox"/>
SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES		
SERVICE CONTRACT PRICE	SERVICE CONTRACT PURCHASE DATE	
706.00	07/08/2005	

*THIS SERVICE CONTRACT MAY PROVIDE CERTAIN COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME	LAST NAME	
[REDACTED]	WOLF	
ADDRESS	CITY	STATE ZIP
[REDACTED]	LANGHORNE	PA 19047
(AREA CODE) TELEPHONE NUMBER	YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTAIN FINANCING OR TO LEASE THIS VEHICLE.	
SIGNATURE	NOTICE TO SERVICE CONTRACT HOLDER: YOU are required to obtain authorization prior to beginning any repairs covered by this Service Contract except as noted in #4 of "HOW TO MAKE A CLAIM"	

OPTIONAL CAR CARE SERVICE PLAN INFORMATION

SEE OWNER'S MANUAL FOR COMPLETE LISTING OF FULL FACTORY RECOMMENDED SERVICES

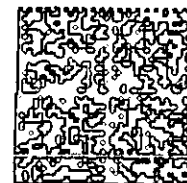
CAR CARE PURCHASE DATE	CAR CARE PURCHASE PRICE	I hereby acknowledge the purchase of Optional Car Care Service Plan.	
	N/A	Signature	
SELECT BOTH TERM / MILEAGE AND SERVICE LEVEL:			
PREMIUM 3,000 MILES	PREMIUM 3,750 MILES	VALUE 5,000 MILES	VALUE 7,500 MILES
<input type="checkbox"/> 24/30,000 STANDARD (MN3) <input type="checkbox"/> 30/37,500 <input type="checkbox"/> <input type="checkbox"/> 36/45,000 PLUS (N3+) <input type="checkbox"/> 42/52,500 <input type="checkbox"/>	<input type="checkbox"/> 24/30,000 STANDARD (MNP) <input type="checkbox"/> 30/37,500 <input type="checkbox"/> <input type="checkbox"/> 36/45,000 PLUS (NP+) <input type="checkbox"/> 42/52,500 <input type="checkbox"/>	<input type="checkbox"/> 24/30,000 STANDARD (MN5) <input type="checkbox"/> 30/37,500 <input type="checkbox"/> <input type="checkbox"/> 36/45,000 PLUS (N6+) <input type="checkbox"/> 42/52,500 <input type="checkbox"/>	<input type="checkbox"/> 24/30,000 STANDARD (MN7) <input type="checkbox"/> 30/37,500 <input type="checkbox"/> <input type="checkbox"/> 36/45,000 PLUS (N7+) <input type="checkbox"/> 42/52,500 <input type="checkbox"/>

☐ Washington Residents Only: By initialing this box, YOU acknowledge YOU have reviewed with Selling Dealer the sections of this Service Contract titled: SERVICE CONTRACT COVERAGE, SERVICE CONTRACT PERIOD, EXCLUSIONS FROM COVERAGE, HOW TO MAKE A CLAIM, CANCELLATION, and IMPLIED WARRANTY. CONTRACTUAL LIABILITY POLICY # CL-02-091.

SERVICE COMPANY AND ADMINISTRATOR:

FIDELITY WARRANTY SERVICES, INC.

P.O. BOX 8567 ▼ DEERFIELD BEACH, FLORIDA 33443 ▼ 1-800-327-5172



HASLER

\$1.11

SEP 22 2006

US POSTAGE

FIRST-CLASS

MAILED FROM 19107

011A0413001320

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

First Class Mail

SEP 25 2006



GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE & RELATIONSHIP SERVICES
LEGAL-TAMPA, C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091

SEP 25 2006

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

SUITE 2040

PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON

1 (800) 695-3666

(215) 563-7210

FAX (215) 563-8738

www.MyLemon.com

DAVID J. GORBERG
DOMINIQUE GRENIER*
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
MELISSA A. WEIK-HANNA*
TRACY A. PHILLIPS
KIMBERLY A. HOEHING*
LAURA L. APPEGATE

*MEMBER OF PA AND NJ BARS

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

September 22, 2006

**GENERAL MOTORS CORPORATION
CUSTOMER ASSISTANCE
& RELATIONSHIP SERVICES
LEGAL-TAMPA
C/O MSX INTERNATIONAL
1919 CONCEPT DRIVE
WARREN, MI 48091**

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

Dear Legal Department:

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.

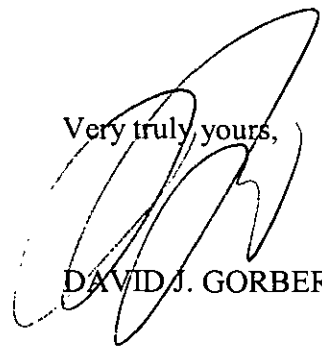
GENERAL MOTORS CORPORATION

Page 2.

RE: [REDACTED]

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

Very truly yours,

A large, stylized handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the bottom.

DAVID J. GORBERG

DJG/jd

GMAC SMARTLEASESM AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county <div style="background-color: black; width: 150px; height: 40px; margin: 5px 0;"></div> LANGHORNE PA 09BUCKS	Garaging address (if different) N/A Principal driver (if business use) N/A	LESSOR (Retailer) / PERUZZI PONTIAC GMC TRUCK INC 165 LINCOLN HWY FAIRLESS HILLS PA 19030
---	---	---

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

"We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	PONTIAC G6	6 CYL SED	1G2ZG528X54	90	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options: <u>N/A</u>						GVW (if truck) <u> </u>

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <u>600.00</u>	2. Monthly Payments Your first monthly payment of \$ <u>451.48</u> is due on <u>07/08/2005</u> , followed by <u>47</u> payments of \$ <u>451.48</u> due on the <u>8th</u> of each month. The total of your monthly payments is \$ <u>21671.04</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> \$ <u>N/A</u> Total \$ <u>N/A</u>	4. Total of Payments (The amount you will have by the end of the lease.) \$ <u>21819.56</u>
--	--	--	--

***Itemization of Amount Due at Lease Signing or Delivery**

5. Amount Due at Lease Signing or Delivery: a. Capitalized cost reduction \$ <u>15.61</u> b. First monthly payment \$ <u>451.48</u> c. Refundable security deposit \$ <u> </u> d. Title fees \$ <u>22.50</u> e. Registration fees \$ <u>46.00</u> f. Sales/use tax \$ <u>1.41</u> g. <u>ON-LINE FEE</u> \$ <u>40.00</u> h. <u>MESSANGER=3.00</u> \$ <u>3.00</u> i. <u>ENCUMB=5.00 TIRE=5.00 NOTARY=10.00</u> \$ <u>20.00</u> j. Total \$ <u>600.00</u>	6. How the Amount Due at Lease Signing or Delivery will be paid: a. Net trade-in allowance \$ <u>N/A</u> b. Rebates and noncash credits \$ <u>N/A</u> c. Amount to be paid in cash \$ <u>600.00</u> d. Total \$ <u>600.00</u>
--	--

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>25883.00</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ <u>27184.00</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- \$ <u>15.61</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$ <u>27168.39</u>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$ <u>11341.10</u>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$ <u>15827.29</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$ <u>4054.31</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$ <u>19881.60</u>
h. Lease payments. The number of payments in your lease	+ <u>48</u>
	= <u>414.20</u>

ment leaves on you, the vehicle, or us (except our net income taxes). We may change monthly payment if taxes change. We may bill you separately for official fees and taxes.

LEST MATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2030.35
actual total of fees and taxes may be higher or lower depending on tax rates in effect or the lease value when a fee or tax is assessed.

1. Title/lien fees	\$ <u>22.50</u>
2. Registration fees/taxes	\$ <u>177.00</u>
3. License fees/taxes	\$ <u>N/A</u>
4. Sales/use taxes (including tax on capitalized cost reduction)	\$ <u>1790.85</u>
5. Excise taxes	\$ <u>N/A</u>
6. Property taxes	\$ <u>N/A</u>
7. Other (describe) <u>N/A</u>	\$ <u>N/A</u>
8. Other (describe) <u>ON-LINE FEE</u>	\$ <u>40.00</u>
9. Other (describe) <u>N/A</u>	\$ <u>N/A</u>

MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles: You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

Total Allowed Mileage on the Odometer at Lease End is 48090 miles
Starting odometer mileage 90 miles
Base mileage allowance 48000 miles
Purchased extra miles N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 0.20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total 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.

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

THIS 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 the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSOR: [Signature] BY: X CO-LESSEE: X
We may deny or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT FAIRLESS HILLS PA ON 07 08 2005
(city) (state) (month) (day) (year)

LESSOR: PEROZZI PONTIAC GMC TRUCK INC BY: X CO-LESSEE: X

LESSOR: [Signature] SIGNATURE AND TITLE: X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, or the terms of the Dealer Agreement.

LESSOR: PEROZZI PONTIAC GMC TRUCK INC BY: X TITLE:

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability 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 lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A

Address: N/A

N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A

Coverage limit \$ N/A

☐ Disability insurance (Lessee only)

Premium \$ N/A

Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X N/A Age N/A

CO-LESSEE'S SIGNATURE: X N/A Age N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months N/A miles

Name N/A Term N/A months N/A miles

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

Capitalized cost reduction \$ 15.61
 First monthly payment \$ 451.48
 Refundable security deposit \$
 Title fees \$ 22.50
 Registration fees \$ 46.00
 Sales/use tax \$ 1.41
ON-LINE FEE \$ 40.00
MESSENGER=3.00 \$ 3.00
ENCUMB=5.00 TIRE=5.00 NOTARY=10.00 \$ 20.00
 j. Total \$ 600.00

a. Net trade-in allowance \$ N/A
 b. Rebates and noncash credits \$ N/A
 c. Amount to be paid in cash \$ 600.00
 d. Total \$ 600.00

7. Your monthly payment is determined as shown below:

Gross capitalized cost. The agreed upon value of the vehicle (\$ 25883.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) \$ 27184.00
Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost - \$ 15.61
Adjusted capitalized cost. The amount used in calculating your base monthly payment = \$ 27168.39
Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment - \$ 11341.10
Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term = \$ 15827.29
Rent charge. The amount charged in addition to the depreciation and any amortized amounts + \$ 4054.31
Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge = \$ 19881.60
Lease payments. The number of payments in your lease + 48
Base monthly payment = \$ 414.20
Monthly sales/use tax (estimated) + \$ 37.28
N/A + \$ N/A
Total monthly payment = \$ 451.48

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 0.20 per mile.
Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 11341.10 , plus official fees and taxes.
Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

ITEMIZATION OF GROSS CAPITALIZED COST.

Agreed upon value of the vehicle \$ 25883.00
 GMAC administrative fee + \$ 595.00
 License/registration/title fees + \$ N/A
 Sales tax + \$ N/A
 Other tax (describe) N/A + \$ N/A
 Optional service contract + \$ 706.00
 Optional maintenance contract + \$ N/A
 Optional life insurance + \$ N/A
 Optional disability insurance + \$ N/A
 I. Gross Capitalized Cost = \$ 27184.00

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 07/17/2009
 You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

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 this lease as follows:

Insurance company name: ALLSTATE
 Insurance agency name: HUGHES INS AGY
 Agency address: 2546 WEST CHESTER PIKE BROOMALL PA 19008
 Agency phone no.: (610)325-6900
 Agent's name: [REDACTED]
 Policy no.: [REDACTED]
 Deductibles: Collision \$ 500 Liability ☒ Physical damage ☒
 Comprehensive \$ 500
 Insurance company name: N/A
 Insurance agency name: N/A
 Agency address: N/A

THE VEHICLE YOU ARE TRADING.

(year) (make) (model)
 Gross trade-in value \$ N/A
 Payoff - \$ N/A
 - \$ N/A

j. Monthly sales/use tax: (estimated)
k. N/A

l. Total monthly payment

\$ 451.18

Early Termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$ 0.20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 11341.10, plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 2588.00
b. GMAC administrative fee	\$ 59.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ N/A
e. Other tax (describe) <u>N/A</u>	\$ N/A
f. Optional service contract	\$ 705.00
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ N/A
i. Optional disability insurance	\$ N/A
j.	\$ N/A
k.	\$ N/A
l. Gross Capitalized Cost	\$ 2734.00

12. THE VEHICLE YOU ARE TRADING.

	(year)	(make)	(model)
Gross trade-in value			N/A
Payoff			N/A
Net trade-in value			N/A

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if tax is change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2130.35
The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$ 22.50
b. Registration fees/taxes	\$ 177.00
c. License fee/taxes	\$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 1790.85
e. Excise taxes	\$ N/A
f. Property taxes	\$ N/A
g. Other (describe) <u>N/A</u>	\$ N/A
h. Other (describe) <u>ON LINE FEE</u>	\$ 40.10
i. Other (describe) <u>N/A</u>	\$ N/A

14. MILEAGE.

Base Mileage Allowance: ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.

☐ Medium-duty truck (gasoline): 25,000 miles/year

☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are paying N/A extra miles per mile if this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 07/17/2009. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning the eighth day after scheduled lease end date.

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 the lease as follows:

Insurance company name: ALL STATE
Insurance agency name: HUGHES INS AGY
Agency address: 2546 WEST CHESTER PIKE BROOMALL PA 19008
Agency phone no.: (610) 325-6900
Agent's name: [REDACTED]
Policy no.: [REDACTED] ☒ Liability ☒ Physical damage
Deductibles: Collision \$ 500 Comprehensive \$ 500
Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability 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 lease describes coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A

<input type="checkbox"/> Life insurance (<input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both)	Premium	\$	<u>N/A</u>
	Coverage limit	\$	<u>N/A</u>
<input type="checkbox"/> Disability insurance (Lessee only)	Premium	\$	<u>N/A</u>
	Monthly coverage limit	\$	<u>N/A</u>

LESSEE'S SIGNATURE: X N/A N/A N/A N/A

CO-LESSEE'S SIGNATURE: X N/A N/A N/A N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty
☐ N/A

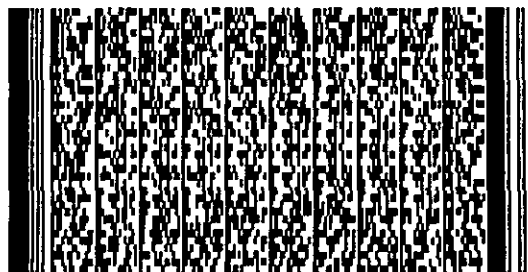
Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL
EXPIRY: JUN 30, 2007 VALID: 07/13/06
PLATE: GC05368
TITLE: 62105664201 VA
VIN: 1622G528X54174679
YR/MAKE: 2005 PONTIAC
TYPE: SDN
MID: 061942600 034609-003

NEWTOWN PA

Change your address online at: www.state.pa.us Pa Keyword "DMV"

I hereby acknowledge this day that I have received
notice of the provisions of Section 3709 of the Vehicle
Code.





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SCION

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STOMER NO. 10	ADVISOR STEPHEN C STACKHOU	1593	TAG NO.	INVOICE DATE 07/09/05	INVOICE NO. PNC5571684
PERUZZI PONTIAC GMC TRUCK INC 165 LINCOLN HWY. FAIRLESS HILLS, PA 19030 consumer@voicenet.com 215-943-6000	LABOR RATE	LICENSE NO.	MILEAGE 103	COLOR SEDONA BEIG	STOCK NO. 50550
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1G622G528X54			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. 09-332 138	P.O. NO.	P.O. DATE 07/09/05		
215-943-6000	BUSINESS PHONE 215-943-6000				COMMENTS
					MO: 103

LABOR & PARTS
1 99PNZPA1NSP *PA.STATE INPECTION TECH(S):1615 INTERNAL
PERFORM SAFETY INSPECTION
FRONT BRAKE READING:
108
REAR BRAKE READING:
108

JOB # 1 TOTAL LABOR & PARTS 0.00

2 99PNZEM1EXEMPT *EXEMPT EMISSIONS TECH(S):43 INTERNAL
INPUT EXEMPTION INFORMATION TO STATE
REQUIRED PROCESS
ENTERD AND DOWN LOADED INFO AND EXEMPTION ISSUED

JOB # 2 TOTAL LABOR & PARTS 0.00

ISC	CODE	DESCRIPTION	CONTROL NO	INTERNAL
IOB # 1	ST	GM INSP STICKER CHARGE		INTERNAL
IOB # 2	PC	PHONE CALL TO STATE		INTERNAL
TOTAL - MISC.				0.00

COMMENTS
CHARGE TO NEW CAR DEPT.

TOTALS

VISA() MASTERCARD() AMERICAN EXPRESS()	TOTAL LABOR....	0.00
CASH() CHECK#() DATE / INITIALS()	TOTAL PARTS....	0.00
THANK YOU!	TOTAL SUBLET....	0.00
WE WANT YOU TO BE	TOTAL G.O.G....	0.00
COMPLETELY SATISFIED	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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CUSTOMER NO. 135122	ADVISOR BRUCE DUBROW	1138	TAG NO. 703	INVOICE DATE 08/26/05	INVOICE NO. PNGS578798
[REDACTED] LANGHORNE, PA	LABOR RATE	LICENSE NO.	MILEAGE 1,149	COLOR SEDONA BEIG	STOCK NO. 50550
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE ID NO. 1 G 2 2 G 5 2 8 X 5 4			SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 08/26/05		
COMMENTS					MO: 1150

LABOR & PARTS
#1 10PNZRECALL RECALL MISC. TECH(S):1563 WARRANTY
CUSTOMER STATES PERFORM CAMPAIGN 05548B, HARMONIC BALANCER
TO BE RETORQUED
TECH NOTED OPEN RECALL
PERFORM OPEN RECALL

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

VISA() MASTERCARD() AMERICAN EXPRESS()	TOTAL LABOR...	0.00
ASH() CHECK#() DATE / INITIALS()	TOTAL PARTS...	0.00
THANK YOU!	TOTAL SUBLET...	0.00
WE WANT YOU TO BE	TOTAL G.O.G...	0.00
COMPLETELY SATISFIED	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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CCOPY CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR JOSEPH J MOUNT	1701	TAG NO. 426	INVOICE DATE 04/17/06	INVOICE NO. PNCS609615
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,352	COLOR SEDONA BEIG	STOCK NO. 50550
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 04/14/06	REPRINT# 1	
COMMENTS					MO: 10355

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
LABOR & PARTS					
J# 1 03PNZ1	1	15775370	STRG/SUSP/WHL/S/TIRES	TECH(S): 1695	WARRANTY
CUST STATE THAT THE STEERING SOMETIMES IT HAS ALOT OF PLAY AND SOMETIMES IT IS REALLY TIGHT SCAN DIAG FOUND CODE C0545 POWER STEERING MODULE WHEEL SPEED TORQUE FAILURE REPLACED THE POWER STEERING MODULE. ROADTESTED OK					
JOB # 1	1	15775370	MOTOR 6.605	JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 03PNZ2	1	15775370	STRG/SUSP/WHL/S/TIRES	TECH(S): 1695	WARRANTY
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					
JOB # 2	1	15775370	MOTOR 6.605	JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 03PNZ4FEA	1	15775370	4 WHEEL ALIGNMENT	TECH(S): 1695	89.95
PERFORM FOUR WHEEL ALIGNMENT COMPLETED					
JOB # 3	1	15775370	4 WHEEL ALIGNMENT	JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	89.95
J# 4 06PNZCHGOIL	1	25010792	4 IN-1 SERV SPECIAL	TECH(S): 1695	23.18
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 OFF ALL FLUIDS ROTATE TIRES/RESET TIRE PRESSURES PERFORM SAFETY CHECK BRAKE INSPECTION					
JOB # 4	1	25010792	OIL FLTR 1.836	JOB # 4 TOTAL PARTS	5.45
JOB # 4	5	OIL	PENNZOIL OIL	JOB # 4 TOTAL LABOR & PARTS	10.25
				JOB # 4 TOTAL LABOR & PARTS	15.70
J# 5 99PNZ27PTINSP	1	25010792	27 POINT INSPECTION	TECH(S): 1695	0.00
Added Operation (JMOUNT @ 04/17/2006 16:45)					

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CELL: [REDACTED]

CUSTOMER NO.	135122	ADVISOR	JOSEPH J MOUNT	1701	TAG NO.	426	INVOICE DATE	04/17/06	INVOICE NO.	PNC5609615	
		LABOR RATE		LICENSE NO.		MILEAGE	10,352	COLOR	SEDONA BEIG	STOCK NO.	50550
		YEAR / MAKE / MODEL	05/PONTIAC/G6/6 CYL SEDAN				DELIVERY DATE	07/08/05	DELIVERY MILES	90	
		VEHICLE I.D. NO.	1 G 2 Z G 5 2 8 X 5 4				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			R.O. DATE	04/14/06	REPRINT#	1	
		COMMENTS	MO: 10355								

PERFORM COURTESY 27 POINT INSPECTION, INCLUDING:

- 1.SIGNS OF ALIGNMENT,2.TIRE WEAR OR BALANCE
 - 3.CONDITION OF STRUTS,4.CONDITION OF SHOCKS,5.EXHAUST,
 - 6.UNDERCARRIAGE,7.E-BRAKE CABLES,8.E-BRAKE ADJUSTMENT,
 - 9.CK FRONT AND REAR BRAKES,10.COOLANT PROTECTION,
 - 11.CONDITION OF HOSES,12.CK UPPER AND LOWER RADIATOR,
- SEE COMMENTS

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

J# 6+60PNZZEXTWASH EXTERIOR AUTO WASH TECH(S): 99 0.00
Added Operation (JMOUNT @ 04/17/2006 16:46)
AUTOMATIC CAR WASH, EXTERIOR ONLY
COMPLETED

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-
			JOB # 6 TOTAL PARTS	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00

SUBLET-----	PO#-----	VEND INV#-----	INV.DATE-----	DESCRIPTION-----	WARRANTY
JOB # 1	104503	740249	04/17/06	RENTAL	0.00
TOTAL - SUBLET					

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----
JOB # 3	GMLD	GM LABOR DISCOUNT	
TOTAL - MISC			-89.95
			-89.95

COMMENTS-----
267-987-8921
DELETED OPERATION(S)-----
98PNZ3750 3,000 SERVICE 03PNZROTATETR *ROTATE TIRES

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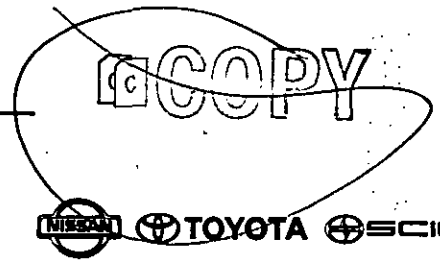
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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR JOSEPH J MOUNT 1701	TAG NO. 426	INVOICE DATE 04/17/06	INVOICE NO. PNCS609615
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,352	COLOR SEDONA BEIG
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN	DELIVERY DATE 07/08/05	DELIVERY MILES 90	STOCK NO. 50550
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4	SELLING DEALER NO. 1	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/14/06	REPRINT# 1
	COMMENTS	MO: 10355		

TOTALS

VISA() MASTERCARD() AMERICAN EXPRESS()	TOTAL LABOR....	113.13
CASH() CHECK#() DATE / INITIALS()	TOTAL PARTS....	15.70
THANK YOU!	TOTAL SUBLET....	0.00
WE WANT YOU TO BE	TOTAL G.O.G....	0.00
COMPLETELY SATISFIED	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	-89.95
	TOTAL TAX.....	2.33
	TOTAL INVOICE \$	41.21

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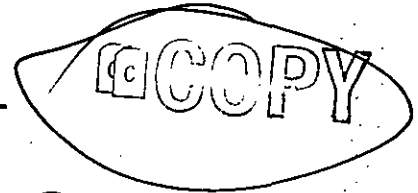
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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR ANTONIO CREA	1567	TAG NO. 160	INVOICE DATE 06/27/06	INVOICE NO. PNCS619398
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 13,218	COLOR SEDONA BEIG	STOCK NO. 50550
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE I.D. NO. 1G2ZG528X54			SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 06/27/06
	COMMENTS			REPRINT# 1	
				MO: 13219	

LABOR & PARTS

J# 1 99PNZPAINSP *PA STATE INSPECTION TECH(S): 56 19.95
PERFORM SAFETY INSPECTION
FRONT BRAKE READING:
PA STATE INSPECTION ALL

JOB # 1 TOTAL LABOR & PARTS 19.95

J# 2 99PNZEMIINSP *ENHANCED EMISSIONS TECH(S): 56 46.25
PERFORM ENHANCED EMISSIONS TEST
ANNUAL STATE INSPECTION
EMISSIONS INSPECTION ALL

JOB # 2 TOTAL LABOR & PARTS 46.25

J# 3 03PNZ1 STRG/SUSP/WHL/TIRES TECH(S): 56 0.00
CUST STATE A SHIMMY AT SPEEDS OF 65MPH
TECH NOTED VIBRATION COMING FROM TIRES

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 08PNZ ELECTRICAL TECH(S): 56 0.00
CUST STATE CHECK CHARGING SYSTEM
CHARGING SYSTEM OK AT THIS TIME

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 94PNZALIGNFORCE ROAD FORCE BALANCING TECH(S): 56 179.95
Added Operation (ACREA @ 06/27/2006 09:10)
CUSTOMER STATES PERFORM HUNTER ROAD FORCE WHEEL BALANCING
INCLUDES DISMOUNT AND MOUNT TO MATCH
MEASURE STEEL WHEEL AND ALLOY WHEEL RUNNOUT
AND MEASURE DOWNFORCE
PERFORM COMPUTERIZED FOUR WHEEL ALIGNMENT
MAINTANANCE
PERFORMED ROAD FORCE WHEEL BALANCE
PERFORMED COMPUTERIZED FOUR WHEEL ALIGNMENT

JOB # 5 TOTAL LABOR & PARTS 179.95

J# 6 05PNZ2 BRAKES TECH(S): 56 143.99
Added Operation (ACREA @ 06/27/2006 09:11)
CUSTOMER STATES
REFACE/MACHINE ROTORS

JOB # 6 TOTAL LABOR & PARTS 143.99

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	ST	GM INSP STICKER CHARGE		2.00
JOB # 1	GMCLLD	GM CUST LOYALTY LABOR DISCOUNT		-19.95
JOB # 2	PC	PHONE CALL TO STATE		2.40
JOB # 5	WW	GM WHEEL WEIGHT		3.99
TOTAL - MISC				-11.56

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CUSTOMER NO. 135122	ADVISOR ANTONIO CREA	1567	TAG NO. 160	INVOICE DATE 06/27/06	INVOICE NO. PNC5619398
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 13,218	COLOR SEDONA BEIG	STOCK NO. 50550
LANGHORNE, PA [REDACTED]	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		06/27/06	REPRINT# 1
COMMENTS					
MO: 13219					

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$700.00 (+TAX)

COMMENTS
CELL [REDACTED]

TOTALS

VISA() MASTERCARD() AMERICAN EXPRESS()
CASH() CHECK#() DATE / INITIALS()

THANK YOU!

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TOTAL LABOR.... 390.14
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 8.39
TOTAL MISC DISC -19.95
TOTAL TAX..... 22.71

TOTAL INVOICE \$ 401.29

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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR ANTHONY SPINRAKER 1707	TAG NO. 005	INVOICE DATE 07/21/06	INVOICE NO. PNC5622541
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,349	COLOR SEDONA BEIG
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN		DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE I.D. NO. 1G2ZG528X54		SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/19/06	
COMMENTS				MO: 14368

LABOR & PARTS

J# 1 03PNZ1 STRG/SUSP/WHL/S/TIRES TECH(S):88 WARRANTY
CUSTOMER STATES 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 CUSTOMERS CONCERN
NO PROBLEMS FOUND

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99PNZ27PTINSP 27 POINT INSPECTION TECH(S):88
PERFORM COURTESY 27 POINT INSPECTION, INCLUDING:
1.SIGNS OF ALIGNMENT,2.TIRE WEAR OR BALANCE
3.CONDITION OF STRUTS,4.CONDITION OF SHOCKS,5.EXHAUST,
6.UNDERCARRIAGE,7.E-BRAKE CABLES,8.E-BRAKE ADJUSTMENT,
9.CK FRONT AND REAR BRAKES,10.COOLANT PROTECTION,
11.CONDITION OF HOSES,12.CK UPPER AND LOWER RADIATOR,
SEE COMMENTS

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	INTERNAL
JOB # 1	105272	741627		07/21/06	RENTAL	0.00
TOTAL - SUBLET						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

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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR ANTHONY SPINNRAKER 1707	TAG NO. 005	INVOICE DATE 07/21/06	INVOICE NO. PNC5622541
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,349	COLOR SEDONA BEIG
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN	DELIVERY DATE 07/08/05	DELIVERY MILES 90	STOCK NO. 50550
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4	SELLING DEALER NO. 1	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	P.O. DATE 07/19/06	
	COMMENTS			

MO: 14368

TOTALS

VISA ()	MASTERCARD ()	AMERICAN EXPRESS ()	TOTAL LABOR....	0.00
CASH ()	CHECK# ()	DATE / INITIALS ()	TOTAL PARTS....	0.00
THANK YOU!			TOTAL SUBLET....	0.00
WE WANT YOU TO BE			TOTAL G.O.G....	0.00
COMPLETELY SATISFIED			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

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08/04/2006
14:49:04

SUMMARY HISTORY DISPLAY

3651

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1G2ZG528X54 [REDACTED]
TOTAL R/O'S 8 TOTAL SERV. DAYS 14 MAKE PN PONTIAC

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	622541	07/19/2006	14349	A			1707	
				T	88	1	W 03PNZ1	STRG/SUSP/WHLS/T
				T	88	2	C 99PNZ27PTINSP	27 POINT INSPECT
2	619398	06/27/2006	13218	A			1567	
				T	56	1	C 99PNZPAINSP	*PA.STATE INPECT
				T	56	2	C 99PNZEMIINSP	*ENHANCED EMISSI
				T	56	3	C 03PNZ1	STRG/SUSP/WHLS/T
				T	56	4	C 08PNZ	ELECTRICAL
				T	56	5	C 94PNZALIGNFORCE	ROAD FORCE BALAN
				T	56	6	C 05PNZ2	BRAKES
3	609615	04/14/2006	10352	A			1701	
				T	1695	1	W 03PNZ1	STRG/SUSP/WHLS/T
				T	1695	2	W 03PNZ2	STRG/SUSP/WHLS/T
				T	1695	3	C 03PNZ4FEA	4 WHEEL ALIGNMEN
				T	1695	4	C 06PNZCHGOIL	4-IN-1 SERV.SPEC
				T	1695	5	C 99PNZ27PTINSP	27 POINT INSPECT
				T	99	6	C 60PNZZEXTWASH	EXTERIOR AUTO WA
4	594115	12/17/2005	5605	A			185718	
				T	99	1	C 80PNZLOFKIT	LUBE, OIL & FILT
				T	99	2	C 80PNZROTATE	ROTATE TIRES
5	585297	10/12/2005	2855	A			1567	
				T	88	1	W 06PNZ	ENGINE
6	578798	08/26/2005	1149	A			182410	
				T	1563	1	W 10PNZRECALL	RECALL MISC.
7	571684	07/09/2005	103	A			1593	
				T	1615	1	I 99PNZPAINSP	*PA.STATE INPECT
				T	43	2	I 99PNZEMIEXEMPT	*EXEMPT EMISSION
8	571673	07/09/2005	91	A			524	
				T	189951	1	I 10PNZ00NCDEL	CLEAN FOR DEL



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

VIA FAX ONLY

May 7, 2007

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 1-423974806
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528X54 [REDACTED]
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





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

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.

- | | | | |
|-------------------------------------|---|--------------------------|-------------------|
| <input type="checkbox"/> | Copy of owner's current title and/or registration | <input type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Release of Lien | <input type="checkbox"/> | 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



RELEASE OF LIEN INFORMATION

I _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

LG0006
V6302006





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

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



FedEx **PRIORITY OVERNIGHT** **FRI**
 emp. 196663 08FEB07
 Deliver By: **09FEB07** **A2**
 TRK# **8594 9188 2994** FORM 0215
48091 -MI-US **EE UIZA**

FedEx **US Airbill**
 Express
 FedEx Tracking Number **8594**



Recipient's Copy

1 From This portion can be removed for Recipient's records

Date **2-8-07** FedEx Tracking Number **85949**

Sender's Name **STEVEN J KAPLOWITZ** Phone **215 494-9400**

Company **KAL PRO ITZ AND PHILLIPS** **FEB 09 2007**

Address **1880 JOHN F KENNEDY BLVD / #1101** Dept./Floor/Suite/Room

City **PHILADELPHIA** State **PA** ZIP **19103-7422**

2 Your Internal Billing Reference **314499**

3 To Recipient's Name **ROB PROVIN** Phone

Company **GMC/PSX INTERNATIONAL**

Recipient's Address **ATTN: LUC LEGAL** Dept./Floor/Suite/Room

Address **1919 CONCEPT DRIVE**

City **WILKES** State **PA** ZIP **48071**

0346078015

☐ **Standard Overnight** Next business afternoon, Saturday Delivery NOT available
☐ **FedEx 2Day** Second business day ** Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected
☐ **FedEx Express Saver** Third business day ** Saturday Delivery NOT available
☐ **FedEx First Overnight** Earliest next business morning delivery to select locations * Saturday Delivery NOT available

4b Express Freight Service
☐ **FedEx 1Day Freight*** Next business day ** Friday shipments will be delivered on Monday unless SATURDAY Delivery 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

5 Packaging
☒ **FedEx Envelope*** ☐ **FedEx Pak*** Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak ☐ **FedEx Box** ☐ **FedEx Tube** ☐ **Other**

6 Special Handling Include FedEx address in Section 3
☐ **SATURDAY Delivery** Not available for FedEx Standard Overnight, FedEx First Overnight, FedEx Express Saver, or FedEx 3Day Freight
☐ **HOLD Weekday at FedEx Location** Not available for FedEx First Overnight
☐ **HOLD Saturday at FedEx Location** Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations
 Does this shipment contain dangerous goods? One box must be checked
☒ **No** ☐ **Yes** As per attached Shipper's Declaration ☐ **Yes** Shipper's Declaration not required ☐ **Dry Ice** Dry Ice, 9, UN 1845 ☐ **Cargo Aircraft Only**

7 Payment Bill to: ☐ **Sender** Enter FedEx Acct. No. or Credit Card No. below. ☐ **Recipient** ☒ **Third Party** ☐ **Credit Card** ☐ **Cash/Check**

Total Packages **1** Total Weight **1.00** Total Charges **1.00**

8 NEW Residential Delivery Signature Options
☐ **No Signature** ☐ **Direct Signature** ☐ **Indirect Signature**

fedex.com 1.800.GoFedEx 1.800.463.3339

RECIPIENT: PEEL HERE



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: [REDACTED] v. GMC
Our file no. 3030-57696

[REDACTED] v GMC
Our file no. 3030-57697

[REDACTED] v GMC
Our file no. 3030-57698

[REDACTED] v GMC
Our file no. 3030-57699

Dear Mr. Brown: 

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

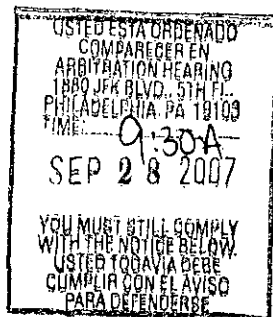
Thank you for your attention.

Very truly yours,



STEVEN B. KANTROWITZ

SBK/ck
enclosures



THIS MATTER WILL BE HEARD BY A
BOARD OF ARBITRATORS
AT THE TIME, DATE AND PLACE
SPECIFIED BUT 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 PARTY
OR PARTIES. THERE IS NO RIGHT TO
A TRIAL DE NOVO 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.

DAVID J. GORBERG & ASSOCIATES, P.C.

BY:

10E NIFICATION NO.

SUITE 2040

1234 MARKET STREET

PHILADELPHIA, PENNSYLVANIA 19107

(215) 563-7210

DAVID J. GORBERG, ESQUIRE

ATTORNEY FOR

53084

Plaintiff

NEWTOWN, PA

VS.

GENERAL MOTORS CORPORATION
C/O CT CORPORATION
1515 MARKET STREET
PHILADELPHIA, PA 19103

COURT OF COMMON PLEAS
DIVISION

JANUARY 2007

TERM,

No. 004507

COMPLAINT-1C CONTRACT

NOTICE

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
Philadelphia, Pennsylvania 19107
(215) 238-6333

AVISO

Le han demandado en corte. Si usted deseen defender contra las demandas dispuestas en las páginas siguientes, usted debe tomar la acción en el plazo de veinte (20) días 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 así 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 relovación 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 INMEDIATAMENTE. 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
Philadelphia, Pennsylvania 19107
Teléfono: (215) 238-6333

DAVID J. GORBERG & ASSOCIATES, P.C.

By: **DAVID J. GORBERG**

Identification No. 53084

1234 Market Street

Suite 2040

Philadelphia, PA 19107

(215) 563-7210

Attorney for Plaintiff

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

NEWTOWN, PA

vs.

GENERAL MOTORS CORPORATION

c/o CT CORPORATION

1515 Market Street

Philadelphia, PA 19103

: COURT OF COMMON PLEAS

:

:

: PHILADELPHIA COUNTY

:

: TERM, 2007

:

:

:

:

: NO.

COMPLAINT

1. Plaintiff, [REDACTED] is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, residing at [REDACTED] Newtown, PA [REDACTED]

2. Defendant, General Motors Corporation., is a business corporation qualified to do business and regularly conducts business in the Commonwealth of Pennsylvania with its legal residence and principal place of business at 3044 W. Grand Boulevard, Warren, MI 48090 and can be served c/o CT Corporation, 1515 Market Street, Philadelphia, PA 19103.

BACKGROUND

3. Plaintiff incorporates by reference paragraphs 1 and 2 as fully as if set forth here length.

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 [REDACTED] The vehicle was purchased and registered in the Commonwealth of Pennsylvania.

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.

7. 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.

9. 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

18. 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 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 charges 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 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 charges 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

particular 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
PENNSYLVANIA UNFAIR TRADE PRACTICES AND
CONSUMER PROTECTION CLAIM

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,

wanton 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 Unfair Trade Practices and Consumer Protection Law, authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations of the Act.

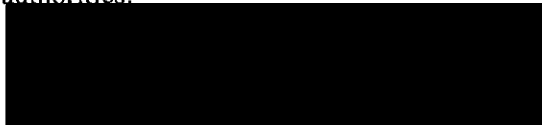
WHEREFORE, Plaintiff respectfully demands judgment in her favor and against the Defendant in an amount equal to three (3) times the purchase price of the subject vehicle, plus all available collateral charges and attorney fees. Amount not in excess of \$50,000.00.

DAVID J. GORBERG & ASSOCIATES, P.C.

BY: _____
DAVID J. GORBERG, ESQUIRE
Attorney for Plaintiff

VERIFICATION

The undersigned 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 penalties of 18 Pa. C.S. 4904 relating to unsworn falsification to authorities.


Sandra Wolf

Date: 9/11/06

GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

Garaging address (if different)

LESSOR (Retailer)



LANGHORNE PA 09BUCKS

N/A

Principal driver (if business use)

N/A

PERUZZI PONTIAC GMC TRUCK INC
165 LINCOLN HWY
FAIRLESS HILLS PA 19030

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").

☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.

☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A

☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2005	PONTIAC G6	6 CYL SED	1G2ZG528X54	90	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, Agricultural
Dealer Installed Options: <u>N/A</u>						GVW (if truck) <u> </u> <input type="checkbox"/> Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <u>600.00</u>	2. Monthly Payments Your first monthly payment of \$ <u>451.48</u> is due on <u>07/08/2005</u> , followed by <u>47</u> payments of \$ <u>451.48</u> due on the <u>8th</u> of each month. The total of your monthly payments is \$ <u>21671.04</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>N/A</u> \$ <u>N/A</u> Total \$ <u>N/A</u>	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <u>21819.56</u>
--	--	--	---

***Itemization of Amount Due at Lease Signing or Delivery**

5. Amount Due at Lease Signing or Delivery: a. Capitalized cost reduction \$ <u>15.61</u> b. First monthly payment \$ <u>451.48</u> c. Refundable security deposit \$ <u> </u> d. Title fees \$ <u>22.50</u> e. Registration fees \$ <u>46.00</u> f. Sales/use tax \$ <u>1.41</u> g. <u>ON-LINE FEE</u> \$ <u>40.00</u> h. <u>MESSENGER=3.00</u> \$ <u>3.00</u> i. <u>ENCUMB=5.00 TIRE=5.00 NOTARY=10.00</u> \$ <u>20.00</u> j. Total \$ <u>600.00</u>	6. How the Amount Due at Lease Signing or Delivery will be paid: a. Net trade-in allowance \$ <u>N/A</u> b. Rebates and noncash credits \$ <u>N/A</u> c. Amount to be paid in cash \$ <u>600.00</u> d. Total \$ <u>600.00</u>
--	--

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>25883.00</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ <u>27184.00</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	\$ <u>15.61</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ <u>27168.39</u>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ <u>11341.10</u>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ <u>15827.29</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ <u>4054.31</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ <u>19881.60</u>
h. Lease payments. The number of payments in your lease	<u>48</u>

Early termination. You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 0.20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 11341.10, plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$	<u>25883.00</u>
b. GMAC administrative fee	+	\$ <u>595.00</u>
c. License/registration/title fees	+	\$ <u>N/A</u>
d. Sales tax	+	\$ <u>N/A</u>
e. Other tax (describe) <u>N/A</u>	+	\$ <u>N/A</u>
f. Optional service contract	+	\$ <u>706.00</u>
g. Optional maintenance contract	+	\$ <u>N/A</u>
h. Optional life insurance	+	\$ <u>N/A</u>
i. Optional disability insurance	+	\$ <u>N/A</u>
j.	+	\$ <u>N/A</u>
k.	+	\$ <u>N/A</u>
I. Gross Capitalized Cost	=	\$ <u>27184.00</u>

12. THE VEHICLE YOU ARE TRADING.

	(year)	(make)	(model)
Gross trade-in value			<u>N/A</u>
Payoff			<u>N/A</u>
Net trade-in value			<u>N/A</u>

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2030.35

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$	<u>22.50</u>
b. Registration fees/taxes	\$	<u>177.00</u>
c. License fees/taxes	\$	<u>N/A</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	<u>1790.85</u>
e. Excise taxes	\$	<u>N/A</u>
f. Property taxes	\$	<u>N/A</u>
g. Other (describe) <u>N/A</u>	\$	<u>N/A</u>
h. Other (describe) <u>ON-LINE FEE</u>	\$	<u>40.00</u>
i. Other (describe) <u>N/A</u>	\$	<u>N/A</u>

14. MILEAGE.

Base Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 48090 miles.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 07/17/2009. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning the eighth day after scheduled lease end date.

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 lease as follows:

Insurance company name: ALLSTATE
Insurance agency name: HUGHES INS AGY
Agency address: 2546 WEST CHESTER PIKE BROOMALL PA 19008
Agency phone no.: (610) 325-6900

Agent's name: [REDACTED]
Policy no.: [REDACTED] ☒ Liability ☒ Physical damage
Deductibles: Collision \$ 500 Comprehensive \$ 500

Insurance company name: N/A
Insurance agency name: N/A
Agency address: N/A
Agency phone no.: N/A
Agent's name: N/A
Policy no.: N/A ☐ Physical damage
Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability 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 lease describes coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A
Coverage limit \$ N/A
☐ Disability insurance (Lessee only) Premium \$ N/A
Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X N/A Age N/A

CO-LESSEE'S SIGNATURE: X N/A Age N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty
☐ N/A

Warranty papers that are separate from this lease state any coverage limits.

The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

ment levies on you, the vehicle, or us (except our net income taxes). We may change monthly payment if taxes change. We may bill you separately for official fees and taxes.

ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 2030.35
Actual total of fees and taxes may be higher or lower depending on tax rates in effect or the value when a fee or tax is assessed.

Title/lien fees	\$ 22.50
Registration fees/taxes	\$ 177.00
License fees/taxes	\$ N/A
Sales/use taxes (including tax on capitalized cost reduction)	\$ 1790.85
Excise taxes	\$ N/A
Property taxes	\$ N/A
Other (describe) N/A	\$ N/A
Other (describe) ON-LINE FEE	\$ 40.00
Other (describe) N/A	\$ N/A

LEASAGE.

ase Mileage Allowance. ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
☐ Medium-duty truck (gasoline): 25,000 miles/year
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles. You are buying N/A extra miles at \$ N/A per mile. If this lease ends or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 48090 miles.
Starting odometer mileage 90 miles
Base mileage allowance + 48000 miles
Purchased extra miles + N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 0.20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total 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.

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

THIS 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 terms of this lease must be in writing and signed by you and us. No oral changes are binding.

SEE [REDACTED] BY: X CO-LESSEE: X
may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.
I SIGNED THIS AGREEMENT AND RECEIVED A COPY AT FAIRLESS HILLS PA ON 07 08 2005
(city) (state) (month) (day) (year)

SEE X BY: X CO-LESSEE: X
PEROZZI PONTIAC GMC TRUCK INC
SIGNATURE AND TITLE: X

assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time to the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, in the terms of the Dealer Agreement.

PEROZZI PONTIAC GMC TRUCK INC BY: X TITLE:

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

Policy No. _____
Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability 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 lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A
Address: N/A

<input type="checkbox"/> Life insurance (<input type="checkbox"/> Lessee <input type="checkbox"/> Co-Lessee <input type="checkbox"/> Both)	Premium \$ N/A
	Coverage limit \$ N/A
<input type="checkbox"/> Disability insurance (Lessee only)	Premium \$ N/A
	Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X N/A Age N/A

CO-LESSEE'S SIGNATURE: X N/A Age N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty
☐ N/A

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name _____	Term N/A months	N/A miles
Name _____	Term N/A months	N/A miles

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

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JUN 30, 2007 VALID: 07/13/06

PLATE:

TITLE:

VIN: 1G2ZG528X54

YR/MAKE: 2005 PONTIAC

TYPE: SDN

WID: 06194 2600 034609-003

SIGNATURE

I hereby acknowledge this day that I have received
notice of the provisions of Section 3709 of the Vehicle
Code.

NEWTOWN, PA

Change your address online at: www.state.pa.us Pa Keyword "DMV"





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Fairless Hills, PA 19030
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TOYOTA



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

COPY

CUSTOMER NO. 10	ADVISOR STEPHEN C STACKHOU	1593	TAG NO.	INVOICE DATE 07/09/05	INVOICE NO. PNC5571684
PERUZZI PONTIAC GMC TRUCK INC 165 LINCOLN HWY. FAIRLESS HILLS, PA 19030	LABOR RATE	LICENSE NO.	MILEAGE 103	COLOR SEDONA BEIG	STOCK NO 50550
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1G2ZG528X54			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. 09-332 138			P.O. NO.	B.O. DATE 07/09/05
RESIDENCE PHONE 215-943-6001	BUSINESS PHONE 215-943-6000	COMMENTS			MO: 103

LABOR & PARTS
J# 1 99PNZPAI NSP *PA STATE INPECTION TECH(S):1615 INTERNAL
PERFORM SAFETY INSPECTION
FRONT BRAKE READING:
108
REAR BRAKE READING:
108

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99PNZEMI EXEMPT *EXEMPT EMISSIONS TECH(S):43 INTERNAL
INPUT EXEMPTION INFORMATION TO STATE
REQUIRED PROCESS
ENTER AND DOWN LOADED INFO AND EXEMPTION ISSUED

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	ST	GM INSP STICKER CHARGE		INTERNAL
JOB # 2	PC	PHONE CALL TO STATE		INTERNAL
TOTAL - MISC.				0.00

COMMENTS
CHARGE TO NEW CAR DEPT.

TOTALS		
VISA() MASTERCARD() AMERICAN EXPRESS()	TOTAL LABOR....	0.00
CASH() CHECK#() DATE / INITIALS()	TOTAL PARTS....	0.00
THANK YOU!	TOTAL SUBLET....	0.00
WE WANT YOU TO BE	TOTAL G.O.G....	0.00
COMPLETELY SATISFIED	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM!

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

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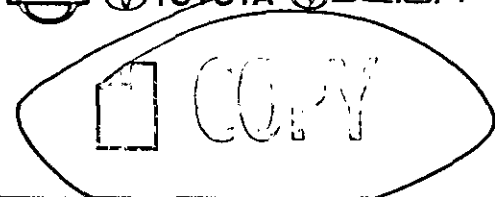
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CUSTOMER NO. 135122	ADVISOR BRUCE DUBROW	1138	TAG NO. 703	INVOICE DATE 08/26/05	INVOICE NO. PNC5578798
LANGHORN E, PA	LABOR RATE	LICENSE NO.	MILEAGE 1,149	COLOR SEDONA BEIG	STOCK NO. 50550
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE ID 1G2ZG528X54			SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/26/05	
COMMENTS					MO: 1150

LABOR & PARTS
J# 1 10PNZRECALL RECALL MISC. TECH(S):1563 WARRANTY
CUSTOMER STATES PERFORM CAMPAIGN 05548B. HARMONIC BALANCER
TO BE RETORQUED
TECH NOTED OPEN RECALL
PERFORM OPEN RECALL

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

VISA() MASTERCARD() AMERICAN EXPRESS()
CASH() CHECK#() DATE / INITIALS()

THANK YOU!

WE WANT YOU TO BE

COMPLETELY SATISFIED

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM!

CUSTOMER SIGNATURE

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

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CUSTOMER NO.	135122	ADVISOR	SEAN M SANDERFORD 185718	TAG NO.		INVOICE DATE	12/17/05	INVOICE NO.	PNXS594115
		LABOR RATE		LICENSE NO.		MILEAGE	5,605	COLOR	SEDONA BEIG
		YEAR / MAKE / MODEL	05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE	07/08/05	STOCK NO.	50550
LANGHORNE, PA		VEHICLE ID	1G2ZG528X54			SELLING DEALER NO.	1	DELIVERY MILES	90
		F.T.E. NO.		P.O. NO.		R.O. DATE	12/17/05	PRODUCTION DATE	
		COMMENTS							

MO: 5605

LABOR & PARTS
#1351220PNZCOKK... PERFORM LUBE, OIL & FILTER CHANGE
STANDARD MAINTENANCE
PERFORM LUBE, OIL & FILTER CHANGE

JOB # 1 TOTAL LABOR & PARTS 15.70

#1351220PNZCOKK... ROTATE TIRES
ROTATE TIRES
STANDARD MAINTENANCE
ROTATE TIRES

JOB # 2 TOTAL LABOR & PARTS 19.95

G.O.G. & SUPPLIES
JOB # 1 1.0 OIL FILTER @ 4.000 /UNIT 4.00
JOB # 1 5.0 BULK MOTOR OIL @ 2.050 /UNIT 10.25
TOTAL - GOG 14.25

MISC - CODE - DESCRIPTION - CONTROL NO -
JOB # 1 GCLLD GM CUST LOYALTY LABOR DISCOUNT -15.70
JOB # 1 GCLPD GM CUST LOYALTY PARTS DISCOUNT -14.25
TOTAL - MISC -29.95

COMMENTS
GM LOYALTY FREE L/O/F
CARD NO 3033791010000586
CUSTOMER PAYS \$21.15

TOTALS
VISA() MASTERCARD() AMERICAN EXPRESS()
CASH() CHECK#() DATE / INITIALS()
THANK YOU!
WE WANT YOU TO BE
COMPLETELY SATISFIED
TOTAL LABOR.... 35.65
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 14.25
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -29.95
TOTAL TAX..... 1.20

TOTAL INVOICE \$ 21.15

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CUSTOMER SIGNATURE

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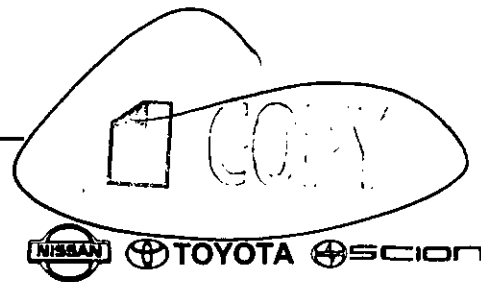
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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR JOSEPH J MOUNT 1701	TAG NO. 426	INVOICE DATE 04/17/06	INVOICE NO. PNC5609615
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,352	COLOR SEDONA BEIG
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN	DELIVERY DATE 07/08/05	STOCK NO. 50550	DELIVERY MILES 90
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4	SELLING DEALER NO. 1	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/14/06	REPRINT# 1
	COMMENTS	MO: 10355		

LABOR & PARTS
J# 1 03PNZ1 STRG/SUSP/WHL/TIRES TECH(S): 1695 WARRANTY
CUST STATE THAT THE STEERING SOMETIMES IT HAS ALOT OF PLAY
AND SOMETIMES IT IS REALLY TIGHT
SCAN DIAG FOUND CODE C0545 POWER STEERING MODULE WHEEL
SPEED TORQUE FAILURE
REPLACED THE POWER STEERING MODULE. ROADTESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15775370	MOTOR 6.605		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 03PNZ2 STRG/SUSP/WHL/TIRES TECH(S): 1695 WARRANTY
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

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

J# 3 03PNZ4EEA 4 WHEEL ALIGNMENT TECH(S): 1695 89.95
PERFORM FOUR WHEEL ALIGNMENT
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	89.95

J# 4 06PNZCHGOIL 4 IN-1 SERV. SPECIAL TECH(S): 1695 23.18
4-IN-1 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
OFF ALL FLUIDS
ROTATE TIRES/RESET TIRE PRESSURES
PERFORM SAFETY CHECK BRAKE INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	25010792	OIL FLTR 1.836	5.45	
JOB # 4	5	OIL	PENNZOIL OIL	2.05	
				JOB # 4 TOTAL PARTS	15.70
				JOB # 4 TOTAL LABOR & PARTS	38.88

J# 5 99PNZ27PT INSP 27 POINT INSPECTION TECH(S): 1695 0.00
Added Operation (JMOUNT @ 04/17/2006 16:45)

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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR JOSEPH J MOUNT 1701	TAG NO. 426	INVOICE DATE 04/17/06	INVOICE NO. PNC5609615
[REDACTED] LANGHORNE, PA	LABOR RATE	LICENSE NO.	MILEAGE 10,352	COLOR SEDONA BEIG
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			STOCK NO. 50550
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			DELIVERY DATE 07/08/05
	F.T.E. NO. [REDACTED] P.O. NO. [REDACTED]			DELIVERY MILES 90
[REDACTED]			SELLING DEALER NO. 1	PRODUCTION DATE
[REDACTED]			R.O. DATE 04/14/06	REPRINT# 1
COMMENTS MO: 10355				

PERFORM COURTESY 27 POINT INSPECTION, INCLUDING:
1.SIGNS OF ALIGNMENT,2.TIRE WEAR OR BALANCE
3.CONDITION OF STRUTS,4.CONDITION OF SHOCKS,5.EXHAUST,
6.UNDERCARRIAGE,7.E-BRAKE CABLES,8.E-BRAKE ADJUSTMENT,
9.CK FRONT AND REAR BRAKES,10.COOLANT PROTECTION,
11.CONDITION OF HOSES,12.CK UPPER AND LOWER RADIATOR,
SEE COMMENTS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00

J# 6+60PNZZEXTWASH EXTERIOR AUTO WASH TECH(S):99 0.00
Added Operation (JMOUNT @ 04/17/2006 16:46)
AUTOMATIC CAR WASH, EXTERIOR ONLY
COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6 TOTAL PARTS					0.00
JOB # 6 TOTAL LABOR & PARTS					0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1	104503	740249	04/17/06	RENTAL	TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 3	GMLD	GM LABOR DISCOUNT	
TOTAL - MISC			-89.95

COMMENTS

DELETED OPERATION(S)
98PNZ3750 3,000 SERVICE 03PNZROTATETR *ROTATE TIRES

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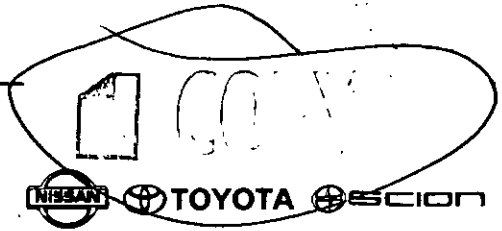
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(215) 943-6000



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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR JOSEPH J MOUNT	1701	TAG NO. 426	INVOICE DATE 04/17/06	INVOICE NO. PNCS609615
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,352	COLOR SEDONA BEIG	STOCK NO. 50550
LANGHORNE, PA [REDACTED]	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4 [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		04/14/06	REPRINT# 1
COMMENTS					MO: 10355

TOTALS:

VISA () MASTERCARD () AMERICAN EXPRESS ()
CASH () CHECK () DATE / INITIALS ()
THANK YOU!
WE WANT YOU TO BE
COMPLETELY SATISFIED

TOTAL LABOR....	113.13
TOTAL PARTS....	15.70
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-89.95
TOTAL TAX.....	2.33
TOTAL INVOICE \$	41.21

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

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

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165 Lincoln Highway
Fairless Hills, PA 19030
(215) 943-6000



GMC



TOYOTA



www.peruzzi.com

CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR ANTONIO CREA	1567	TAG NO. 160	INVOICE DATE 06/27/06	INVOICE NO. PNC5619398
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 13,218	COLOR SEDONA BEIG	STOCK NO. 50550
LANGHORNE, PA [REDACTED]	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE I.D. NO. 1G2ZG528X54 [REDACTED]			SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		B.O. DATE 06/27/06	REPRINT# 1
COMMENTS					MO: 13219

LABOR & PARTS			
J# 1:99PNZPA INSP	*PA STATE INSPECTION		
TECH(S):56			
19.95			
PERFORM SAFETY INSPECTION			
FRONT BRAKE READING:			
PA STATE INSPECTION ALL			
JOB # 1 TOTAL LABOR & PARTS			
19.95			
J# 2:99PNZEM INSP	*ENHANCED EMISSIONS		
TECH(S):56			
46.25			
PERFORM ENHANCED EMISSIONS TEST			
ANNUAL STATE INSPECTION			
EMISSIONS INSPECTION ALL			
JOB # 2 TOTAL LABOR & PARTS			
46.25			
J# 3:03PNZ1	STRG/SUSP/WHL/S/TIRES		
TECH(S):56			
0.00			
CUST STATE A SHIMMY AT SPEEDS OF 65MPH			
TECH NOTED VIBRATION COMING FROM TIRES			
JOB # 3 TOTAL LABOR & PARTS			
0.00			
J# 4:08PNZ	ELECTRICAL		
TECH(S):56			
0.00			
CUST STATE CHECK CHARGING SYSTEM			
CHARGING SYSTEM OK AT THIS TIME			
JOB # 4 TOTAL LABOR & PARTS			
0.00			
J# 5:94PNZAL	IGN/FRCE ROAD FRCE BALANCING		
TECH(S):56			
179.95			
Added Operation (ACREA @ 06/27/2006 09:10)			
CUSTOMER STATES PERFORM HUNTER ROAD FORCE WHEEL BALANCING			
INCLUDES DISMOUNT AND MOUNT TO MATCH			
MEASURE STEEL WHEEL AND ALLOY WHEEL RUNNOUT			
AND MEASURE DOWNFORCE			
PERFORM COMPUTERIZED FOUR WHEEL ALIGNMENT			
MAINTANANCE			
PERFORMED ROAD FORCE WHEEL BALANCE			
PERFORMED COMPUTERIZED FOUR WHEEL ALIGNMENT			
JOB # 5 TOTAL LABOR & PARTS			
179.95			
J# 6:05PNZ2	BRAKES		
TECH(S):56			
143.99			
Added Operation (ACREA @ 06/27/2006 09:11)			
CUSTOMER STATES			
REFACE/MACHINE ROTORS			
JOB # 6 TOTAL LABOR & PARTS			
143.99			
MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 1	ST	GM INSP STICKER CHARGE	2.00
JOB # 1	GMCLLD	GM CUST LOYALTY LABOR DISCOUNT	-19.95
JOB # 2	PC	PHONE CALL TO STATE	2.40
JOB # 5	WW	GM WHEEL WEIGHT	3.99
TOTAL - MISC			-11.56

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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR ANTONIO CREA	1567	TAG NO. 160	INVOICE DATE 06/27/06	INVOICE NO. PNC5619398
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 13,218	COLOR SEDONA BEIG	STOCK NO. 50550
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
[REDACTED]	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 1	PRODUCTION DATE
[REDACTED]	F.T.E. NO.			P.O. NO.	R.O. DATE 06/27/06
COMMENTS			REPRINT# 1		
			MO: 13219		

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$700.00 (+TAX)

COMMENTS
CELL [REDACTED]

TOTALS

VI SA () MASTERCARD () AMERICAN EXPRESS ()
CASH () CHECK# () DATE / INITIALS ()

THANK YOU!

WE WANT YOU TO BE

COMPLITELY SATISFIED

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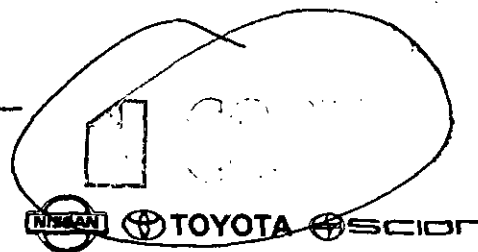
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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR ANTHONY SPINNRAKER 1707	TAG NO. 005	INVOICE DATE 07/21/06	INVOICE NO. PNC5622541
[REDACTED]	LABOR RATE	LICENSE NO.	14,349	COLOR SEDONA BEIG
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN	DELIVERY DATE 07/08/05	DELIVERY MILES 90	STOCK NO. 50550
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4	SELLING DEALER NO. 1	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/19/06	
COMMENTS			MO: 14368	

LABOR & PARTS
J# 1:03PNZ1 STRG/SUSP/WHL/S/TIRES TECH(S): 88 WARRANTY

CUSTOMER STATES 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 CUSTOMERS CONCERN
NO PROBLEMS FOUND

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2:99PNZ27.PT.INSPECTION 27 POINT INSPECTION TECH(S): 88 0.00

PERFORM COURTESY 27 POINT INSPECTION, INCLUDING:
1.SIGNS OF ALIGNMENT, 2.TIRE WEAR OR BALANCE
3.CONDITION OF STRUTS, 4.CONDITION OF SHOCKS, 5.EXHAUST,
6.UNDERCARRIAGE, 7.E-BRAKE CABLES, 8.E-BRAKE ADJUSTMENT,
9.CK FRONT AND REAR BRAKES, 10.COOLANT PROTECTION,
11.CONDITION OF HOSES, 12.CK UPPER AND LOWER RADIATOR,
SEE COMMENTS

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 1 105272 741627 07/21/06 RENTAL

TOTAL - SUBLET 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

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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR ANTHONY SPINNAKER 1707	TAG NO. 005	INVOICE DATE 07/21/06	INVOICE NO. PNC5622541
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,349	COLOR SEDONA BEIG
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN	DELIVERY DATE 07/08/05	STOCK NO. 50550	DELIVERY MILES 90
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4	SELLING DEALER NO. 1	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/19/06	
	COMMENTS			MO: 14368

TOTALS	
VISA() MASTERCARD() AMERICAN EXPRESS()	TOTAL LABOR.... 0.00
CASH() CHECK#() DATE / INITIALS()	TOTAL PARTS.... 0.00
THANK YOU!	TOTAL SUBLET... 0.00
WE WANT YOU TO BE	TOTAL G.O.G.... 0.00
COMPLETELY SATISFIED	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	TOTAL INVOICE \$ 0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

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CELL: [REDACTED]

CUSTOMER NO. 135122	ADVISOR ANTHONY SPINNAKER 1707	TAG NO. 123	INVOICE DATE 08/04/06	INVOICE NO. PNC5623986
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,713	COLOR SEDONA BEIG
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN	DELIVERY DATE 07/08/05	STOCK NO. 50550	DELIVERY MILES 90
[REDACTED]	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4	SELLING DEALER NO. 1	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	DATE 07/31/06	REPRINT# 1
COMMENTS				MO: 14719

LABOR & PARTS
J# 1 03PNZ1 STRG/SUSP/WHLs/TIRES TECH(S):88 WARRANTY

CUSTOMER STATES THE STEERING LOCKS UP
VERIFY CONCERN PERFORM DIAGNOSTICS AND PINPOINT TESTS
TRACE TO POWER STEERING MOTOR AND MODULE
OPEN CIRCUIT IN MODULE
ON RENTAL
REMOVE LOWER STEERING COLUMN TRIM TO ACCESS AND INSTALL
NEW MOTOR MODULE ASSEMBLY PERFORM RECALIBRATION RETEST
ROAD TEST ALL OK
TAC CASE # 6102006 SPOKE TO STEVE LENTZ
AS PER DIAGNOSIS NO FURTHER ACTION REQUIRED FOR
REPAIR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15775370	MOTOR 6.605		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	105531	0741771	08/03/06	GM RENTAL		
					TOTAL - SUBLET	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
TOW IN

TOTALS

VISA() MASTERCARD() AMERICAN EXPRESS()	TOTAL LABOR....	0.00
CASH() CHECK#() DATE / INITIALS()	TOTAL PARTS....	0.00
THANK YOU!	TOTAL SUBLET...	0.00
WE WANT YOU TO BE	TOTAL G.O.G....	0.00
COMPLETELY SATISFIED	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
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08/04/2006

SUMMARY HISTORY DISPLAY

3651

14:49:04

PAGE 1

CUSTOMER NAME

SERIAL NO. 1G2ZG528X54

TOTAL R/O'S

TOTAL SERV. DAYS 14

MAKE PN PONTIAC

LN	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	622541	01/19/2006	14349	A			1707	
				T	88	1 W	03PNZ1	STRG/SUSP/WHLS/T
				T	88	2 C	99PNZ27PTINSP	27 POINT INSPECT
2	619398	01/27/2006	13218	A			1567	
				T	56	1 C	99PNZPAINSP	*PA.STATE INPECT
				T	56	2 C	99PNZEMIINSP	*ENHANCED EMISSI
				T	56	3 C	03PNZ1	STRG/SUSP/WHLS/T
				T	56	4 C	08PNZ	ELECTRICAL
				T	56	5 C	94PNZALIGNFORCE	ROAD FORCE BALAN
				T	56	6 C	05PNZ2	BRAKES
3	609615	01/14/2006	10352	A			1701	
				T	1695	1 W	03PNZ1	STRG/SUSP/WHLS/T
				T	1695	2 W	03PNZ2	STRG/SUSP/WHLS/T
				T	1695	3 C	03PNZ4FEA	4 WHEEL ALIGNMEN
				T	1695	4 C	06PNZCHGOIL	4-IN-1 SERV.SPEC
				T	1695	5 C	99PNZ27PTINSP	27 POINT INSPECT
				T	99	6 C	60PNZZEXTWASH	EXTERIOR AUTO WA
4	594115	11/17/2005	5605	A			185718	
				T	99	1 C	80PNZLOFKIT	LUBE, OIL & FILT
				T	99	2 C	80PNZROTATE	ROTATE TIRES
5	585297	10/12/2005	2855	A			1567	
				T	88	1 W	06PNZ	ENGINE
6	578798	08/26/2005	1149	A			182410	
				T	1563	1 W	10PNZRECALL	RECALL MISC.
7	571684	07/09/2005	103	A			1593	
				T	1615	1 I	99PNZPAINSP	*PA.STATE INPECT
				T	43	2 I	99PNZEMIEXEMPT	*EXEMPT EMISSION
8	571673	07/09/2005	91	A			524	
				T	189951	1 I	10PNZ00NCDEL	CLEAN FOR DEL

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: 9/29/06

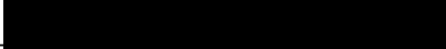
TO: Emily Butler

FROM: GARY Fields

FAX: 1-866-270-0204

Number of pages including cover sheet: 25

RE:

Customer 
1-423974806
Service History

PONTIAC, BUICK, GMC

165 Lincoln Highway
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CUSTOMER NO 135122	ADVISOR SEAN M SANDERFORD 185718	TAG NO.	INVOICE DATE 12/17/05	INVOICE NO. PNXS594115
LANGHORNE, PA	LABOR RATE	LICENSE NO.	MILEAGE 5,605	COLOR SEDONA BEIG
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 6 CYL SEDAN			STOCK NO. 50550
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 X 5 4			DELIVERY DATE 07/08/05
	F.T.E. NO.			DELIVERY MILES 90
		P.O. NO.	SELLING DEALER NO. 1	PRODUCTION DATE
	R.O. DATE 12/17/05			
COMMENTS				MO: 5605

LABOR & PARTS

PERFORM LUBE, OIL & FILTER CHANGE
STANDARD MAINTENANCE
PERFORM LUBE, OIL & FILTER CHANGE

JOB # 1 TOTAL LABOR & PARTS 15.70

ROTATE TIRES
STANDARD MAINTENANCE
ROTATE TIRES

JOB # 2 TOTAL LABOR & PARTS 19.95

G.O.G. & SUPPLIES

JOB # 1	1.0	OIL FILTER	@	4.000	/UNIT	4.00
JOB # 1	5.0	BULK MOTOR OIL	@	2.050	/UNIT	10.25
TOTAL - GOG						14.25

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	GMCLLD	GM CUST LOYALTY LABOR DISCOUNT		-15.70
JOB # 1	GMCLPD	GM CUST LOYALTY PARTS DISCOUNT		-14.25
TOTAL - MISC				-29.95

COMMENTS
GM LOYALTY FREE L/O/F
CARD NO 3033791010000586
CUSTOMER PAYS \$21.15

TOTALS

VISA()	MASTERCARD()	AMERICAN EXPRESS()	TOTAL LABOR....	35.65
CASH()	CHECK#()	DATE / INITIALS()	TOTAL PARTS....	0.00
THANK YOU!			TOTAL SUBLET....	0.00
WE WANT YOU TO BE			TOTAL G.O.G....	14.25
COMPLETELY SATISFIED			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	-29.95
			TOTAL TAX.....	1.20
			TOTAL INVOICE \$	21.15

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CUSTOMER SIGNATURE



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BUICK



PONTIAC

GMC



TOYOTA



594115

594115

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/12/05	585297	2855	1567	88	W	06PNZ	ENGINE
08/26/05	578798	1149	1138	1563	W	10PNZRECALL	RECALL MISC.
07/09/05	571684	103	1593	1615	I	99PNZPAINSP	*PA.STATE INSPECTION
				43	I	99PNZEMIEEXEMPT	*EXEMPT EMISSIONS
07/09/05	571673	91	524	1376	I	10PNZ00NCDEL	CLEAN FOR DEL

SALESPERSON NO. 5027 STANLEY CAVACINI SERVICE STATE REG# K770/DEALER03379

SAVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE VIN	1G22G528X54	YEAR/MAKE/MODEL	05/PONTIAC/G6/6 CYL SEDAN	PRODUCTION DATE	STOCK NO	50550	LICENSE NO.	594115
	CUSTOMER NO.	135122	SERVICE CONTRACT	07/08/05	DELIVERY MILES	901	SELLING DEALER NO	12/17/05	DATE
	COLOR	SEDONA BEIGE/LIGH	CONTRACT NO	36226096	EXPIRATION DATE	07/08/09	EXPIRATION MILES	48,000	TAG NO.
	TURBO	M/MC	AIR COND	P.S	TRANS	MILEAGE	5,605	ADVISOR NO	185718
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		Your E-Mail Address Storage \$10.00 per Day SIGNATURE <i>Mark H...</i>							
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	STATE INSP. EMISSION	TIME RECEIVED 01:20pm	DATE/TIME PROMISED 12/17/05 05:00pm	PRIORITY					

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL	RADIO factory aftermarket cassette old both
1	60PNZ10KRTAC LUBE OIL & FILTER PERFORM LUBE, OIL & FILTER CHANGE	Customer states that all valuables have been removed from vehicle 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 Signature _____
2	80PNZROTATE ROTATE TIRES ROTATE TIRES	
ORIGINAL ESTIMATE \$ _____		AUTHORIZED ADD'L REPAIRS \$ _____
ADD'L REPAIRS OK'D BY _____		DATE _____ TIME _____
EMPLOYEE RECEIVING AUTHORITY _____		SPECIFIC AUTHORIZATION GIVEN _____
MEMO _____		INSPECTED BY _____
X		X

PONTIAC BUICK GMC MITSUBISHI

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Fairless Hills, PA19030
(215) 943-6000

1G1AK 52F 2516

CELL: [REDACTED]

CUSTOMER NO 135122	ADVISOR JOSEPH J MOUNT	1701	TAG NO. 426	INVOICE DATE 04/17/06	INVOICE NO. PNC5609615
[REDACTED] LANGHORNE, PA	LABOR RATE	LICENSEE NO	MILEAGE 10,352	COLOR SEDONA BEIG	STOCK NO. 50550
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 1	PRODUCTION DATE
	F.T.E. NO			P.O. NO.	R.O. DATE 04/14/06
COMMENTS			REPRINT# 1		
			MO: 10355		

LABOR & PARTS
J# 1 03PNZ1 STRG/SUSP/WHL'S/TIRES TECH(S):1695 WARRANTY

CUST STATE THAT THE STEERING SOMETIMES IT HAS ALOT OF PLAY
AND SOMETIMES IT IS REALLY TIGHT
SCAN DIAG FOUND CODE C0545 POWER STEERING MODULE WHEEL
SPEED TORQUE FAILURE
REPLACED THE POWER STEERING MODULE. ROADTESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15775370	MOTOR 6.605		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 03PNZ2 STRG/SUSP/WHL'S/TIRES TECH(S):1695 WARRANTY
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

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

J# 3 03PNZ4FEA 4 WHEEL ALIGNMENT TECH(S):1695 89.95
PERFORM FOUR WHEEL ALIGNMENT
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				89.95	

J# 4 06PNZCHGOIL 4-IN-1 SERV. SPECIAL TECH(S):1695 23.18
4-IN-1 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
OFF ALL FLUIDS.
ROTATE TIRES/RESET TIRE PRESSURES
PERFORM SAFETY CHECK BRAKE INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	25010792	OIL FLTR 1.836	5.45	
JOB # 4	5	OIL	PENNZOIL OIL	2.05	
JOB # 4 TOTAL PARTS				15.70	
JOB # 4 TOTAL LABOR & PARTS				38.88	

J# 5 99PNZ27PTINSP 27 POINT INSPECTION TECH(S):1695 0.00
Added Operation (JMOUNT @ 04/17/2006 16:45)

04-60

NV-9Z

POSTED

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

CELL: [REDACTED]

CUSTOMER NO 135122	ADVISOR JOSEPH J MOUNT	1701	TAG NO. 426	INVOICE DATE 04/17/06	INVOICE NO. PNC5609615
LANGHORNE, PA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,352	COLOR SEDONA BEIG	STOCK NO. 50550
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE ID NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 1	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/14/06	REPRINT# 1	
COMMENTS			MO: 10355		

PERFORM COURTESY 27 POINT INSPECTION, INCLUDING:
1.SIGNS OF ALIGNMENT,2.TIRE WEAR OR BALANCE
3.CONDITION OF STRUTS,4.CONDITION OF SHOCKS,5.EXHAUST,
6.UNDERCARRIAGE,7.E-BRAKE CABLES,8.E-BRAKE ADJUSTMENT,
9.CK FRONT AND REAR BRAKES,10.COOLANT PROTECTION,
11.CONDITION OF HOSES,12.CK UPPER AND LOWER RADIATOR,
SEE COMMENTS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00
JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+60PNZZEXTWASH EXTERIOR AUTO WASH TECH(S) 99 0.00
Added Operation (JMOUNT @ 04/17/2006 16:46)
AUTOMATIC CAR WASH, EXTERIOR ONLY
COMPLETED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00
JOB # 6 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 1 104503 740249 04/17/06 RENTAL
TOTAL - SUBLET WARRANTY 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 3 GMLD GM LABOR DISCOUNT
TOTAL - MISC -89.95
-89.95

COMMENTS-----

DELETED OPERATION(S)-----
98PNZ3750 3.000 SERVICE 03PNZROTATETR *ROTATE TIRES

MJ-98

PONTIAC BUICK GMC MITSUBISHI

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

CELL: [REDACTED]

CUSTOMER NO 135122	ADVISOR JOSEPH J MOUNT	1701	TAG NO. 426	INVOICE DATE 04/17/06	INVOICE NO. PNCS609615
[REDACTED] LANGHORNE, PA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 10,352	COLOR SEDONA BEIG	STOCK NO. 50550
	YEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 1	PRODUCTION DATE
[REDACTED]	F.T.E NO.	P.O. NO.	R.O. DATE 04/14/06	REPRINT# 1	
COMMENTS					MO: 10355

TOTALS

VISA() MASTERCARD() AMERICAN EXPRESS()
CASH() CHECK#() DATE / INITIALS()

THANK YOU!

WE WANT YOU TO BE

COMPLETELY SATISFIED

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM!

CUSTOMER SIGNATURE

TOTAL LABOR.... 113.13
TOTAL PARTS.... 15.70
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC -89.95
TOTAL TAX..... 2.33

TOTAL INVOICE \$ 41.21



PONTIAC BUICK GMC MITSUBISHI

 165 Lincoln Highway
 Fairless Hills, PA 19030
 (215) 943-6000

www.peruzzi.com

609615



GMC



TOYOTA

SCION

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/17/05	594115	5605	185718	99	C	80PNZLOPKIT	LUBE, OIL & FILTER
10/12/05	585297	2855	1567	99	C	80PNZROTATE	ROTATE TIRES
08/26/05	578798	1149	1138	88	W	06PNZ	ENGINE
07/09/05	571684	103	1593	1563	W	10PNZRECALL	RECALL MISC.
				1615	I	99PNZPAINSP	*PA STATE INSPECTION
				43	I	99PNZEMIXEMPT	*EXEMPT EMISSIONS

SALESPERSON NO. 5027 STANLEY CAVACINI

SERVICE

STATE REG# K770/DEALER03379

SAVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	1G2ZG528X54	YEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN	PRODUCTION DATE 07/08/05	STOCK NO. 50550	LICENSE NO. 609615
	CUSTOMER NO. 135122	SERVICE CONTRACT 07/08/05	DELIVERY MILES 90	SELLING DEALER NO. 04/14/06	EXPIRATION DATE 07/08/09
	COLOR SEDONA BEIGE/LIGH	CONTRACT NO. 36226096	EXPIRATION MILES 48,000	TAG NO. 426	ADVISOR NO. 1701
	TUBO M/MC AIR COND P/S TRANS MILEAGE 10,352	ADVISOR JOSEPH J MOUNT	I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle here described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs hereof.		
TIME RECEIVED 09:03am	DATE/TIME PROMISED 04/14/06 09:00pm	PRIORITY	Your E-Mail Address Storage \$10.00 per Day SIGNATURE X		

ORIGINAL CUSTOMER ESTIMATE: TOTAL X File # 1-405334600 COMMENTS: 266-790-5600 10w in 10767	RADIO: factory aftermarket cassette c/d both Customer states that all valuables have been removed from vehicle 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.
1. W 03PNZ2 STRG/SUSP/WHLS/TIRES CUST STATE THAT THE STEERING SOMETIMES IT HAS A LOT OF PLAY AND SOMETIMES IT IS REALLY TIGHT	Customer Signature _____
2. W 03PNZ2 STRG/SUSP/WHLS/TIRES CUST STATE WHEN BACKING THERE IS A NOISE SREECHING SOUND	ORIGINAL ESTIMATE \$ AUTHORIZED ADD'L REPAIRS \$
3. C 03PNZ4FEA 4 WHEEL ALIGNMENT PERFORM FOUR WHEEL ALIGNMENT	ADD'L REPAIRS OK'D BY _____
4. C 98PNZ3750 3,000 SERVICE PERFORM OIL & FILTER CHANGE SERVICES 4 in 1 Special rotate + brake inspect 27 pt inspect wash	DATE _____ TIME _____ EMPLOYEE RECEIVING AUTHORITY _____ SPECIFIC AUTHORIZATION GRANTED _____ MEMO _____ INSPECTED BY _____ WARRANTY PARTS RETURNED

AFA-PARTS RETURNED TO PARTS DEPARTMENT

H.O. #

426

	OK	NEEDS WORK	ESTIMATED COST	NOTES
13 Condition of Clutch & Adjustment				
14 Condition of Wiper Blades				
15 Condition of All Lights/Signals				
16 Condition of Emission System				
17 Engine Oil Leak Inspection/Transmission/Fluids				
18 Engine Performance Inspection/Transmission				
19 Body Appearance				
20 Body Rust				
21 Other				
22 Other				

Mileage	/ License #		
Tires	LF	LR	RF
Brakes	LF	LR	RF
Pass	Failed		
<input type="checkbox"/>	<input type="checkbox"/>	Tech Lic #	

Complaint *LOF*

Cause

Correction *3A service performed*Complaint *Rotate tires*

Cause

Correction *Tires rotated*Complaint *Steering loose*

Cause *Road Test to verify condition, Picked a C0545 code for power RTR control module and recalibrated.*

Correction *Steering control module.*

Complaint *4 wheel alignment*

Cause

Correction *4 wheel alignment performed*

Complaint

Cause

Correction

Complaint

Cause

Correction

FR PM 3:42

FR PM 4:35

MO AM 8:08

MO AM 8:21

MO AM 8:26

MO AM 9:43

MO PM 1:18

MO PM 4:21

PERUZZI PONTIAC BUICK GMC MITSUBISHI

PNCS623986

165 LINCOLN HIGHWAY
FAIRLESS HILLS, PA 19030
(215) 943-6000

CELL: [REDACTED]

CUSTOMER NO 135122	ADVISOR ANTHONY SPINNRAKER 1707	TAG NO 123	INVOICE DATE 08/04/06	INVOICE NO. PNCS623986
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 14,713	COLOR SEDONA BEIG
LANGHORNE, PA	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 6 CYL SEDAN		DELIVERY DATE 07/08/05	STOCK NO. 50550
	VEHICLE ID NO. 1 G 2 Z G 5 2 8 X 5 4		DELIVERY MILES 90	
	P.T.E. NO.	F.O. NO.	SELLING DEALER NO 1	PRODUCTION DATE
	COMMENTS		07/31/06	REPRINT# 1
			MO: 14719	

LABOR & PARTS
JOB # 1 08PNZ1 STRG/SUSP/WHL/TIRES TECH(S) 08 WARRANTY

CUSTOMER STATES THE STEERING LOCKS UP
VERIFY CONCERN PERFORM DIAGNOSTICS AND PINPOINT TESTS
TRACE TO POWER STEERING MOTOR AND MODULE
OPEN CIRCUIT IN MODULE
GM RENTAL
REMOVE LOWER STEERING COLUMN TRIM TO ACCESS AND INSTALL
NEW MOTOR MODULE ASSEMBLY PERFORM RECALIBRATION RETEST
ROAD TEST ALL OK
TAC CASE # 6102006 SPOKE TO STEVE LENTZ
AS PER DIAGNOSIS NO FURTHER ACTION REQUIRED FOR
REPAIR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15775370	MOTOR 6.605		
					JOB # 1 TOTAL PARTS	0.00
					JOB # 1 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	105531	D741771		08/03/06	GM RENTAL	
					TOTAL - SUBLET	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
TOW IN

TOTALS		
VISA()	MASTERCARD()	AMERICAN EXPRESS()
CASH()	CHECK#()	DATE / INITIALS()
THANK YOU!		
WE WANT YOU TO BE		
COMPLETELY SATISFIED		
TOTAL LABOR....		0.00
TOTAL PARTS....		0.00
TOTAL SUBLET....		0.00
TOTAL G.O.G....		0.00
TOTAL MISC CHG.		0.00
TOTAL MISC DISC		0.00
TOTAL TAX.....		0.00
TOTAL INVOICE \$		0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM

174679
SERVICE ADVISOR
17713
R.O.

123

PERUZZI
C BUICK GMC MITSUBISHI
165 Lincoln Highway
Fairless Hills, PA 19030
(215) 943-6000

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623986



623986

TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/19/06	622541	14349	1707	88	W	03PNZ1	STRG/SUSP/WHLs/TIRES
06/27/06	619398	13218	1567	88	C	99PNZ27PTINSP	27 POINT INSPECTION
				56	C	99PNZPAINSP	*PA.STATE INSPECTION
				56	C	99PNZEMIINS	*ENHANCED EMISSIONS
				56	C	03PNZ1	STRG/SUSP/WHLs/TIRES
				56	C	08PNZ	ELECTRICAL

SALESPERSON NO. 5027 STANLEY CAVACINI SERVICE STATE REG# K770/DEALER03379

SAVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE NO. 1G2ZG528X54		YEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN		PRODUCTION DATE 50550	STOCK NO. 623986	License No. 623986
	ADDRESS LANGHORNE, PA		CUSTOMER NO. 135122	SERVICE CONTRACT	DELIVERY DATE 07/08/05	DELIVERY MILES 901	SELLING DEALER NO. 07/31/06
	COLOR SEDONA BEIGE/LIGH		CONTRACT NO. 36226096		EXPIRATION DATE 07/08/09	EXPIRATION MILES 48,000	TAG NO. 123
	TURBO <input type="checkbox"/>	MMC <input type="checkbox"/>	AIR COND <input type="checkbox"/>	P.S. <input type="checkbox"/>	TRANS <input type="checkbox"/>	MILEAGE 14,713	ADVISOR NO. 1707
TIME RECEIVED 08:36am		ADVISOR REQUIRED 07/31/06		PRIORITY 09:00pm		I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		STATE INSP. EMBED		Your E-Mail Address Storage \$10.00 per Day		SIGNATURE X	

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS: TOW IN

W* 03PNZ1 STRG/SUSP/WHLs/TIRES
CUSTOMER STATES THE STEERING LOCKS UP

WARRANTY PARTS RETURNED

PO#-10553
RENTAL



MO 14719

Customer states that all valuables have been removed from vehicle 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 Signature	
ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS
\$	\$
ADD'L REPAIRS OK'D BY	
DATE	TIME
EMPLOYEE RECEIVING AUTHORITY	
SPECIFIC AUTHORIZATION GIVEN.	
MEMO	
INSPECTED BY	
X	

AFA-PARTS RETURNED TO PARTS DEPARTMENT

DATE	REC'D BY X	ITEMS INSPECTED	OK	NEEDS WORK	ESTIMATED COST	NOTES
		1 Alignment/Steering/Rack				
		2 Wheel Balance Tire Wear				
		3 Condition of Suspension Components/Shocks/Struts/Air Filter				
		4 Condition of Exhaust System				
		5 Condition of Undercarriage				
		6 Condition of Emergency Brake Cable/Adjustment				
		7 Cabin Filter				
		8 Condition of Front & Rear Brakes				
		9 A/C Performance				
		10 Condition of Coolant				
		11 Condition of All Belts & Adjustment				
		12 Condition of Battery & Cables				
		13 Condition of Clutch & Adjustment				
		14 Condition of Wiper Blades				
		15 Condition of All Lights/Signals				
		16 Condition of Emission System				
		17 Engine Oil Leak Inspection/Transmission/Fluids				
		18 Engine Performance Inspection/Transmission				
		19 Body Appearance				
		20 Body Rust				
		21 Other				
		22 Other				

Mileage					/ License #		
Tires	LF	LR	RF	RR			
Brakes	LF	LR	RF	RR			
Pass	Failed						
<input type="checkbox"/>	<input type="checkbox"/>						
Tech Lic #							

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Cust states steering
 binds, feels stiff.
 Found internal fault
 in steering motor module
 Replaced motor & module
 Recall noted & repaired
 per Denise 8-4-06
 Call TAC see if there
 is anything else

PONTIAC BUICK GMC MITSUBISHI

165 Lincoln Highway
Fairless Hills, PA 19030
(215) 943-6000

CELL: [REDACTED]

CUSTOMER NO 135122	ADVISOR ANTHONY SPINRAKER 1707	TAG NO. 005	INVOICE DATE 07/21/06	INVOICE NO. PNC5622541
LANGHORNE, PA [REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 14,349	COLOR SEDONA BEIG
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			STOCK NO 50550
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 X 5 4 [REDACTED]			DELIVERY DATE 07/08/05
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO. 1	DELIVERY MILES 90
	COMMENTS			PRODUCTION DATE
				07/19/06
				MO: 14368

LABOR & PARTS

JOB # 1 STRG/SUSP/SHOCKS/TIRES
CUSTOMER STATES 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 CUSTOMERS CONCERN
NO PROBLEMS FOUND

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 27 POINT INSPECTION

PERFORM COURTESY 27 POINT INSPECTION, INCLUDING:
1. SIGNS OF ALIGNMENT, 2. TIRE WEAR OR BALANCE
3. CONDITION OF STRUTS, 4. CONDITION OF SHOCKS, 5. EXHAUST,
6. UNDERCARRIAGE, 7. E-BRAKE CABLES, 8. E-BRAKE ADJUSTMENT,
9. CK FRONT AND REAR BRAKES, 10. COOLANT PROTECTION,
11. CONDITION OF HOSES, 12. CK UPPER AND LOWER RADIATOR,
SEE COMMENTS

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
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		
VISA() MASTERCARD() AMERICAN EXPRESS()	TOTAL LABOR....	0.00
CASH() CHECK#() DATE / INITIALS()	TOTAL PARTS....	0.00
THANK YOU!	TOTAL SUBLET....	0.00
WE WANT YOU TO BE	TOTAL G.O.G....	0.00
COMPLETELY SATISFIED	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM

CUSTOMER SIGNATURE



PONTIAC BUICK GMC MITSUBISHI

 165 Lincoln Highway
 Fairless Hills, PA 19030
 (215) 943-6000

www.peruzzi.com

622541



GMC



TOYOTA SCION

Emergency Fit IN

622541

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/27/06	619398	13218	1567	56	C	99PNZPAINSP	*PA.STATE INJECTION
				56	C	99PNZEMIINSP	*ENHANCED EMISSIONS
				56	C	03PNZ1	STRG/SUSP/WHLS/TIRES
				56	C	08PNZ	ELECTRICAL
				56	C	94PNZALIGNFORCE	ROAD FORCE BALANCING
				56	C	05PNZ2	BRAKES

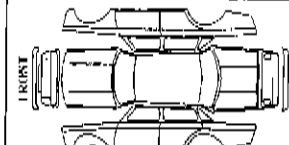
SALESPERSON NO. 5027 STANLEY CAVACINI SERVICE STATE REG# K770/DEALER03379

SAVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO. 1G22G528X54	YEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN	PRODUCTION DATE 07/08/05	STOCK NO. S0550	LICENSE NO. 622541
	CUSTOMER NO. 135122	SERVICE CONTRACT	DELIVERY DATE 07/08/05	DELIVERY MILES 901	SELLING DEALER NO. 07/19/06
	CONTRACT NO. 6226096	EXPIRATION DATE 07/08/09	EXPIRATION MILES 48,000	TAG NO. 005	
	TURBO <input type="checkbox"/>	M/MC <input type="checkbox"/>	AIR COND <input type="checkbox"/>	P/S <input type="checkbox"/>	TRANS <input type="checkbox"/>
	RESIDENCE PHONE 162 Lee dom Way Newtown Pa.	BUSINESS PHONE	ADVISOR NO. 1707 ADVISOR ANTHONY SPINNRAKER		
TIME RECEIVED 02:07pm DATE/TIME PROMISED 07/19/06 09:00pm PRIORITY		Your E-Mail Address Storage \$10.00 per Day SIGNATURE			

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS : EMERGENCY FIT IN

 1. W* 03PNZ1 STRG/SUSP/WHLS/TIRES
 CUSTOMER STATES THE STEERING WILL GET TIGHT, LOOSE CAR FEELS FUNKY, MUST HOLD STEERING WHEEL TIGHT TO DRIVE

 12. C* 99PNZ27PTINSP 27 POINT INSPECTION
 PERFORM COURTESY 27 POINT INSPECTION, INCLUDING:
 1. SIGNS OF ALIGNMENT, 2. TIRE WEAR OR BALANCE
 3. CONDITION OF STRUTS, 4. CONDITION OF SHOCKS, 5. EXHAUST,
 6. UNDERCARRIAGE, 7. E-BRAKE CABLES, 8. E-BRAKE ADJUSTMENT,
 9. CK FRONT AND REAR BRAKES, 10. COOLANT PROTECTION,
 11. CONDITION OF HOSES, 12. CK UPPER AND LOWER RADIATOR,

 RADIO, factory aftermarket
 cassette c/d both

Customer states that all valuables have been removed from vehicle 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 Signature

 ORIGINAL ESTIMATE \$
 AUTHORIZED ADD'L. REPAIRS \$

ADD'L. REPAIRS OK'D BY

DATE

TIME

EMPLOYEE RECEIVING AUTHORITY

SPECIFIC AUTHORIZATION GIVEN

MEMO

INSPECTED BY

PONTIAC BUICK GMC MITSUBISHI

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

CELL: [REDACTED]

CUSTOMER NO 135122	ADVISOR ANTONIO CREA	1567	TAG NO 160	INVOICE DATE 06/27/06	INVOICE NO PNC5619398
LANGHORNE, PA [REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 13,218	COLOR SEDONA BEIG	STOCK NO 50550
	YEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE ID NO 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO 1	PRODUCTION DATE
	F.T.E. NO			R.O. NO	REPRINT# 1
COMMENTS			MO: 13219		

LABOR & PARTS

J# 1 99PNZPAINSP *PA STATE INSPECTION TECH(S):56 19.95
PERFORM SAFETY INSPECTION
FRONT BRAKE READING:
PA STATE INSPECTION ALL

JOB # 1 TOTAL LABOR & PARTS 19.95

J# 2 99PNZEMIINSP *ENHANCED EMISSIONS TECH(S):56 46.25
PERFORM ENHANCED EMISSIONS TEST
ANNUAL STATE INSPECTION
EMISSIONS INSPECTION ALL

JOB # 2 TOTAL LABOR & PARTS 46.25

J# 3 03PNZ1 STRG/SUSP/WHL/TIRES TECH(S):56 0.00
CUST STATE A SHIMMY AT SPEEDS OF 65MPH
TECH NOTED VIBRATION COMING FROM TIRES

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 08PNZ ELECTRICAL TECH(S):56 0.00
CUST STATE CHECK CHARGING SYSTEM
CHARGING SYSTEM OK AT THIS TIME

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 94PNZALIGNFORCE ROAD FORCE BALANCING TECH(S):56 179.95
Added Operation (ACREA @ 06/27/2006 09:10)
CUSTOMER STATES PERFORM HUNTER ROAD FORCE WHEEL BALANCING
INCLUDES DISMOUNT AND MOUNT TO MATCH
MEASURE STEEL WHEEL AND ALLOY WHEEL RUNNOUT
AND MEASURE DOWNFORCE
PERFORM COMPUTERIZED FOUR WHEEL ALIGNMENT
MAINTANANCE
PERFORMED ROAD FORCE WHEEL BALANCE
PERFORMED COMPUTERIZED FOUR WHEEL ALIGNMENT

JOB # 5 TOTAL LABOR & PARTS 179.95

J# 6 05PNZ2 BRAKES TECH(S):56 143.99
Added Operation (ACREA @ 06/27/2006 09:11)
CUSTOMER STATES
REFACE/MACHINE ROTORS

JOB # 6 TOTAL LABOR & PARTS 143.99

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

JOB # 1 ST GM INSP STICKER CHARGE 2.00

JOB # 1 GMCLLD GM CUST LOYALTY LABOR DISCOUNT -19.95

JOB # 2 PC PHONE CALL TO STATE 2.40

JOB # 5 WW GM WHEEL WEIGHT 3.99

TOTAL - MISC -11.56

PONTIAC BUICK GMC MITSUBISHI

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

CELL: [REDACTED]

CUSTOMER NO 135122	ADVISOR ANTONIO CREA	1567	TAG NO 160	INVOICE DATE 06/27/06	INVOICE NO PNC5619398
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 13,218	COLOR SEDONA BEIG	STOCK NO 50550
LANGHORNE, PA	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
[REDACTED]	VEHICLE ID. NO 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO 1	PRODUCTION DATE
[REDACTED]	F.T.E. NO	P.O. NO	R.O. DATE 06/27/06		REPRINT# 1
COMMENTS					MO: 13219

ESTIMATE.....
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$700.00 (+TAX)

COMMENTS.....

CELL [REDACTED]

TOTALS.....

VISA() MASTERCARD() AMERICAN EXPRESS()
CASH() CHECK#() DATE / INITIALS()

THANK YOU!

WE WANT YOU TO BE--

COMPLETELY SATISFIED

TOTAL LABOR.... 390.14
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 8.39
TOTAL MISC DISC -19.95
TOTAL TAX..... 22.71

TOTAL INVOICE \$ 401.29

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM

CUSTOMER SIGNATURE

174679
SERVICE ADVISOR
13218
R.O. #

160

RUZZI

619398



K GMC MITSUBISHI

coin Highway
Hills, PA 19030
943-6000

eruzzi.com



619398

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/14/06	609615	10352	1701	1695	W	03PNZ1	STRG/SUSP/WHLS/TIRES
				1695	W	03PNZ2	STRG/SUSP/WHLS/TIRES
				1695	C	03PNZ4FEA	4 WHEEL ALIGNMENT
				1695	C	06PNZCHGOIL	4-IN-1 SERV.SPECIAL
				1695	C	99PNZ27PTINSP	27 POINT INSPECTION
				99	C	60PNZZEXTWASH	EXTERIOR AUTO WASH

SALESPERSON NO. 5027

STANLEY CAVACINI

S E R V I C E

STATE REG# K770/DEALER03379

SAVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID#	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO	REC'D
	1G2ZG528X54	05/PONTIAC/G6/6 CYL SEDAN		50550		619398
	CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE
	135122		07/08/05	90		06/27/06
	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO	
	SEDONA BEIGE/LIGH	36226096	07/08/09	48,000	160	
	TURBO	M/MC	AIR COND	P S	TRANS	MILEAGE
						13,218
						ADVISOR NO
						1567
						ADVISOR
						ANTONIO CREA

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

TIME RECEIVED: 07:35am DATE/TIME PROMISED: 06/27/06 05:00pm PRIORITY:

APPOINTMENT: ☒ Yes ☐ No

STATE INSPECTION: ☒ Yes ☐ No

CELL: [REDACTED]

Your E-Mail Address: [REDACTED]
Storage \$10.00 per Day

SIGNATURE: [REDACTED] X

JOB: ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X 51.00

COMMENTS: CELL [REDACTED]

1 C 99PNZPAINSP *PA STATE INSPECTION
PERFORM SAFETY INSPECTION

2 C 99PNZEMIINSP *ENHANCED EMISSIONS
PERFORM ENHANCED EMISSIONS TEST

3 C 03PNZ1 STRG/SUSP/WHLS/TIRES
CUST STATE A SHIMMY AT SPEEDS OF 65MPH

X 4 C 08PNZ ELECTRICAL
CUST STATE CHECK CHARGING SYSTEM

X 5 400 Free Balance

X 6 Replace Doors

Shuttle 13230

Customer Signature: [REDACTED]

ORIGINAL ESTIMATE: \$ [REDACTED] AUTHORIZED ADD'L REPAIRS: \$ [REDACTED]

ADD'L REPAIRS OK'D BY: L-MESSOREN 9AM

DATE: [REDACTED] TIME: [REDACTED]

EMPLOYEE RECEIVING AUTHORITY: [REDACTED]

SPECIFIC AUTHORIZATION GIVEN: [REDACTED]

MEMO: [REDACTED]

INSPECTED BY: [REDACTED]

X

PONTIAC, BUICK, GMC

165 Lincoln Highway
Fairless Hills, PA 19030
(215) 943-6000

CUSTOMER NO 10	ADVISOR STEPHEN C STACKHO	1593	TAG NO	INVOICE DATE 07/09/05	INVOICE NO PNC5571684
PERUZZI PONTIAC GMC TRUCK INC 165 LINCOLN HWY. FAIRLESS HILLS, PA 19030 consumer@voicenet.com 215-943-6000	LABOR RATE	LICENSE NO.	MILEAGE 103	COLOR SEDONA BEIG	STOCK NO 50550
	YEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO	PRODUCTION DATE
	P.T.E. NO. 09-332 138			P.O. NO	DATE 07/09/05
215-943-6000	215-943-6000	COMMENTS			MO: 103

LABOR & PARTS
 JOB # 1 99PNZRAINSP *PA STATE INSPECTION TECH(S): 1615 INTERNAL
 PERFORM SAFETY INSPECTION
 FRONT BRAKE READING:
 10B
 REAR BRAKE READING:
 10B

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 99PNZEMEXEMPT *EXEMPT EMISSIONS TECH(S): 43 INTERNAL
 INPUT EXEMPTION INFORMATION TO STATE
 REQUIRED PROCESS
 ENTERED AND DOWN LOADED INFO AND EXEMPTION ISSUED

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # 1	ST GM INSP STICKER CHARGE		INTERNAL
JOB # 2	PC PHONE CALL TO STATE		INTERNAL
TOTAL - MISC			0.00

COMMENTS-----
 CHARGE TO NEW CAR DEPT.

TOTALS-----

VISA()	MASTERCARD()	AMERICAN EXPRESS()	TOTAL LABOR....	0.00
CASH()	CHECK#()	DATE / INITIALS()	TOTAL PARTS....	0.00
THANK YOU!			TOTAL SUBLET...	0.00
WE WANT YOU TO BE			TOTAL G.O.G....	0.00
COMPLETELY SATISFIED			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
 GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PERUZZI

PONTIAC, BUICK, GMC

165 Lincoln Highway
Fairless Hills, PA 19030
(215) 943-6000

www.peruzzi.com



BUICK



PONTIAC

GMC



GMC



NISSAN



TOYOTA



SCION

571684

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/09/05	571673	91	524	1376	I	10PNZ00NCDEL	CLEAN FOR DEL

SALESPERSON NO.

S E R V I C E

STATE REG# K770/DEALER03379

SAVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE NO. 1G22G528X54		YEAR/MAKE/MODEL 05/PONTIAC/G6/6 CYL SEDAN		PRODUCTION DATE 50550	STOCK NO	LICENSE NO 571684				
	PERUZZI PONTIAC GMC TRUCK INC 165 LINCOLN HWY. FAIRLESS HILLS, PA 19030 consumer@voicenet.com				CUSTOMER NO 10	SERVICE CONTRACT	DELIVERY DATE				
					COLOR SEDONA BEIGE/LIGH	CONTRACT NO	DELIVERY MILES				
					TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE 103	ADVISOR NO. 1593
RESIDENCE PHONE 215-943-6000		BUSINESS PHONE 215-943-6000		I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.							
TIME RECEIVED 12:01pm		DATE/TIME PROMISED 07/09/05 05:00pm		PRIORITY		Your E-Mail Address Storage \$10.00 per Day SIGNATURE X					
APPOINTMENT	STATE INSP										
<input type="checkbox"/> Yes	EMISSION										
<input checked="" type="checkbox"/> No											

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL		RADIO, factory aftermarket cassette c/d both Customer states that all valuables have been removed from vehicle 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 Signature _____
X			
COMMENTS : CHARGE TO NEW CAR DEPT.			
1	99PNZPAINSP	*PA STATE INSPECTION	1615
PERFORM SAFETY INSPECTION			
2	99PNZEMIEXEMPT	*EXEMPT EMISSIONS	
INPUT EXEMPTION INFORMATION TO STATE			
ORIGINAL ESTIMATE \$ _____ AUTHORIZED ADD'L. REPAIRS \$ _____ ADD'L. REPAIRS OK'D BY _____ DATE _____ TIME _____ EMPLOYEE RECEIVING AUTHORITY _____ SPECIFIC AUTHORIZATION GIVEN: _____ MEMO: _____ INSPECTED BY _____ X			

AFA-PARTS RETURNED TO PARTS DEPARTMENT

DATE		REC'D BY X			
ITEMS INSPECTED	O.K.	NEEDS WORK	ESTIMATED COST	NOTES	
1. Alignment/Steering/Rack					
2. Wheel Balance Tire Wear					
3. Condition of Suspension Components/Shocks/Struts/Air Filter					
4. Condition of Exhaust System					
5. Condition of Undercarriage					
6. Condition of Emergency Brake Cable/Adjustment					
7. Cabin Filter					
8. Condition of Front & Rear Brakes					
9. A/C Performance					
10. Condition of Coolant					
11. Condition of All Belts & Adjustment					
12. Condition of Battery & Cables					
13. Condition of Clutch & Adjustment					
14. Condition of Wiper Blades					
15. Condition of All Lights/Signals					
16. Condition of Emission System					
17. Engine Oil Leak Inspection/Transmission/Fluids					
18. Engine Performance Inspection/Transmission					
19. Body Appearance					
20. Body Rust					
21. Other					
22. Other					

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Mileage	/ License #			
Tires	LF	LR	RF	RR
Brakes	LF	LR	RF	RR
Pass	Failed			
<input type="checkbox"/>	<input type="checkbox"/>	Tech Lic #		

PONTIAC, BUICK, GMC

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



CUSTOMER NO 135122	ADVISOR BRUCE DUBROW	1138	TAG NO. 703	INVOICE DATE 08/26/05	INVOICE NO. PNC5578798
[REDACTED] LANGHORNE, PA	LABOR RATE	LICENSE NO.	MILEAGE 1,149	COLOR SEDONA BEIG	STOCK NO. 50550
	YEAR / MAKE / MODEL 05/PONTIAC/G6/6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE ID NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 1	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 08/26/05		
COMMENTS					MO: 1150

LABOR & PARTS
D# 1:10PNZRECALL RECALL MISC. TECH(S):1563 WARRANTY
CUSTOMER STATES PERFORM CAMPAIGN 05548B. HARMONIC BALANCER
TO BE RETORQUED
TECH NOTED OPEN RECALL
PERFORM OPEN RECALL

ma/ace

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

VISA()	MASTERCARD()	AMERICAN EXPRESS()	TOTAL LABOR....	0.00
CASH()	CHECK#()	DATE /	TOTAL PARTS....	0.00
		INITIALS()	TOTAL SUBLET....	0.00
THANK YOU!			TOTAL G.O.G....	0.00
WE WANT YOU TO BE			TOTAL MISC CHG.	0.00
COMPLETELY SATISFIED			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM!

CUSTOMER SIGNATURE

11249
SERVICE ADVISOR

703

ERUZZI

578798

578798

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

www.peruzzi.com

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/09/05	571684	103	1593	1615		99PNZPAINSP	*PA.STATE INSPECTION
07/09/05	571673	91	524	43		99PNZEMIEXEMPT	*EXEMPT EMISSIONS
				1376		10PNZ00NCDEL	CLEAN FOR DEL

SALESPERSON NO. 5027 STANLEY CAVACINI SERVICE STATE REG# K770/DEALER03379

SAVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE NO.	1G2ZG528X54	YEAR/MAKE/MODEL	05/PONTIAC/G6/6 CYL SEDAN		PRODUCTION DATE	STOCK NO.	LICENSE NO.	578798
	CUSTOMER NO.	135122	SERVICE CONTRACT			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
	COLOR	SEDONA BEIGE/LIGH		CONTRACT NO.	36226096	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	703
	TURBO	M/MC	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO.	ADVISOR	
					1,149	1138	BRUCE DUBROW		
<p>I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.</p>									
TIME RECEIVED		DATE/TIME PROMISED		PRIORITY		Your E-Mail Address			
07:30am		08/26/05		09:00pm		Storage \$10.00 per Day			
APPOINTMENT		STATE INSP. #		EMISSION		SIGNATURE X			
<input checked="" type="checkbox"/> Yes									
<input type="checkbox"/> No									

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL	<p>RADIO, factory aftermarket cassette old both</p> <p>Customer states that all valuables have been removed from vehicle 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.</p> <p>Customer Signature _____</p>
<p>1 C 10PNZRECALL CUSTOMER STATES PERFORM CAMPAIGN 05548B, HARMONIC BALANCER TO BE RETORQUED</p> <p>RECALL MISC.</p> <p>1563</p>	<p>ORIGINAL ESTIMATE</p> <p>\$</p> <p>ADD'L REPAIRS OK'D BY</p> <p>DATE</p> <p>TIME</p> <p>EMPLOYEE RECEIVING AUTHORITY</p> <p>SPECIFIC AUTHORIZATION GIVEN</p> <p>MEMO</p> <p>INSPECTED BY</p> <p>X</p>	<p>AUTHORIZED ADD'L REPAIRS</p> <p>\$</p>
	<p>WAITING</p>	
	<p>578798</p>	
	<p>PAGE 1 OF 1</p>	
	<p>TECH COPY</p>	

AFA-PARTS RETURNED TO PARTS DEPARTMENT

DATE	REC'D BY <u>X</u>	OK	NEEDS WORK	ESTIMATED COST	NOTES
1	Alignment/ Steering/Rack				
2	Wheel Balance Tire Wear				
3	Condition of Suspension Components/Shocks/ Struts/Air Filter				
4	Condition of Exhaust System				
5	Condition of Undercarriage				
6	Condition of Emergency Brake Cable/Adjustment				
7	Cabin Filter				
8	Condition of Front & Rear Brakes				
9	A/C Performance				
10	Condition of Coolant				
11	Condition of A/E Belts & Adjustment				
12	Condition of Battery & Cables				
13	Condition of Clutch & Adjustment				
14	Condition of Wiper Blades				
15	Condition of All Lights/Signals				
16	Condition of Emission System				
17	Engine Oil Leak Inspection/Transmission/Fluids				
18	Engine Performance Inspection/Transmission				
19	Body Appearance				
20	Body Rust				
21	Other				
22	Other				

Mileage	/ License #		
Tires	LF	LR	RF RR
Brakes	LF	LR	RF RR
Pass	Failed		
<input type="checkbox"/>	<input type="checkbox"/>	Tech Lic #	

Complaint Bulliten OSS480Cause Reset Balancer, gm RecallCorrection complete 118 ft/lbs

Complaint

Cause

FR AM 8:12

Correction

Complaint

Cause

FR AM 8:30

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

PONTIAC, BUICK, GMC

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

CUSTOMER NO 135122	ADVISOR ANTONIO CREA	1567	TAG NO 467	INVOICE DATE 10/14/05	INVOICE NO PNC5585297
[REDACTED] LANGHORNE, PA	LABOR RATE	LICENSE NO	MILEAGE 2,855	COLOR SEDONA BEIG	STOCK NO 50550
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 6 CYL SEDAN			DELIVERY DATE 07/08/05	DELIVERY MILES 90
	VEHICLE ID NO 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO	PRODUCTION DATE
	F T E NO			P O NO	S A DATE 10/12/05
COMMENTS			MO: 2856		

LABOR & PARTS
J# 1 06PNZ ENGINE TECH(S):88 WARRANTY
CUST STATES KEY STUCK IN IGNITION
LOCK CYLINDER HAS INTERNAL FAILURE
RECODE NEW LOCK CYLINDER AND INSTALL NEW LOCK CYLINDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88957993	CYLINDER 2.188		WARRANTY
JOB # 1	8	25756090	SPRING 10.553		WARRANTY
JOB # 1	2	25756102	TUMBLER 10.553		WARRANTY
JOB # 1	3	25756103	TUMBLER 10.553		WARRANTY
JOB # 1	3	25756104	TUMBLER 10.553		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

TOTALS

VISA() MASTERCARD() AMERICAN EXPRESS()	TOTAL LABOR....	0.00
CASH() CHECK#() DATE / INITIALS()	TOTAL PARTS....	0.00
THANK YOU!	TOTAL SUBLET...	0.00
WE WANT YOU TO BE	TOTAL G.O.G....	0.00
COMPLETELY SATISFIED	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE. APPLIES TO CUSTOMER PAY REPAIRS ONLY.

MAKE YOUR NEXT APPOINTMENT ON-LINE AT WWW.PERUZZI.COM

CUSTOMER SIGNATURE

SERVICE ADVISOR

467

PERUZZI

585297

PONTIAC, BUICK, GMC

165 Lincoln Highway
Fairless Hills, PA 19030
(215) 943-6000

www.peruzzi.com



TOYOTA

SCION

J5700C

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL



SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/26/05	578798	1149	1138	1563	W	10PNZRECALL	RECALL MISC.
07/09/05	571684	103	1593	1615	I	99PNZPAINSP	*PA.STATE/INPECTION
				43	I	99PNZEMIEEXMPT	*EXEMPT EMISSIONS
07/09/05	571673	91	524	1376	I	10PNZ00NCDEL	CLEAN FOR DEL

SALESPERSON NO. 5027 STANLEY CAVACINI S E R V I C E STATE REG# K770/DEALER03379

SAVE PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	VEHICLE ID NO.	YEAR/MAKE/MODEL		PRODUCTION DATE	STOCK NO	LICENSE NO	PR. O. NO.
	TG2ZG528X54	05/PONTIAC/G6/6 CYL SEDAN			50550		585297
	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R. O. DATE	
	135122		07/08/05	90		10/12/05	
	COLOR	CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
	SEDONA BEIGE/LIGH	36226096		07/08/09	48,000	467	
	TURBO	MM	AIR COND	N.S.	TRANS	MILEAGE	ADVISOR NO
						2,855	1567
	ADVISOR						ANTONIO CREA

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

TIME RECEIVED 04:45pm DATE/TIME PROMISED 10/12/05 09:00pm PRIORITY

APPOINTMENT ☐ Yes ☒ No STATE INSP. EMISSION

Your E-Mail Address
Storage \$10.00 per Day
SIGNATURE X

JOB	ORIGINAL CUSTOMER ESTIMATE: TOTAL
X	
1	W 06PNZ ENGINE CUST STATES KEY STUCK IN IGNITION
WARRANTY PARTS RETURNED	
KFA	
Customer states that all valuables have been removed from vehicle 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 Signature	
ORIGINAL ESTIMATE	AUTHORIZED ADD'L REPAIRS
\$	\$
ADD'L REPAIRS OK'D BY	
DATE	TIME
EMPLOYEE RECEIVING AUTHORITY	
SPECIFIC AUTHORIZATION GIVEN:	
MEMO	
INSPECTED BY	
X	

AFA-PARTS RETURNED TO PARTS DEPARTMENT

DATE	REC'D BY X	OK	NEEDS WORK	ESTIMATED COST	NOTES
1	Alignment/Steering/Rack				
2	Wheel Balance Tire Wear				
3	Condition of Suspension Components/Shocks/Struts/Air Filter				
4	Condition of Exhaust System				
5	Condition of Undercarriage				
6	Condition of Emergency Brake Cable/Adjustment				
7	Cabin Filter				
8	Condition of Front & Rear Brakes				
9	A/C Performance				
10	Condition of Coolant				
11	Condition of All Belts & Adjustment				
12	Condition of Battery & Cables				
13	Condition of Clutch & Adjustment				
14	Condition of Wiper Blades				
15	Condition of All Lights/Signals				
16	Condition of Emission System				
17	Engine Oil Leak Inspection/Transmission/Fluids				
18	Engine Performance Inspection/Transmission				
19	Body Appearance				
20	Body Rust				
21	Other				
22	Other				

Mileage	/ License #			
Tires	LF	LR	TR	FR
Brakes	LF	LR	TR	FR
Pass	Failed			
<input type="checkbox"/>	<input type="checkbox"/>	Tech Lic #		

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint

Cause

Correction

Complaint: Cust Starter Key Stuck
in Ignition Ordered Lock
Cause: Cylinder & Tumblers

Correction: Received Parts for
Lock Cylinder Has Internal Fault
for Lock Cylinder

Complaint: Rec'd New Lock Cylinder -
Cause: Reinstalled at now

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

November 22, 2010

[REDACTED]
Newtown, PA [REDACTED]

Service Request: 1-423974806

Customer Relationship Specialist: Joyce Moody

Dear [REDACTED]

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 <<http://www.dr.bbb.org/goauto>>

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

November 22, 2010

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 1-423974806
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528X54 [REDACTED]
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 [REDACTED]. 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

State: PA

Customer Name: [REDACTED]

Service Request: 1-423974806

GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG528X54 [REDACTED]

In Service Date: 7/8/05

Vehicle is: New

BAC Code: 115589

Year, Make & Model: 2005 Pontiac G6

Vehicle Purchased Used on: N/A

Lien holder: GMAC ☐ Other ☐: {Name}**VEHICLE REPAIR HISTORY**☐ Brakes

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/27/06	619398	*	13218	C/S reface/machine rotors. <i>Customer pay.</i>

☐ Engine/Fuel/Exhaust

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

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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. Replaced the power steering module. Road tested ok. 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.

☐ Wheel/Tires

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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:	RO #:	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: \$

TEAM MANAGER APPROVING:

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: [REDACTED]
Service Request: 1-423974806
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528X54 [REDACTED]
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







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: [REDACTED] v. General Motors Corporation
GM Case number: 628212
Service Request: 1-423974806
2005 Pontiac G6
Vehicle Identification Number: 1G2ZG528X54 [REDACTED]
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 [REDACTED]. 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 [REDACTED] 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



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

November 22, 2010

[REDACTED]
[REDACTED]
Williamsburg, VA [REDACTED]

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

Dear [REDACTED]:

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,

Pontiac Customer Assistance Center

November 22, 2010

[REDACTED]
[REDACTED]
[REDACTED]
Williamsburg, VA [REDACTED]

Service Request: 1-424497551

Customer Relationship Specialist: Courtney Ward

Dear [REDACTED]:

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,

Pontiac Customer Assistance Center

November 22, 2010

[REDACTED]
[REDACTED]
[REDACTED]
Williamsburg, VA [REDACTED]

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

Dear [REDACTED]:

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,

Pontiac Customer Assistance Center

GARY IN 464

04 OCT 2006 PM 1 T



Merrillville IN

OCT 06 2006

CHEVROLET DIVISION
GENERAL MOTORS CORPORATION
ATTN. EXECUTIVE ASSISTANT
SUSAN MATEWAN
P.O. BOX 33170
DETROIT, MI 48232-5170

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

48232+5170



INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

GENERAL MOTORS CORPORATION
Vice. EXECUTIVE ASSISTANT
SUSAN MCKENNA
P.O. BOX 33170
DETROIT, MI 48232-5170

October 3 2006
SERVICE REQUEST
1-425399921

SUSAN MCKENNA

Re THE MATTER OF MY TELEPHONE
CONVERSATION WITH YOU ON OR ABOUT OCTOBER 02
2006. DURING THIS CONVERSATION YOU MENTIONED
THAT AFTER TALKING TO MY BERTER
HALF WHO DRIVES CAR, SHE MENTIONED 2007
SMALL PICKUP AND ON SATURDAY, TYPE VE-
HICLE WITH A LOWER MONTHLY CAR PAYMENT
THAN WHAT WE HAVE ALREADY. AND TO
DROP THE CASHLESS CAR PAYMENT OPTION
REASON. DUE TO THE AMOUNT OF FINANCIAL PERP
ATTRIBUTED AGAINST US, THIS REQUEST IS NOTED
TO WHAT IT MAY COST YOU IN THE LONG RUN.
G.M. CORP. et al official and personal capacity
FROM THE TIME YOU RECEIVE THIS CORRESPONDENCE
YOU HAVE UNTIL THE 23 OF OCTOBER 2006 TO
REPLY, NO ANSWER. I KNOW THE ROUTE TO FOLLOW
Sincerely,
[REDACTED] 10/03/06

COPIES PCL
S. AS



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: [REDACTED]
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 [REDACTED]. 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.

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

Sincerely,

Chevrolet Customer Assistance Center



Merillville, IN

GARY IN

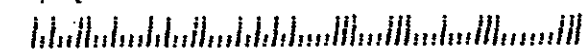
10 OCT 2006 PM



OCT 13 2008

CHEVROLET DIVISION
GENERAL MOTORS CORPORATION
ATTN. EXECUTIVE ASSISTANT
SUSAN MAREKPAK
P.O. Box 33170
DETROIT MI 48232-5170

48232+5170



CHEVROLET DIVISION
GENERAL MOTORS CORPORATION
ATTN. EXECUTIVE ASSISTANT
SUSAN MAREKAPAK
P.O. Box 33170
DETROIT, MI 48232-5170

October 07, 2006
IN RE SERVICE REQUEST
-1-425399921

SUSAN MAREKAPAK:

Please Note The enclosed copy of ORIGINAL Sent to ME by way of The Indiana Attorney General office. FROM GM, IN SHORT, MENTION 5 Years/60 mites and parts of vehicle covered associated with engine. Nothing is mention about previous problems we have had with 2005 Matibee Nor the radiator damaged by dex cool Coolant Sludge Build up and or crystalizat ion caused by Dex Cool, ALSO Hose(s) Associated with Radiator. And in That Letter from GM. There is no Signed Signature, which is EVASIVE and Questionable

copy REC
SAS

Hon. Rich Maro, Rep.

Cordially

SA Slater

CHEVROLET DIVISION
GENERAL MOTORS CORPORATION

MAN. EXECUTIVE ASSISTANT

SUSAN MACEWAN.

P.O. BOX 33170

DETROIT, MI 48232-5170

October 07, 2006

PAUL, SERVICE REQUEST
- 1-425399921

LIKE THE MANNER OF GM EMPLOYEE James SHANKS pertinent offer OVER THE TELEPHONE OF 5 Years 60, miles which ever comes first. THAT THIS WRITER REFUSED because of duress AS I MENTIONED SEND ME THE CONTRACT OF which he refused and he with drew the offer at which time I SAID I WILL SEE YOU IN COURT. NOTE -- THE PAUL EVIDENCE RULE (IN SHORT) A WRITTEN CONTRACT YOU CAN NOT AMEND WITH A VERBAL AGREEMENT AS LONG AS THAT WARRANTY IS IN EFFECT AND THE SUBJECT VEHICLE IS NOT DANGEROUS AND DEFECTIVE EVERYTHING MUST AND WILL BE IN WRITING. HOW CAN ONE TRUST A COMPANY THAT HAS AND CONTINUES TO MANUFACTURE AND SELL DANGEROUS AND DEFECTIVE VEHICLES

Continued

You Mention Horror Story pertinent
to a Ford. during our conversation on
10/06/06. I know Ford has had some
major setbacks pertinent litigation.

I also am very much aware of the
issues GM has and will continue.
If GM and the Associated Dealerships etc
continue to not be forthright. Then

There will always be some major issues
In the letter received from the Office of the
Indiana Attorney General. Nothing is mentioned
in that 5 Years / 60 miles whichever comes
first. About the radiator here or Radiator
due to being destroyed by the dex cool coolant
Anti freeze. Thank You

copies PRC
SAS

Shirley A. Slater

Note Magnuson Moss Warranty
Act



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: [REDACTED]
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 [REDACTED] 2005 Chevrolet Malibu. We are sorry for any inconvenience he may have experienced.

At your request, we reviewed [REDACTED] case with our Central Office Staff. As a gesture to help maintain [REDACTED] 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 [REDACTED] 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 [REDACTED] has denied this offer. This offer was made to reconfirm General Motors' commitment to assist [REDACTED] should a further concern arise; furthermore, this offer still stands should [REDACTED] 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

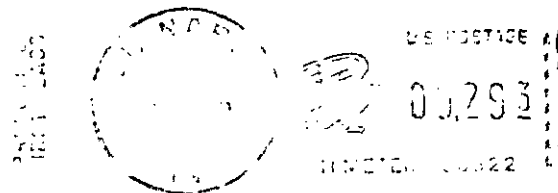


HUMMER



OFFICE OF THE ATTORNEY GENERAL
Consumer Protection Division
302 W. Washington Street, 5th Floor
Indianapolis, IN 46204

SEP 18 2008



09-15-08 Teletype To 462
FINAL REQUEST

6171AM5 48007



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 [REDACTED] 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 [REDACTED] 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,



Anthony Simons
Consumer Mediator
Consumer Protection Division
Anthony.Simons@atg.in.gov
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 Attorney General
Steve Carter
302 West Washington Street
Indiana Government Center South
Fifth Floor
Indianapolis, Indiana 46204

PRESORTED FIRST-CLASS

Pe ID # 1031060811-102520
CERTIFIED MAIL PERMIT NO. 7374 INDIANAPOLIS IN

481 55

48007

AUTO



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

AUG 14 2008

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

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 [REDACTED] 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,



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

WITHIN 6 MONTHS OF HAVING CAR. WE
SMELL ANTIFREEZE COMING THROUGH ONE
OF THE AIR VENTS. NOTE THE LAMP WENT
A LIVE WITH MOTHE IS A PACE MARKER
RECIPIENT 2006 AND HAVING HEARD THAT
THERE WAS RECALLS AND THE FRAUD GUIDANCE
WAS INVOLVED, NOW BOSTON SCIENTIFIC
DOING RESEARCH ON PACE MARKERS & FOUND
A WEBSITE SO HELPFUL TO THESE CON-
SUMERS WWW.LAWYERSSETTLEMENTS.COM/-
-Settlements.html? - Search Box. Dex Cool
Coolant & happen to see after & researcher
Guilford Pacemaker, also medtronic to
shock to the conscience. & find out that
Dex Cool Coolant does not perform to its
specifications 5 years 150 miles. Every time
Dex Cool comes in contact with within the
engine it destroys. And all the Fraud
GALFORD MOTORS HAS BEEN INVOLVED IN.
NOTE, THE GENTLEMAN FROM THE ILLINOIS
ATTORNEY GENERAL OFFICE BECAUSE THE CAR
WAS BOUGHT IN ILLINOIS AND SERVICED IN
INDIANA. & would have to contact the
Indiana Attorney General's office.

Continued 2

TO whom this may concern From the office
of the Indiana Attorney General. THE CAR
WE PURCHASED IN ELKHART, INDIANA, IS
STILL under warranty. IS DESTINED FOR THE
JUNK YARD due to the Dex cool coolant
and costly auto repair charges. THE SHORT
IN VIOLATION OF THE MAGNUSON-MOSS Act
and THE Federal Trade Commission.

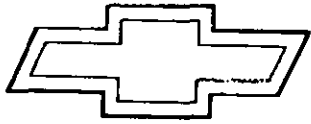
IF WE WOULD HAVE KNOWN ABOUT THE
NATURE OF LIMITATIONS PERTAINING TO
LEASE. WE WOULD HAVE SAID SOMETHING
BUT.. HAVING found out about the Dex
Cool coolant problem recently. THE Limousine
Should start or have then. - So we are
writing seeking help as I am disabled and
my Lady Friend has had a heart procedure
to sustain life, i.e. stent. Plus our car pay-
ment is 450.10 a month. WHICH we be-
lieve is wrong. The car dealership knew we
needed a bigger vehicle.

Please advise at your earliest convenience

Thank You

/PATRICK

Merrillville, IN



GATEWAY

Chevrolet • Oldsmobile



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

June 29, 2006

Re: [REDACTED]
File No: 2006-CONSC-00154948

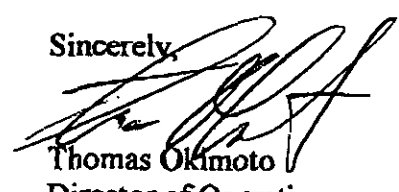
Dear Mr. Ligocki,

On or about March 7, 2005 a 2005 Chevrolet Malibu LS, VIN: 1G1ZT54825F [REDACTED] was sold to [REDACTED]. 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 [REDACTED] 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

Note
8/01/06 The consumers of this 2005 chev malibu never returned to Gateway one we would have to travel to far for any warranty work when we can travel to GM dealership 10 to 15 mi. away and two in 2006 Gateway attempted to commit fraud on us pertinent trade-in but then attempted to stick us with a second car and no trade-in 2006 chev. impala vin 2G4KB58K969 [REDACTED]



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

June 30, 2006

[REDACTED]
Merrillville, IN [REDACTED]

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

Dear [REDACTED]

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

Please review this response and contact the undersigned **in writing** 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.

Note Thank you for bringing this matter to our attention.

8/01/06 We were
advised because
the vehicle was serviced
in Indiana we would
have to correspond w. th
Indiana Attorney Gen.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Daniel Ligocki

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

enclosure
/ss

① Attached

NOTE OUR 2005 MALIBU HAS DEX COOL COOLANT CAN ANTIFREEZE. THIS VEHICLE MAY HAVE OR WILL EXPERIENCE THE FOLLOWING FROM DEX-COOL FORMS A SLUDGE LIKE SUBSTANCE THAT CLOGS THE COOLING SYSTEM CAUSING TO OVER HEAT. DEX COOL CORRODES ALL PARTS OF THE ENGINE IT COMES IN CONTACT WITH. INCLUDING THE UPPER AND LOWER INTAKE MANIFOLD GASKETS. IN SHORT, DEX COOL COOLANT DOES NOT PERFORM AS PROMISED BY GENERAL MOTORS, et al ALSO CAUSES PREMATURE AND COSTLY ENGINE REPAIRS TO CONSUMER VEHICLES, IN VIOLATION OF MAGNUSON-MOSS WARRANTY ACT - THE DISCLOSURE RULE 16 CFR PART 701 DIRECTS WHAT YOU (MUST) INCLUDE IN YOUR WARRANTY - 29 CFR 1910.1200 ALSO KNOWN AS THE RIGHT TO KNOW OSHA ~~HAZ~~ AND COMMUNICATION (HAZCOM) STANDARDS. MATERIAL SAFETY DATA SHEET (MSDS) No. 16492E Product is HAZARDOUS ACCORDING TO OSHA COMMUNICATION STANDARDS.

②

Attached THE REASON WHY I AM REQUESTING THE JUSTICE DEPT TO BE NOTIFIED THE JUSTICE DEPT Fined General Motors \$ 1-MILLION OVER WINDSHIELD WIPERS Jan. 12, 2005 (IN SHORT) General Motors HAS AND IS COMMITTING SO MUCH FR AND THAT IS DANGEROUS TO ALL CONSUMERS

Cover Letter

TO Whom this may concern of
The Indiana Consumer Protection
Division of THE Indiana ATTORNEY
GENERAL(S) OFFICE: Please
Return all Documents inclosed
ONCE A DECISION HAS BEEN
REACHED: Thank You

Patrick E Locke
August 01-2006

RECEIVED

AUG 07 2006

ATTORNEY GENERAL OF INDIANA
CONSUMER PROTECTION

Indiana Attorney General
Indiana Government Center South
"Att." Consumer Protection Division
302 West Washington Street
Indianapolis, Ind. 46204

RECEIVED

JUL 24 2006

ATTORNEY GENERAL OF INDIANA
CONSUMER PROTECTION

RECEIVED

JUL 24 2006

ATTORNEY GENERAL OF INDIANA
CONSUMER PROTECTION

July 20, 2006

TO whom this may concern:

After recently speaking with Mr. Daniel Ligoetti with the Consumer Protection Division of the office of Attorney General State of Illinois, THIS WRITER WAS ADVISED TO CONTACT THE OFFICES OF MR. STEVEN CARTER. NOTE THIS WRITER AND LADY FAIRLESS SHULE SLATER PURCHASED A 2005 MALIBU WITH 13 MILES IN 2005 SINCE WE HAVE HAD THE VEHICLE THE CAR HAS STARTED FALLING APART AND THE CAR IS STILL UNDER WARRANTY FROM THE REAR BRAKE PADS ONE WAS CRACKED. ROTORS HAD TO BE REDONE REAR. A SPECIAL PART HAD TO BE ORDERED FOR THE MUFFLER. REPEATED REPLACEMENT FRONT AND REAR TURNING SIGNALS, THAT I OFTEN HAVE HAD TO REPLACE. A NEW HEADLIGHT CASE WAS ORDERED. DEFECTIVE.

(CONTINUED)

THE ILLINOIS ATTORNEY GENERAL,
HONORABLE LISA MADIGAN:
100 WEST RANDOLPH STREET
CHICAGO, ILLINOIS 60601

June 08-2006

IN RE: NONCON-
FORMITY VEHICLE

TO WHOM THIS MAY CONCERN!

SHINLEP SLATEK 55 YEARS OF AGE AND [REDACTED]
[REDACTED] 51 YEARS OF AGE WHO IS DISABLED, PURCHASED
A 2005 CHEV. MALIBU, NEW - 03/07/2005, FROM
GATEWAY CHEVROLET INC. 5373 N. MILWAUKEE AVE
CHICAGO, IL. 60630-1222 / 773-631-9000. DEAL -
00262842 - / R. WAGONER CEO. GENERAL MOTORS to
SOLD US. [REDACTED] A VEHICLE THAT HAD
LATENT DEFECTS WITHIN SIX MONTHS WE STARTED
SMELLING ANTIFREEZE COMING THROUGH ONE OF THE
AIR VENTS DEX COOL DOES NOT PERFORM UP TO ITS SPECIFICATIONS
5 YEARS / 150 MILES. HEAD LIGHTS STARTED FALLING
APART MUFFLER TOO. ALSO BRAKE PAD(S) ROTORS HAD TO
BE REDONE, TURNING SIGNAL ~~BAR~~ HAD TO BE REPLACED
MORE THAN 3 TIMES, (CAR SHORT)

THE MANUFACTURE WARRANTY FAILED OF ITS
ESSENTIAL PURPOSE. EVEN WHILE THE CAR IS
STILL UNDER WARRANTY. NOTE, THE DEX COOL
ANTIFREEZE DESTROYS EVERY PART OF THE ENGINE
THAT IT COMES IN CONTACT WITH. SO GENERAL
MOTORS et al SOLD US A CAR THAT WAS DESTIN
ED FOR THE JUNK YARD. IN THE BEGINNING
WAS COSTLY REPAIRS, ADDED A BELEAGUE GATEWAY
CHEVROLET WAS INVOLVED IN A FINANCING SCAM,
WITH NUYELL CREDIT CORP. BOX 2365, MEMPHIS, TN. 3810
AND GMAC. ALL AFFILIATED. OUR MONTHLY PAYMENT
IS \$450.10. NOTE [REDACTED]

[REDACTED] are seeking a full investigation for decep-
tive business practices.

Sincerely

[REDACTED]

[REDACTED]

Merrillville Ind

[REDACTED]



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

June 30, 2006

[REDACTED]
Merrillville, IN [REDACTED]

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

Dear [REDACTED]

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

Please review this response and contact the undersigned **in writing** 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



GATEWAY

Chevrolet • Oldsmobile



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

June 29, 2006

Re: [REDACTED]
File No: 2006-CONSC-00154948

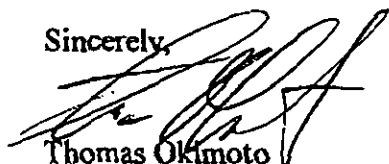
Dear Mr. Ligocki,

On or about March 7, 2005 a 2005 Chevrolet Malibu LS, VIN; 1G1ZT54825F [REDACTED] was sold to [REDACTED]. 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 [REDACTED] 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

CONSUMER PROTECTION DIVISION
OFFICE OF THE ATTORNEY GENERAL
100 W. RABOLD ST STREET
CHICAGO, IL 60601

JULY 06, 2006

RE: GATEWAY CHEVROLET
FILE NO. 2006-COASC-001549

TO WHOM THIS MAY CONCERN!

ATTN: MR. DANIEL LIGOCKI
CITIZENS ADVOCATE
CONSUMER PROTECTION DIVISION

PLEASE TAKE NOTICE THIS CORRESPONDENCE
IS IN RESPONSE TO THE JUNE 30, 2006 LETTER
FROM THE OFFICE OF THE ATTORNEY GENERAL STATE
OF ILLINOIS, ENVELOPE STAMPED AND DATED JUL 03/06
CHICAGO, IL TEN (10) days limit

MR. LIGOCKI, Yes myself and [REDACTED]
purchased a vehicle from Gateway Chevrolet.
Oldsmobile on or about March 07-2005. In Good
Faith. Within (6) months of owning car we
both owners of Chevrolet Malibu, started smelling
antifreeze coming through one of the vents.
WE TOOK THE VEHICLE TO TEAM CHEVROLET
INC. 1856 W. US HWY 30 VALPARAISO IN. 46385
(219) 462-475, THIS WRITER [REDACTED] TOLD

continued

SERVICE ADVISOR, CAMERON BATES, ABOUT THE
ANTIFREEZE SMELL COMING THROUGH ONE OF THE
VENTS EITHER MR. BATES BLATANTLY BLEND
MY STATEMENT OFF AND/OR ALREADY WAS
AWARE OF GENERAL MOTORS VEHICLE DEXCOOL
COOLANT ANTIFREEZE PROBLEM BY WAY OF AN
INTERNAL MEMO, FROM GENERAL MOTORS THAT
THE CONSUMER HAS YET TO LOCATE. NOTE GATEWAY
MAY HAVE DID A GM VEHICLE INQUIRY AND DIS-
COVERED THAT THE VEHICLE WAS NOT BROUGHT IN
ANY CHEVROLET DEALERSHIP FOR AN ANTIFREEZE PRO-
BLEM. NOTE (6) SIT SENTENCE DOWN FROM TOP OF THIS
PAGE ONE OTHER REASON WHY WE DO NOT GO TO
GATEWAY FOR SERVICE TO TALK FROM INDIANA AND
WE DO NOT HAVE THE TIME TO TRAVEL. AWARD
[REDACTED] AND MYSELF HAVE NOT FORGOTTEN
THE FRAUD ATTEMPTED ON US BY GATEWAY
CHEVROLET, Oldsmobile, Inc. et al. Salesmen, John
and Pete, were their First Names. 02/04/06
BY KEEPING US THERE STRINGING THE BOTH OF US
ALONG ALL DAY SYSTEMATICALLY WEAR US DOWN
MENTALLY, THEY HAD US BELIEVING WE HAD MADE
THE 2005 MALIBU 1A FOR A 2006 LS SEDAN. VIN
NO. 2G1WB58K969 [REDACTED] COLOR OF CAR, BLUE
MR. LIGOCKI, WHAT IS WRITTEN AND WILL BE IS
DONE UNDER THE PENALTIES OF PERJURY, SO HELP
ME GOD.

ON FEBRUARY 04-2006, THAT DAY WE THOUGHT
WE HAD TRADED THE 05 MALIBU FOR AN 06 -
IMPALA AS MENTIONED ON LOWER PAGE OF PAGE ②
THAT NIGHT BE FOR WE LEFT & GAVE THE 05
MALIBU CAR KEYS TO CAR SALESMAN, WAYNE
HAMSEY, THIS SALESMAN SOLD US THE 05-
MALIBU.

MR. LIGOCKI IN THAT LEDER FROM YOUR OFFICE
WAS ANSWERED A GM VEHICLE INQUIRY System
Claim History Second PAGE BOTTOM / serviced by
B.K. CHEVROLET INC. 1575 86th ST. BROOKLYN -
N.Y. 11228-3493-3493 -(718) 232-0200 THIS WRITER
CALLED THE (718) Number July 6, 2006, 9⁰⁰ AM THE Female
WHO ANSWERED THE PHONE SAID 86th ST MOTORS &
ASK IS THIS B.K. Chevrolet Inc. She said we transferred
the dealership name June of last year she added
for a couple months we were Bensenville Motors
& attempted to hold a conversation with this female who
answered the phone about a 05-06 Malibu. if they
had any on the lot. THERE & INQUIRED WHO WERE
THE OWNERS. THIS Female hung up on me? Something
TO PUMPER ON.
MR. LIGOCKI IF You go to web site. Complaints
• COM. Gateway Chevrolet. Chicago IL. A complaint
lodged against them. By Iris Johnson Waukegan
IL. Sent 4/3/04 TO Chevrolet Customer Assistance
Center. Customer Relation Manager Jason Murphy
Pertinent, inordinate amount of unethical solicitation
and ultimate disappointment. That & experienced
From chev. (a place. called.)

Mr. CIGOCKI, Please go to web site, www.Lawyers.andSettlements.com/Settlements.html?
Scroll down to Large Settlements, Verdicts, and Large recoveries. Note the following ① GM Corp. 495 million dollar Settlement has been reached.
Trucks, prone to explosion 1973-87. fuel tank issue.
② Your car could be killing you 02/08/06 / articles / car chemicals
(a) States have banned the use of two forms of PABES. Note was New York one of the States that Banned the use of two forms of PABES.
NOTE IS THAT POSSIBLE WITH THIS 2005 MAZDA
Got to Chicago etc. Chemicals fire retardant in the seats, Trim PABES, Windshield. All in Question
Note www.lawyersandsettlements.com/case/gm-brake
Not. Call / Fiat / Two billion to settle issue
GM Corp 401K / EMISA. Stock fraud Sept. 20.05 Has been accused of Securities Fraud.
GM Corp allegedly knew. of defective parking brakes. and did not fix or warn consumers. 2/21/05. Note this consumer writer already has experienced defective brake pad(s) as you will see on enclosed exhibit(s)
GM Corp. Saturn, VUE. Sport utility vehicles in order to strengthen their rear suspension system collapsed during a sharp turn. at 45 miles per hour
www.usdoj.gov. possible investigation General Motors Inc. or Corporation

NOTE. GM, ACCEPTANCE CORP., 6 Year old Class Action
Consumers in Tennessee. Due to Company policies
Dealers would routinely charge black consumers a
higher interest rate on Auto loans than whites with
similar Financial histories Jan 30-04 ^{450.0}~~400.00~~ _{car not}
Note Mr. Daniel Ligotti, Citizens Advocate, Consumer
Protection Division (312) 814-3866

NOTE: THERE IS LATENT DEFECTS WHICH THE CAR
buyers. could not discover at the time of Sale
Breach of implied warranty. issue of merchantability
under THE MAGNUSON MOSS WARRANTY ACT.

THE Dealer committed a deceptive business practice
possible. Vehicle history misrepresentation. Defective
Vehicle and products. NOTE. Dex cool - CLASS ACTION.
Consumers Vehicle II may have or will experience the
following Dex cool failure. a sludge. like substance in
these vehicles which clogs Cooling Systems causing
them to over heat and dex cool corrodes. all parts
of the engine it comes in contact with including
the upper and lower intake manifold Gaskets. ~~Does~~ not
perform as promised but also causes premature
and costly engine repairs to vehicles

GM Fined \$ 1-million over windshield wipers Jan. 12-
- 05-

Piston SLAP. CLASS ACTION. AGAINST GM ON BEHALF
OF CHEVROLET SILVERADO OWNERS.

<http://www.girardgibbs.com/DexCool-Coolant>.

NOTE WITH THE 2006 Impala. possible a financial
Fraud was attempted also. our monthly payment was
increased to \$488.00 a month. IF this writer would
have not caught the scam and or a straw purchase
GM CANADA LTD., alleged to knowingly sell vehicles
with defective engines. Apr 26, 06

MILLER V. WILLIAM. Chevrolet / GEO Inc. 326, 111 App.
3d. 642. 762. NE. 2d. 1. 260. 111 DEE. 735. 111 App 1 Post.
Sep. 28, 2001. ILL. Court of Appeals whether prior
history was material fact.

check. v. Clifford Chrysler Plymouth of Buffalo
Grove, Inc. ILL. incis court of Appeals Dealer
committed a deceptive business practices

NOTE. Complaints.com. THE complaint Luis Johnson
Filed against Gateway Motors. In her complaint
to GM. She mentioned names from Gateway Chev-
rolet. CHICAGO, IL. John was one. possible that
attempted fraud on us. I know one of the Sales-
man. walked differently one leg short. than the other
the other Salesman, who was in on the fraud he told
us he had a child that died. WHEN I look back
he was mentioning same issue to other customers.

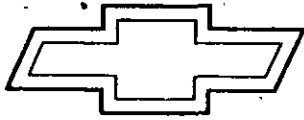
THE COURTS DEFINE A DEFECTIVE PRODUCT AS ONE THAT IS UNREASONABLY DANGEROUS AS DESIGNED OR IT IS NOT SAFE FOR ITS INTENDED USE AS DESIGNED OR IT IS MORE DANGEROUS THAN AN ORDINARY CONSUMER WOULD EXPECT.

NOTE ENCLOSED ORIGINAL COPIES FROM THE CAR DEALERSHIP. IN INDIANA WHERE CAR WAS SERVICED. (NOTE) BRAKES ISSUE Mike Anderson Chevrolet. Second Page. GM Goodwrench Tire and Brake Inspection Dated 2-11-06. L.F. RF. Both Brake lining. 60.90 mm. / L.R. RR Brake Lining 40% mm Then Go to Page 1 of 1 of the 3 pages stapled together Team Chevrolet. Dated 02/25/06 States Brakes have front 85% and Rears are at 90%

Note This is the Dealership. I told service tech advisor Cameron Bates about Dex Cool Smell There is an issue many I think, but for you to decide Mr. Daniel Ligoeki Should you have any questions please write/call 219-738-1761. Having been a law student we are intitled to our due process Thank you for your time and Patience Car dealerships you can not trust so who do you turn to. we wait your reply

Have
return originals
copies
in on a tight budget

Sincerely
[Redacted]
Merrillville, IN
[Redacted]



GATEWAY

Chevrolet • Oldsmobile



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

ATTORNEY GENERAL'S
OFFICE
JUL 10 2006
CONSUMER FRAUD
• CHICAGO •

June 29, 2006

Re: [REDACTED]
File No: 2006-CONSC-00154948

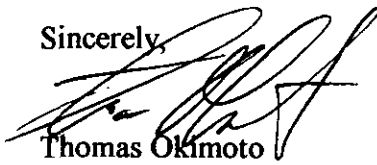
Dear Mr. Ligocki,

On or about March 7, 2005 a 2005 Chevrolet Malibu LS, VIN; 1G1ZT54825F [REDACTED] was sold to [REDACTED]. 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 [REDACTED] 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,

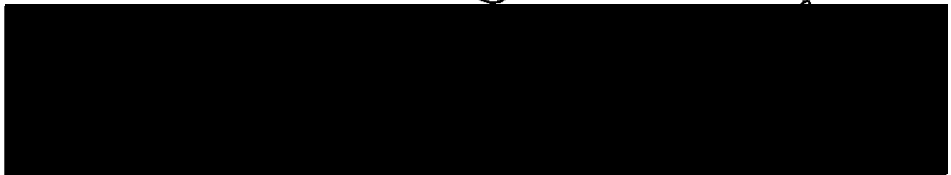

Thomas Okimoto
Director of Operations

7/6/06

MR. DANIEL LIGOTI

Because of my financial situation
would you please return all original
documents.

Cordially



Please Go to web site

[http://www.lawyerandsettlements.com/
Search.html?](http://www.lawyerandsettlements.com/Search.html?)

Settlements . Verdicts and Rulings

Search box General Motors

Note. GM. knowingly and laterally
Conceded a material defect.

Diet Cool Coolant

STATE OF INDIANA
ATTORNEY GENERAL
STEVE CARTER

July 27, 2006

[REDACTED]
Merrillville, IN [REDACTED]

Dear [REDACTED]

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.
- ☐ Complete name and address of the person or company you are filing this complaint against.
- ☐ 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 Glazebrook

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 07 2006

To prevent delay, please be sure to complete **both sides** of this form in full. Please print clearly. **ATTORNEY GENERAL OF INDIANA CONSUMER PROTECTION** Social Security Number on this form or in any accompanying documents.

1. YOUR INFORMATION		2. WHO IS YOUR COMPLAINT AGAINST?	
<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input checked="" type="checkbox"/> Miss <input type="checkbox"/> Ms. <input type="checkbox"/> Dr. Name: [REDACTED] Address: [REDACTED] City: <u>Memphis</u> State: <u>IN</u> ZIP: [REDACTED] County: <u>LAKE</u> Phone: [REDACTED] Day [REDACTED] Evening [REDACTED] E-mail: [REDACTED]		Name/Firm: <u>General Motors Corporation</u> Address: <u>P.O. Box 100</u> <u>Detroit Michigan 48265</u> City: <u>Detroit</u> State: <u>Michigan</u> ZIP: <u>48265</u> County: _____ Phone: () <u>1-800-222-1020</u> E-mail: _____ Person you dealt with: <u>Mary</u>	
3. WHEN DID TRANSACTION/INCIDENT OCCUR? <u>3/07/05</u> Date Time <input type="checkbox"/> AM <input checked="" type="checkbox"/> PM			
4. WHERE DID THE TRANSACTION/INCIDENT YOU ARE COMPLAINING ABOUT TAKE PLACE?			
<input type="checkbox"/> At the firm's place of business <input type="checkbox"/> My home <input checked="" type="checkbox"/> Away from the firm's place of business (work, convention, etc.) <input checked="" type="checkbox"/> Other <u>while going to Ford Store</u> <input type="checkbox"/> By Mail <input type="checkbox"/> By Internet/e-mail <input type="checkbox"/> By telephone			
5. WHAT WAS THE VERY FIRST CONTACT BETWEEN YOU AND THE FIRM? (Check box when applicable)			
<input type="checkbox"/> I telephoned the firm <input type="checkbox"/> I responded to a TV/radio ad <input type="checkbox"/> A person came to my home <input type="checkbox"/> I received information by e-mail <input type="checkbox"/> I received information in the mail <input type="checkbox"/> I went to the firm's place of business <input type="checkbox"/> I received a telephone call from the firm <input type="checkbox"/> I responded to an offer on the Internet <input checked="" type="checkbox"/> I responded to a printed advertisement <input checked="" type="checkbox"/> Other <u>Called General Motors</u>			
6. DO YOU CONSENT TO DISCLOSING THE FOLLOWING TO THE PUBLIC?		7. WHAT WAS THE TRANSACTION FOR?	
The nature and status of your complaint and the name of the firm? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Your name? [REDACTED] <input type="checkbox"/> Yes <input type="checkbox"/> No Your phone number? [REDACTED] <input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> My business <input checked="" type="checkbox"/> My family/household <input type="checkbox"/> My farm	
8. HOW DID YOU PAY?			
<input type="checkbox"/> Cash <input checked="" type="checkbox"/> Credit Card <input type="checkbox"/> Medicaid <input type="checkbox"/> Private Insurance <input type="checkbox"/> Check <input checked="" type="checkbox"/> Installment Loan <input type="checkbox"/> Medicare <input checked="" type="checkbox"/> Other <u>Car monthly payment</u>			
9. DID YOU SIGN ANY WRITTEN AGREEMENT? IF YES, PLEASE ATTACH A COPY OF THE AGREEMENT. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

For Office Use Only:

Ind	Prac	PL	MO	NL	NJ	OA:	Inv.	Sec	File #
001	208								-CP-

10. HAVE YOU COMPLAINED TO THE BUSINESS? ☐ Yes ☒ No
When? Various dates see enclosed Service receipts copy Action taken? _____

11. WITH WHAT OTHER AGENCY HAVE YOU FILED THIS COMPLAINT?
When? _____ Action taken? _____

12. HAVE YOU CONTACTED A PRIVATE ATTORNEY? ☐ Yes ☒ No

13. HAVE YOU STARTED A COURT ACTION? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS. ☐ Yes ☒ No

14. HAVE YOU BEEN SUED OVER THIS ISSUE? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS. ☐ Yes ☒ No

15. PLEASE DESCRIBE YOUR COMPLAINT IN DETAIL (ATTACH ADDITIONAL PAGES IF NECESSARY)

Please attach a copy of all papers involved (order blank, warranty, credit card receipt and statement, invoice, contract or written agreement, advertisement, cancelled check, correspondence and all other related documents). Please print clearly or type. DO NOT INCLUDE YOUR SOCIAL SECURITY NUMBER.
Within 6 months of purchase date 3-07-2005 we smelt an antifreeze order coming through one of the agents told Camya Balas Team Chev. Valparaiso Ill about issue defective head light(s) and signals multiple defective Brake Pad defective and Possible rotors Note on or about 25 of July 2006 After a turning signal was repaired by Carroll Chev. Crown Point IN That night the driver of Car on her way to work at 9:45 PM Experienced no dash board lights or rear lights. This vehicle still under warranty 3/01/06 Dex Cool does not perform to its Specification 5 years 150,000 miles in fact destroys all parts of engine it Dex Cool coolant comes in contact with. See Attached Page

16. HOW WOULD YOU LIKE YOUR COMPLAINT RESOLVED?
General Motors to buy back vehicle / Civil and Criminal Penetration and the Justice Dept. Contacted by the Indiana At General See Attached Page

17. CONSENT AND CERTIFICATION
I certify that the information in this complaint is true and accurate to the best of my knowledge. I consent to the release of any information to the Consumer Protection Division relating to this complaint. I understand that I should not include my Social Security Number in any information submitted to the Consumer Protection Division. If I do provide my Social Security Number, I expressly consent to the disclosure of my Social Security Number in accordance with Indiana Code § 4-1-10-5(2).

Your Signature

Date August 01-2006

WHAT WILL HAPPEN NOW? WHAT ELSE SHOULD YOU DO?
The Consumer Protection Division will send a copy of your complaint to the respondent firm or licensed professional. This office cannot disclose your complaint against a licensed professional to the public unless this office files a disciplinary action against the licensed professional. This office represents the State of Indiana and is limited in the remedies it can pursue. You may be entitled to compensation or other rights that we cannot pursue for you. In addition to filing this complaint, you may want to consider contacting a private attorney or your local small claims court.

MAIL COMPLETED FORMS TO:
Attorney General Steve Carter
Consumer Protection Division
Government Center South, 5th floor
302 West Washington Street
Indianapolis, IN 46204
PH: 317-232-6330 • FAX: 317-233-4393
www.IndianaConsumer.com

lemon-law/secret
warranty
html

www.consumeraffairs.com/recalls/recall.html

Auto consume guide.com Enter VIN No.
to view full history of any car

exoticlurecalls.com

The spot to find it all
Free via check

161ZTSY8ZSF [REDACTED]

Records found (3) recalls

Experian Automotive National Vehicle Database
www.dmv.org

http://www.congress.org/congress/issues/alert

Carroll Chev. Inc. GM Certified
Internet Manager. Larry Frame
of 219-663-3000

www.porterstars.net

General Motors Recalls

Vehicle. crash - worthiness. com/general-motors. / general-motors. html

① GM must pay \$5.5 million from a Buick Seat Belt Suit
Nov. 15 2000

② GM recalls Buicks with defective air bags
Sept. 11, 2000

③ Jan. 6 2000. Depowered Buick air bags cause injuries. The NHTSA is investigating 1998 Buick fatal crash. That caused rib fracture and heart laceration

④ GM is linked to the worst latches in crashes. Sept. 30, 1996

[5] A third recall includes the 2003 Chevy. Cavalier and Pontiac Sunfire small cars. for faulty rear brake and turn signals that could fail due to inadequate contact between the bulb and socket

GM recalled a total of 10.47 million vehicles in North America this year through the end of October above the total of 7.8 million for all of 2003

ATTACHED PAGE

THE OWNERS/CONSUMERS of vehicle had and has Latent Defects which the car buyer(s) could not discover at the time of Sale and I believe GM CORP. CEO. RICHARD WATSON et al are involved in deceptive business practices which may amount to a conspiracy to commit FRAUD.

NOTED, WHEN THIS WRITER FIRST STARTED CONTACTING GM CORP. PERTINENT ISSUES THAT GM CORP. EMPLOYEE INDICATED we will contact you within a certain amount of time. About 1-month passed heard nothing THEN I CALLED, CASE AND POINT GM MOTORS CORP. has a history of deceptive business practices Jan 12, 2005 GM FINED \$1-million over windshield wipers took too long to recall and not all GM consumers were not contacted pertinent this matter. THERE THERE IS

THE PISTON SLAP CLASS ACTION AGAINST GM ON BEHALF OF CHEVROLET SILVERADO OWNERS GM CORP. VIOLATED THE FEDERAL TRADE COMMISSION, adopted Rules in short THE DISCLOSURE RULE TITLE 16 CFR PART 201 DIRECTS WHAT YOU MUST INCLUDE IN YOUR ADVERTISING NOTE DEX COOL COOLANT IN OUR 2005 MALIBU MAY HAVE OR WILL EXPERIENCE THE FOLLOWING DEX COOL FORMS A SLUDGE LIKE SUBSTANCE IN VEHICLE WHICH CLOGS COOLING SYSTEMS CAUSING THEM TO OVERHEAT AND THAT DEX COOL CORRODES ALL PARTS OF THE ENGINE IT COMES IN CONTACT WITH INCLUDING THE UPPER AND LOWER INTAKE MANIFOLD GASKETS. IN SHORT DEX-COOL DOES NOT PERFORM AS PROMISED, BUT ALSO CAUSES PREMATURE AND COSTLY ENGINE REPAIRS TO CONSUMERS VEHICLE. ALL IN VIOLATION OF THE MAGNUSON MOSS Act NOTE, THE BBB AUTO LINE Program Summary, states at Bottom of that page 2/2003 (1) must be received by the BBB Auto Line within two years or 24,000 miles whichever comes first and so on THIS clause is out dated and borders an area of FRAUD.

THE ILLINOIS ATTORNEY GENERAL,
HONORABLE LISA MADIGAN:
100 WEST RANDOLPH STREET
CHICAGO, ILLINOIS 60601

June 08-2006

IN RE: NONCON-
FORMITY VEHICLE

TO WHOM THIS MAY CONCERN!

[REDACTED] 55 YEARS OF AGE, AND [REDACTED]
[REDACTED] 51 YEARS OF AGE WHO IS DISABLED, PURCHASED
A 2005 CHEV. MALIBU, NEW - 03/07/2005, FROM
GATEWAY CHEVROLET INC. 5373 N. MILWAUKEE AVE
CHICAGO, IL. 60630-1222, / 773-631-9000. DEAL -
00262842 - / R. WAGONER CEO. GENERAL MOTORS et al
SOLD US. [REDACTED] A VEHICLE THAT HAD
LATENT DEFECTS WITHIN SIX MONTHS WE STARTED
SMELLING ANTIFREEZE COMING THROUGH ONE OF THE
AIR VENTS DEX COOL DOES NOT PERFORM UP TO ITS SPECIFIED
100,000 MILES / 150 MILES. HEAD LIGHTS STARTED FALLING
APART MUFFLER TOO. ALSO BRAKE PAD(S) ROTORS HAD TO
BE REDONE. TURNING SIGNAL WAS HAD TO BE REPLACED
MORE THAN 3 TIMES, (AND SHORT)

THE MANUFACTURE WARRANTY FAILED OF ITS
ESSENTIAL PURPOSE. EVEN WHILE THE CAR IS
STILL UNDER WARRANTY. NOTE, THE DEX COOL
ANTIFREEZE DESTROYS EVERY PART OF THE ENGINE
THAT IT COMES IN CONTACT WITH. SO GENERAL
MOTORS et al SOLD US A CAR THAT WAS DISTIN-
GUISHED FOR THE JUNK YARD. IN THE BEGINNING
WAS COSTLY REPAIRS, ADDED A BREAKDOWN
CHEVROLET WAS INVOLVED IN A FINANCING SCAM,
WITH NUVELL CREDIT CORP. BOX 2365, MEMPHIS TN. 38101
AND GMAC. ALL AFFILIATED. OUR MONTHLY PAYMENT
IS \$450.10. NOTE SHIRLEY SLATER AND PATRICK
E. LOCKE, are seeking a full investigation for decep-
tive business practices.

Sincerely,

Merrillville Ind

Over

MIKE ANDERSON CHEVROLET
1550 EAST 61ST AVENUE
MERRILLVILLE, IN. 46410

FEBRUARY 28, 2006

MR. MIKE ANDERSON

ON FEBRUARY 11-2006, MYSELF AND SHIRLEY
[REDACTED] HAD OUR 2005 MALIBU AT YOUR BUSINESS
FOR A OIL CHANGE. PLEASE NOTE COPIES OF ORIGINAL
INVOICE(S) TOTAL FOUR PAGES. NOTE PAGE FOUR OF TEAM
CHEVROLET. VALPARAISO IN. 46385 NOTE DATE 02/25/06
AND CIRCLED COMMENTS PERTINENT FRONT BRAKES HAVE 85%
LEFT AND THE REARS ARE AT 90% NOTE DATE 02/25/06
NOW NOTE PAGE ② INVOICE DATE FEB. 11-2006 PLEASE
TAKE EXTRA NOTICE OF PAGE ③ WITH DATE 2/11/06 AND
TECHNICIAN NAME. WHATS MOST PUZZLING IN THIS MULTI-
POINT INSPECTION REPORT TO REITERATE NOTE DATE 2-11-06
THEN NOTE ON REPORT BRAKE LINING INSPECTION CF & KF
60%, LK & RL 40% IT SEEMS FROM THE DATE 2-11-06
TO DATE 02/25/06, THE PADS GOT BETTER. YA RIGHT-
ONE OF THE DEALERSHIPS MENTION IN THIS CORRESPONDENCE
IS NOT BRING FORTH RIGHT. AS A RESULT, I WILL LOOK
FURTHER INTO THIS ISSUE, AS I WOULD LIKE THE
TRUTH ON THE LIFE LEFT ON THE BRAKE LINING.
FINALLY IT IS SHOCKING TO THE CONSCIENCE, AS BRAKES
STOP A VEHICLE WHICH COULD PUT SOMEONE IN A LIFE
AND DEATH SITUATION. WE AWAIT YOUR REPLY

on Friday 5/19/06 called Mike Anderson
to set up appointment for oil change.
After oil change car seem to act up
some. But no indicator lights went on.
I mention about front of left. why no
reply. Mike Anderson said he attempted to
call up. Didn't give me a chance to say
anything and transferred me to one of the
Service Managers Mike Alissi. During our
conversation he mentioned Team Chevy Valparaiso
and did rotors because defective.
But the brake pad was cracked wear. I was
told by Team Chevy Service Advisor Cameron Birk
was not told rotors were defective.

At ~~the~~ the oil change on 5/20/06, I struck
up a conversation with a mechanic setting coffee
about the brakes. He said there was a
bulletin. Then went about his business.

GATEWAY CHEVROLET

ATTN. MOE MUNSEN, BUSINESS MANAGER, et al
5373 N. MILWAUKEE AVE
CHICAGO, IL 60630

February 08, 2006

TO whom this may concern.

ONE OR ABOUT 02/07/06 THIS WRITER
SPOKE WITH MOE MUNSEN BY PHONE, IN REGARD
TO TWO CHECK STUBS THAT WERE NEVER
RETURNED. AFTER A BRIEF DISCUSSION WITH YOU
MOE MUNSEN, YOU ACKNOWLEDGED THE TWO STUBS
AS ONE BIGGER THAN THE OTHER, THIS WRITER
ASKED YOU TO SEND THEM TO US. AND AT THE END
OF OUR CONVERSATION YOU MOE SAID YOU WOULD
BY INDICATING OK BUDDY. WE ARE STILL IN
SHOCK ABOUT THE AMOUNT OF EMAIL THAT WAS
ATTEMPTED ON US. THE SYSTEMATIC PLAN THAT
WAS DESIGNED TO WEAR US DOWN MENTALLY BY
PETE DOE AND JOHN DOE. KEEPING US THERE
ALL DAY SHUDDING US DIFFERENT VEHICLES.
THE DECEPTIVE BUSINESS PRACTICES AMOUNT TO
CONSPIRACY TO DEFRAUD THE CONSUMER. NOTE
WITHIN 15 TEEN WORKING DAYS IF WE HAVE NOT
RECEIVED THE TWO CHECK STUBS, A COPY OF THIS
LETTER WILL BE SENT TO A.G. LISA MADIGAN, RESPECT-
FULLY. THE SHORT SEND CHECK STUBS

103 SAS/PEC

Memillo, IL, IL

S100299

47489



1550 East 61st Avenue, Merrillville, IN 46410
(219) 947-4151 (888) 947-4151
www.mikeandersonchevy.com

INVOICE

PAGE 1

MERRILLVILLE, IN

HOME

BUS:

CELL

SERVICE ADVISOR: 1480 EDGAR NAVARRO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
SILVER	05	CHEVROLET MALIBU		1G1ZT54825F		17384/17384		T894
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
07MAR05 IS			WAIT 29NOV05			0.00	CASH	29NOV05
R.O. OPENED		READY		OPTIONS: DLR:10012 ENG:3.5 Liter SFI				

09:26 29NOV05 10:56 29NOV05

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CST DRIVERS SIDE HEAD LIGHT GETS LOOSE

CAUSE: LOOSE

B7290 REMOVED DRIVERS SIDE HEADLIGHT AND LINED
ALL MOUNTING SURFACES AND REASSEMBLE

781 W

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

ON

*Note A Black
type putty / for was
used to stop the head-
light from jumping
around
7/6/06*

B. CUSTOMER WOULD LIKE FLUIDS CHECKED

1300 CHECKED ALL FLUIDS ALL OK AT THIS TIME

781 CP

0.00 0.00

OK
ORIGINAL
The Chevy Giant on I-65

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE 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 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY 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 MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE



1856 W. U.S. HWY. 30 • VALPARAISO, IN 46385

PH. (219) 462-1175 • FAX (219) 464-9833

(877) 75CHEVY

www.teamchevyinc.com

INVOICE NUMBER CVCS374070	
CUSTOMER NUMBER 27106	
MARRILLVILLE, IN	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR CAMERON BALES	TAG NO. 56 361
LABOR RATE	LICENSE NO. 3,005
YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	
VEHICLE ID. NO. 1G1ZT54825F	
F. T. E. NO.	P.O. NO.
COLOR	STOCK NO.
COMMENTS	
MO: 3006	
DELIVERY MILES	SELLING DEALER NO.
R. O. DATE 04/21/05	INVOICE DATE 04/21/05
REPRINT NUMBER	DELIVERY DATE
PRODUCTION DATE	

LABOR & PARTS
 3000/9000/24000/27000/33000/39000/42000/48000/51000/54000/
 63000 MILE MAINTENANCE SERVICE
 :LUBE CHASSIS & DOOR HINGES - CHANGE OIL & (GM) OIL FILTER -
 ADD (MOS) OIL SUPPLIMENT - CHECK COOLANT & TRANS FLUID LEVELS
 CHECK/SET TIRE PRESSURES - PERFORM MULTI-POINT INSPECTION !
 SCHEDULED MAINTENANCE
 CHANGE OIL & FILTER - LUBRICATE CHASSIS - INTALL OIL
 CONDITIONER (MOC) - VEHICLE MULTI-POINT INSPECTION
 :INCLUDES 3000 MILE TIRE ROAD HAZZARD WARRANTY
 :CASTROL GTX OIL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT 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	OIL-COND	3.35	3.35
JOB # 1 TOTAL PARTS					20.34
JOB # 1 TOTAL LABOR & PARTS					39.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		CSS SHOP SUPPLIES		3.49
TOTAL - MISC				3.49

TOTALS	

* [] CASH [] CHECK CK. NO. []	
* [] VISA [] MASTERCARD [] DISCOVER	
* [] AMER XPRESS [] OTHER [] AR	
* DATE PAID [] CASHIER INITIALS []	

TOTAL LABOR....	19.61
TOTAL PARTS....	20.34
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.49
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.43
TOTAL INVOICE \$	44.87

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED (QUESTION 16) PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR TOLL FREE AT 1-877-752-4389

CUSTOMER SIGNATURE

COPY



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PH. (219) 462-1175 • FAX (219) 464-9833

(877) 75CHEVY

www.teamchevyinc.com

INVOICE NUMBER CVCS374070	
CUSTOMER NUMBER 27106	
MARRILLVILLE, IN	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR CAMERON BALES	TAG NO. 56 361
LABOR RATE	LICENSE NO.
	MILEAGE 3,005
YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	
VEHICLE ID. NO. 1G1ZT5482SE	
F. T. E. NO.	P.C.
COLOR	STOCK NO.
COMMENTS	MO: 3006
DELIVERY MILES	SELLING DEALER NO.
R. O. DATE 04/21/05	INVOICE DATE 04/21/05
REPRINT NUMBER	DELIVERY DATE
	PRODUCTION DATE

LABOR & PARTS

3000/9000/24000/27000/33000/39000/42000/48000/51000/54000/
63000 MILE MAINTENANCE SERVICE
:LUBE CHASSIS & DOOR HINGES - CHANGE OIL & (GM) OIL FILTER -
ADD (MOS) OIL SUPPLIMENT--CHECK COOLANT & TRANS FLUID LEVELS
CHECK/SET TIRE PRESSURES - PERFORM MULTI-POINT INSPECTION !
SCHEDULED MAINTENANCE
CHANGE OIL & FILTER--LUBRICATE CHASSIS--INTALL OIL
CONDITIONER (MOC) --VEHICLE MULTI-POINT INSPECTION
:INCLUDES 3000 MILE TIRE ROAD HAZZARD WARRANTY
:CASTROL GTX OIL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT 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	OIL-COND	3.35	3.35
JOB # 1 TOTAL PARTS					20.34
JOB # 1 TOTAL LABOR & PARTS					39.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		CSS SHOP SUPPLIES		3.49
TOTAL - MISC				3.49

TOTALS

*****	TOTAL LABOR....	19.61
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	20.34
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] AR	TOTAL G.O.G....	0.00
* DATE PAID [] CASHIER INITIALS []	TOTAL MISC CHG.	3.49
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	1.43
	TOTAL INVOICE \$	44.87

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COPY

S100299

51465

INVOICE



1550 East 61st Avenue, Merrillville, IN 46410
(219) 947-4151 (888) 947-4151
www.mikeandersonchevy.com

MERRILLVILLE, IN

PAGE 1

HOME: [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 1480 EDGAR NAVARRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	CHEVROLET MALIBU	1G1ZT54825F	[REDACTED]	22115/22115	T130
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
07MAR05	IS		WAIT 11FEB06		0.00	COUPP
R.O. OPENED	READY	OPTIONS: DLR:10012 ENG:3.5_Liter_SFI				

08:53 11FEB06 10:06 11FEB06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE, OIL AND FILTER						
	3K LUBE, OIL AND FILTER						
	4582	CP				10.50	10.50
	1	12490147	FILTER		4.25	4.25	4.25
	1	GOODWRENCHOIL	MOTOR OIL		9.20	9.20	9.20
	1	ENVIRONMENTAL			1.00	1.00	1.00

CUSTOMER PAY MISC SUPPLIES FOR REPAIR ORDER							0.32

ORIGINAL

☐ Cash
☐ Check
☒ Credit ☐ AE ☐ MC ☐ Visa ☐ Discover
 Date 2/10/06 Initial KE
 Charge Authorization

The Chevy Giant on I-65

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE 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 VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY 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 MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	10.50
PARTS AMOUNT	14.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.32
TOTAL CHARGES	25.27
LESS INSURANCE	5.00
SALES TAX	0.89
PLEASE PAY THIS AMOUNT	21.16

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

S100299

57196

INVOICE



1550 East 61st Avenue, Merrillville, IN 46410
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MERRILLVILLE, IN

HOME

BUS:

CELL

PAGE 1

SERVICE ADVISOR: 1480 EDGAR NAVARRO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	CHEVROLET MALIBU	1G1ZT54825F		28062/28062	T063
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
07MAR05 IS			WAIT 20MAY06		0.00	COUPP
R.O. OPENED	READY	OPTIONS: DLR:10012 ENG:3.5_Liter_SFI				
08:11 20MAY06	08:38 20MAY06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE, OIL AND FILTER PER MIKE ALESSIA HONER HAGERTY COUPPON						
	3K LUBE, OIL AND FILTER						
	2998 CM				10.50	10.50	
	1 12490147 FILTER				4.25	4.25	4.25
	1 GOODWRENCHOIL MOTOR OIL				9.20	9.20	9.20
	1 ENVIRONMENTAL				1.00	1.00	1.00

CUSTOMER PAY MISC SUPPLIES FOR REPAIR ORDER							0.32

CL

☐ Cash
☐ Check
☒ Credit ☐ AE ☐ MC ☐ Visa ☐ Discover
 Date 5-10-06 Initial CP
 Charge Authorization

ORIGINAL

The Chevy Giant on I-65

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LABOR AMOUNT	10.50
PARTS AMOUNT	14.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.32
TOTAL CHARGES	25.27
LESS INSURANCE	10.00
SALES TAX	0.89
PLEASE PAY THIS AMOUNT	16.16

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

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 :	1G1ZT54825F [REDACTED]
-------	------------------------

CLAIM HISTORY

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

Repair Order Date :		03/06/2006		Repair Order Number :		381639		Odometer Reading :		23683 miles	
Served By :		TEAM CHEVROLET, INC. 1856 W US HWY 30 VALPARAISO, IN 46385-5443 (219) 462-1175				Selling Source :		13 - CHEVROLET			
						Site Code :		11260			
						Business Associate Code :		171436			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
04/25/2006	685	01	G	L2584 - MUFFLER - SINGLE - REPLACE				N/A			N
03/10/2006	672	01	#	L2584 - MUFFLER - SINGLE REPLACE				15828658 MUFFLER			N

Repair Order Date :		11/29/2005		Repair Order Number :		047489		Odometer Reading :		17384 miles	
Serviced By :	MIKE ANDERSON CHEVROLET OF MERRILLVILLE 1550 E 61ST AVE MERRILLVILLE, IN 46410-2762 (219) 947-4151					Selling Source :			13 - CHEVROLET		
						Site Code :			11584		
						Business Associate Code :			216843		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments

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

Repair Order Date :		10/04/2005		Repair Order Number :		377812		Odometer Reading :		13591 miles		
Serviced By :		TEAM CHEVROLET, INC. 1856 W US HWY 30 VALPARAISO, IN 46385-5443 (219) 462-1175				Selling Source :		13 - CHEVROLET				
						Site Code :		11260				
						Business Associate Code :		171436				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part				Comments
10/07/2005	628	01	#	B7291 - HOUSING/ADJUSTER ASSEMBLY, COMPOSITE HEADLAMP - LEFT - REP				15287023 - HEADLAMP				N

Repair Order Date :		10/18/2004		Repair Order Number :		A79148		Odometer Reading :		0 miles	
Serviced By :		B. K. CHEVROLET INC. 1575 86TH ST BROOKLYN, NY 11228-3493 (718) 232-0200				Selling Source :			13 - CHEVROLET		
						Site Code :			02038		
						Business Associate Code :			111252		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
10/22/2004	528	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME				N/A			N

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 ORIGINAL

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 :	1G1ZT54825F [REDACTED]
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CLAIM HISTORY

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

Repair Order Date :		03/06/2006		Repair Order Number :		381639		Odometer Reading :		23683 miles	
Serviced By :		TEAM CHEVROLET, INC. 1856 W US HWY 30 VALPARAISO, IN 46385-5443 (219) 462-1175				Selling Source :		13 - CHEVROLET			
						Site Code :		11260			
						Business Associate Code :		171436			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part			Comments	
04/25/2006	685	01	G	L2584 - MUFFLER - SINGLE - REPLACE			N/A			N	
03/10/2006	672	01	#	L2584 - MUFFLER - SINGLE - REPLACE			15828658 - MUFFLER			N	

Repair Order Date :		11/29/2005		Repair Order Number :		047489		Odometer Reading :		17384 miles	
Serviced By :	MIKE ANDERSON CHEVROLET OF MERRILLVILLE 1550 E 61ST AVE MERRILLVILLE, IN 46410-2762 (219) 947-4151					Selling Source :			13 - CHEVROLET		
						Site Code :			11584		
						Business Associate Code :			216843		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	

GM Vehicle 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 Order Date :		10/04/2005		Repair Order Number :		377812		Odometer Reading :		13591 miles	
Serviced By :		TEAM CHEVROLET, INC. 1856 W US HWY 30 VALPARAISO, IN 46385-5443 (219) 462-1175				Selling Source :		13 - CHEVROLET			
						Site Code :		11260			
						Business Associate Code :		171436			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
10/07/2005	628	01	#	B7291 - HOUSING/ADJUSTER ASSEMBLY, COMPOSITE HEADLAMP - LEFT - REP				15287023 - HEADLAMP		N	

Repair Order Date :		10/18/2004		Repair Order Number :		A79148		Odometer Reading :		0 miles	
Serviced By :		B. K. CHEVROLET INC. 1575 86TH ST BROOKLYN, NY 11228-3493 (718) 232-0200				Selling Source :		13 - CHEVROLET			
						Site Code :		02038			
						Business Associate Code :		111252			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part			Comments
10/22/2004	528	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME				N/A			N

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ORIGINAL

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

10:54 AM 04/21/05

VS [REDACTED] ****
SALE TERM 0001

AMOUNT \$ 44.87

REF #003 AP 021016
BATCH #359
RD #374070

CUSTOMER COPY

COPY

MINE ANDERSON CHEVROLET
1500 E 61ST AVE
PERRILLVILLE, IN 46410

Sale

ID: 74456133
02/11/06
Batch #: 040

Ref #: 0018
18:08:21

VISA

4393

App Code: 010811

Total:

Invoice#: 051465
\$ 21.16

Customer Copy
THANK YOU !

COPY

ODOMETER DISCLOSURE

FEDERAL LAW (AND STATE LAW, IF APPLICABLE) REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN A FINE OR IMPRISONMENT.

GATEWAY CHEVROLET GEO OLDSMOBILE INC STATE THAT
(TRANSFEROR'S NAME - SELLER - PRINT)

THE ODOMETER NOW READS 13 MILES AND TO THE
ODOMETER READING (NO TENS) 13
BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED
BELOW, UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED.

- ☐ (1) I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING
REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
- ☐ (2) I HEREBY CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE
WARNING - ODOMETER DISCREPANCY

MAKE CHEVROLET	MODEL MALIBU	BODY TYPE 4DR SDN
VEHICLE IDENTIFICATION NO. 1G1ZT54825F	YEAR 2005	DEALER STOCK NO. 36101

TRANSFEROR'S SIGNATURE (SELLER) X	(PRINTED NAME) GATEWAY CHEVROLET, GEO, G
TRANSFEROR'S STREET ADDRESS (SELLER) [REDACTED]	
(CITY) CHICAGO	(STATE) IL
(ZIP CODE) [REDACTED]	
DATE OF STATEMENT 03/07/2005	

TRANSFEREE'S SIGNATURE (BUYER) X	(PRINTED NAME) [REDACTED]
TRANSFEREE'S STREET ADDRESS (BUYER) [REDACTED]	(PRINTED NAME) [REDACTED]
TRANSFEREE'S NAME (BUYER) [REDACTED]	
TRANSFEREE'S STREET ADDRESS (BUYER) [REDACTED]	
(CITY) MERRILLVILLE	(STATE) IN
(ZIP CODE) [REDACTED]	

580.6 REV. 1/02

EXTRA COPY (STATE COPY IF NECESSARY)

COPY

ORDER FOR A MOTOR VEHICLE

Gateway Chevrolet

ABOUT VEHICLE BEING PURCHASED ("VEHICLE")

Please enter my order for ☐ NEW ☐ USED ☐ DEMO

YEAR 2006
MAKE CHEVROLET
MODEL/SERIES MALIBU
COLOR SILVER
VIN 1G1JC5E4X4F110110
STOCK # 1111
FACTORY OPTIONS: 1111

ADDITIONAL INSTALLATIONS (Not warranted by Manufacturer):

Customer Name [REDACTED]
Address [REDACTED]
City, State, Zip [REDACTED]
Residence Phone [REDACTED] Business Phone [REDACTED]

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

Salesperson Name: [REDACTED]

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 \$ 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.

INITIAL: [REDACTED]

NO STATEMENTS RELATING TO THE PRIOR USE OR CONDITION OF THE VEHICLE HAVE BEEN MADE BY ANY OF DEALER'S PERSONNEL, AND I AM NOT RELYING ON ANY STATEMENTS, EXCEPT AS FOLLOWS (attach additional sheet if needed):

I acknowledge that I have read the terms and conditions (BOTH SIDES AND ANY RIDERS) and have received a copy of this Order (BOTH SIDES AND ANY RIDERS).

INITIAL: [REDACTED]

FOR USED VEHICLE SALES 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.

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 PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES CANCEL THIS TRANSACTION AT HERETO BASED ON SUCH TERMS, or for a cash deal until you make full payment of the Net Cash Due ANY TIME PRIOR TO MIDNIGHT OF shown above within 2 days of the date hereof. For finance deals only: your cost of credit is disclosed in the THE THIRD BUSINESS DAY AFTER retail installment contract you signed when you signed this Order, you agree to provide us with a full, THE DATE OF THIS TRANSACTION, correct, and complete application, supporting documents, and cooperate in obtaining financing; and if we 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 EXPL. [REDACTED] amount we received on the sale, less our costs of reconditioning and selling it).

Date [REDACTED]

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

YEAR
MAKE
MODEL/SERIES
COLOR
VIN
LIEN HOLDER:
ADDRESS:
ACCOUNT #
ESTIMATED AMOUNT OWED: \$ N/A

CASH DELIVERY PRICE OF

VEHICLE BEING PURCHASED

PLUS ACCESSORIES / ADDITIONAL ITEMS 13,477.00
1. N/A
2. N/A
PLUS DEALER INSTALLED ITEMS N/A
PLUS DOCUMENTARY FEE N/A
PLUS SALES TAXES ON ABOVE ITEMS 5,330
PLUS WARRANTY/SERVICE CONTRACT 1,100.00
PLUS LICENSE/LICENSE TRANSFER/ N/A
TITLE/REGISTRATION FEES N/A
PLUS EST. AMOUNT OWED ON TRADE IN(S) 1,300.00
TOTAL AMOUNT DUE FROM CUSTOMER: 20,107.00

LESS CREDITS TO CUSTOMER FOR:
APPLICABLE DISCOUNTS/REBATES:

1. 2,000.00
2. N/A
TRADE-IN ALLOWANCE 1. N/A
2. N/A
CASH DOWN PAYMENT N/A
TOTAL CREDITS N/A
NET AMOUNT DUE FROM CUSTOMER 18,107.00
LESS PRINCIPAL AMOUNT TO BE FINANCED 23,120.47
23,120.47

NET CASH DUE FROM CUSTOMER
DEPOSIT

I 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.

INITIAL: [REDACTED]

FOR NEW VEHICLE SALES, 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 DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

INITIAL: [REDACTED]

By signing this Order you give us permission to contact you at the above-listed telephone number(s) during business hours, even if you have enrolled the number(s) in the National Do-Not-Call Registry.

INITIAL: [REDACTED]Accepted By: [REDACTED]Date 07/12/2006 Dealer's Authorized Representative

This Order is not binding until accepted by

Credit Life Insurance \$ <u>N/A</u>			Credit Disability Insurance \$ <u>N/A</u>		
I desire Credit Life and Disability Insurance.			I desire Credit Life Insurance only.		
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
(Age of Insured)	(Signature)	(Date)	(Age of Insured)	(Signature)	(Date)
<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>	<u>N/A</u>
(Age of Insured)	(Signature)	(Date)	(Age of Insured)	(Signature)	(Date)

SEE REVERSE HEREOF FOR INFORMATION ON POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM.

NOTICE OF PROPOSED GROUP CREDIT LIFE INSURANCE

If a charge is made above for credit life insurance and if such insurance is to be procured by assignees, the undersigned takes notice that the decreasing term insurance written under a Group Credit Life Insurance Policy is to be procured on behalf of the Buyer or Buyers who sign above requesting it, subject to acceptance by the insurer and issuance of a certificate by the insurer.

The amount of premium is shown above. The term of insurance will commence on the date of this contract and expire on the originally scheduled maturity date of the indebtedness. The initial amount of insurance will be equal to the initial indebtedness and will decrease as any payment is made on the indebtedness in an amount computed by multiplying the amount of the payment by the ratio of initial insurance over the initial indebtedness. The proceeds of any insurance paid will be applied to reduce or extinguish the indebtedness. If insurance is terminated prior to the scheduled maturity date of the indebtedness, any premium refund will be paid or credited promptly to the person entitled thereto. Refund formula is on file with the Director of Insurance and with creditor. All of the foregoing is subject to the provisions of the Certificate of Insurance to be issued.

Other insurance: GAP the cost for a term of 72 months will be \$ 495.00

BUYER AGREES THAT THE PROVISIONS ON THE REVERSE SIDE HEREOF SHALL CONSTITUTE A PART OF THIS RETAIL INSTALLMENT CONTRACT AND BE INCORPORATED HEREIN. If this contract evidences the sale of a used motor vehicle (1) Buyer acknowledges receipt of a true copy of the "Buyer's Guide" furnished by Seller on the side window of the used vehicle, and (2) the INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS USED VEHICLE IS A PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

DOCUMENTARY FEE: 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. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 1992 WAS \$40. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF \$40 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

The Annual Percentage Rate may be negotiable with the Seller. If this Contract is assigned, Seller may retain or receive a portion of the Finance Charge.

NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under certain conditions a partial refund of the finance charge. Buyer acknowledged receipt of a fully completed copy of this contract executed by both Seller and Buyer. Guarantor, if any, acknowledged receipt of completed copies of this contract and of Explanation of Guarantor's Obligation.

CO-BUYER: A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing below, (1) I confirm that I will actually receive possession of the vehicle or will use it, or that I am a parent or spouse of the Buyer, or that I will be listed as an owner on the vehicle's title; (2) I agree to be primarily obligated under this contract; and (3) I consent to the Creditor having a security interest in the vehicle.

Dated: MARCH 7, 2005Seller: GATEWAY CHEVROLET, GEO, OLDSMOBILE

By: _____

Guarantor: _____

Buyer(s) acknowledges receipt of a fully completed and executed copy of this Contract.

RETAIL INSTALLMENT CONTRACT

hereby guarantee the collection of the above described amount upon failure of the seller named herein to collect said amount from the buyer named herein.

INSTRUCTIONS: If parent, spouse, or other person who is or will be listed as an owner on the vehicle's title is a co-buyer, sign above. Other co-signers, sign on the Guarantor's line.

RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT

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 of 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
10.95%	\$ 8,850.05	\$ 23,615.47	\$ 32,465.52	\$ 35,465.52

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 450.91	monthly beginning APRIL 21, 2005
	\$ N/A	

Security: You are giving a security interest in the goods being purchased and in any moneys, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

No.

Itemization of Amount Financed

Cash Price	\$ 24,432.02
Less Cash Downpayment	\$ 3,000.00
Value of Trade-In	
Trade \$	N/A
Lien Payoff \$	N/A
To: N/A	Net Trade \$ N/A

Amounts Paid on Your Account

Unpaid Balance of Cash Price	\$ 21,437.06
------------------------------	--------------

Amount Paid to Others for You

*WE MAY BE RETAINING A PORTION OF THIS AMOUNT

Unpaid Balance Due on Trade-In	\$ N/A
N/A	

Year, Make, Model of Buyer's Trade-In

(Paid to) N/A

Insurance Companies

N/A	\$ N/A
N/A	\$ N/A
N/A	\$ N/A

Public Officials

(Licenses, Title & Taxes) \$ 1,628.00

To: MCC PER TO DLR	\$ 55.39
To: N/A	\$ N/A
To: NSD GAP	\$ 495.00
To: N/A	\$ N/A

Buyer(s)

(Names)

(Residence Address)

MERRILLVILLE

(City)

(State)

(Zip)

Buyer(s)

(Names)

(Residence Address)

MERRILLVILLE

(City)

(State)

(Zip)

Seller

GATEWAY CHEVROLET, GEO, 0 5373 N MILWAUKEE AVE

(Corporate Firm or Trade Name)

(Business Address)

CHICAGO

(City)

IL 60680

(State)

(Zip)

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment price and on the terms set forth in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

Now or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Serial Number	Body Color	Top Color	Key No.
NEW	2005	CHEVROLET	MALIBU	4DR SDN	N/A	1G1TS54025F	SILVER	N/A	G1966 G1966

Buyer Promises to pay to the order of Seller at the offices of:

(Assignee) located in Illinois

the Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of 10.95 %

per annum from date of maturity in APR 21ST 2005 installments of \$ 450.91 each and a final installment of \$ 450.91 beginning on

and continuing on the same day of each successive month thereafter until fully paid. All payments shall be applied first to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the assumption that all scheduled installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer named herein.

SECURITY INTERESTS: Seller is granted a purchase-money security interest in the motor vehicle described above and all accessories under the Illinois Uniform Commercial Code until the Total of Payments and all future indebtedness for taxes, license, repairs and insurance premiums advanced by holder hereunder are paid in full. Buyer grants assigned the right of set-off or lien on any moneys, credits or other property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium proceeds for insurance or service contracts, if financed hereunder, in the proceeds of any insurance or service contract on the motor vehicle, and in the proceeds of any credit life and/or accident and health insurance financed hereunder, until all amounts due under this contract are paid in full.

ACCELERATION: Buyer agrees that (1) if Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due hereon; or (2) if Buyer shall fail to perform any agreement or warranty made by Buyer herein; or (3) if the motor vehicle shall be lost, stolen, substantially damaged, destroyed, sold, encumbered, removed, concealed, attached or levied upon; or (4) if the motor vehicle shall be seized or forfeited for violation of any law or ordinance, State, Federal or Municipal; or (5) a proceeding under any bankruptcy or insolvency statute shall be instituted by or against Buyer or Buyer's business or property; or Buyer shall make an assignment for benefit of creditors; or (6) if Buyer shall die or be adjudged incompetent; or (7) if Buyer shall, for reasonable cause, deem it necessary to remove the motor vehicle fully insured under the term of this contract, the holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby immediately due and payable, without notice or demand.

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY.

DELINQUENCY CHARGE: If any payment is ten (10) days late, you will be charged: i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less. In addition, Buyer agrees to pay reasonable attorneys' fees, costs and expenses incurred in the collection or enforcement of the debt or in realizing on the collateral. Buyer agrees to pay Finance Charges after maturity of the final installment, or after acceleration upon default, at the Annual Percentage Rate stated herein so long as there exists any uncured default hereunder, all without relief from valuation or appraisal laws.

INSURANCE AGREEMENT: Motor Vehicle Damage or Loss insurance is required by Seller. (Buyer may choose the person through whom the insurance is to be obtained. If such insurance is to be obtained through Seller, the cost for a term of N/A months will be \$ N/A.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT

MIKE ANDERSON CHEVROLET
1550 E 61ST AVE
MERRILLVILLE, IN 46410

Sale

ID: 74456133
05/20/06
Batch #: 109

Ref #: 0020
08:44:54

VISA

1333

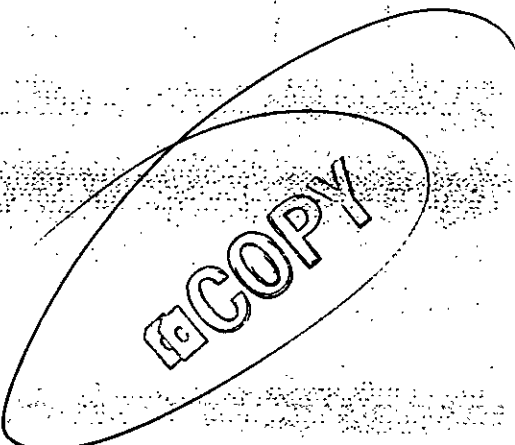
Appr Code: 034409

Invoice#: 057196

Total:

\$ 16.16

Customer Copy
THANK YOU !

A large, hand-drawn oval outline, likely for a stamp or signature.
COPY

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 :	1G1ZT54825F [REDACTED]
-------	------------------------

CLAIM HISTORY

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

Repair Order Date :		03/06/2006		Repair Order Number :		381639		Odometer Reading :		23683 miles	
Serviced By :		TEAM CHEVROLET, INC. 1856 W US HWY 30 VALPARAISO, IN 46385-5443 (219) 462-1175				Selling Source :		13 - CHEVROLET			
						Site Code :		11260			
						Business Associate Code :		171436			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
04/25/2006	685	01	G	L2584 - MUFFLER - SINGLE - REPLACE				N/A		N	
03/10/2006	672	01	#	L2584 - MUFFLER - SINGLE - REPLACE				15828658 - MUFFLER		N	

Repair Order Date :		11/29/2005		Repair Order Number :		047489		Odometer Reading :		17384 miles	
Serviced By :	MIKE ANDERSON CHEVROLET OF MERRILLVILLE 1550 E 61ST AVE MERRILLVILLE, IN 46410-2762 (219) 947-4151					Selling Source :		13 - CHEVROLET			
						Site Code :		11584			
						Business Associate Code :		216843			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	

GM Vehicle 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 Order Date :		10/04/2005		Repair Order Number :		377812		Odometer Reading :		13591 miles	
Serviced By :		TEAM CHEVROLET, INC. 1856 W US HWY 30 VALPARAISO, IN 46385-5443 (219) 462-1175				Selling Source :		13 - CHEVROLET			
						Site Code :		11260			
						Business Associate Code :		171436			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
10/07/2005	628	01	#	B7291 - HOUSING/ADJUSTER ASSEMBLY, COMPOSITE HEADLAMP - LEFT - REP				15287023 - HEADLAMP		N	

Repair Order Date :		10/18/2004		Repair Order Number :		A79148		Odometer Reading :		0 miles	
Serviced By :	B. K. CHEVROLET INC. 1575 86TH ST BROOKLYN, NY 11228-3493 (718) 232-0200					Selling Source :		13 - CHEVROLET			
						Site Code :		02038			
						Business Associate Code :		111252			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
10/22/2004	528	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME				N/A		N	

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ORIGINAL



Carroll CHEVROLET

(219) 663-3000

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



Goodwrench
Service

July 28/06 August 2-06
1-423424507

CUSTOMER NO. 31241	ADVISOR JAYNE C. ADDISON	143	TAG NO. 015	INVOICE DATE 07/27/06	INVOICE NO. CVCS131893
MERRILLVILLE, IN	LABOR RATE	LICENSE NO.	MILEAGE 32,678	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE 03/07/05	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 2 5 F			SELLING DEALER NO. GATEWAY	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/27/06
BUSINESS PHONE	COMMENTS				MO: 32678

LABOR & PARTS					
J# 150GVZ ELECTRICAL BODYWORK TECH(S) 27367 WARRANTY					
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 BLOWN					
PARTS-----QTY---FP-NUMBER-----	DESCRIPTION-----		UNIT PRICE-----		WARRANTY
JOB # 1	1	88914568	FUSE 8.965	JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS				0.00	
TOTALS-----					

* PAID BY: CASH..... CHECK #..... I/H CHARGE..... *					
* VISA..... M/C..... DISCOVER..... *					
* PAYMENT REC'V BY: REC'V DATE:/...../..... *					

TOTAL LABOR.....				0.00	
TOTAL PARTS.....				0.00	
TOTAL SUBLET.....				0.00	
TOTAL G.O.G.....				0.00	
TOTAL MISC CHG.....				0.00	
TOTAL MISC DISC.....				0.00	
TOTAL TAX.....				0.00	
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

CUSTOMER SIGNATURE

WE ACCEPT



PARTS HOURS

MON - THU

8:00 - 7:30

FRI

8:00 - 5:00

SERVICE HOURS

MON - THU

7:30 - 8:00

FRI

7:30 - 5:30

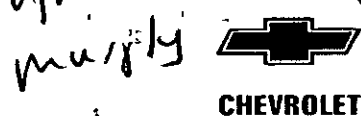
ANY AND ALL WARRANTIES APPLICABLE TO THE
PARTS AND MATERIALS SUPPLIED IN SERVICING
OR REPAIRING ANY VEHICLE ARE GIVEN ONLY BY
THE MANUFACTURER. CARROLL CHEVROLET
HEREBY EXPRESSLY DISCLAIMS ALL WARRANT-
IES EXPRESSED OR IMPLIED INCLUDING ANY
IMPLIED WARRANTY OF MERCHANTABILITY OR
FITNESS FOR A PARTICULAR PURPOSE, ON ANY
AND ALL PARTS, MATERIALS AND/OR SERVICES
SUPPLIED TO OR RENDERED ON ANY VEHICLE,
AND 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

X

Amara Customer Service / 1-866-790-5600 Ext 11569



Carroll
CHEVROLET

(219) 663-3000

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



Goodwrench
Service

July 27 - 061745

Call File No. 1-423424507

(Wed 1-3⁰⁰ PM For
call back
August 2-07

CUSTOMER NO.	31241	ADVISOR	JAYNE C. ADDISON	143	TAG NO.	986	INVOICE DATE	07/26/06	INVOICE NO.	CVCS131848
		LABOR RATE		LICENSE NO.		MILEAGE	32,647	COLOR	SILVER/	STOCK NO.
		YEAR / MAKE / MODEL	05 / CHEVROLET / MALIBU				DELIVERY DATE	03/07/05	DELIVERY MILES	
		VEHICLE I.D. NO.	1 G 1 Z T 5 4 8 2 5 F				SELLING DEALER NO.	GATEWAY	PRODUCTION DATE	
		F.T.E. NO.					P.O. NO.		R.O. DATE	
								07/26/06		
		BUSINESS PHONE					COMMENTS	MO: 32647		

LABOR & PARTS
1-51CVZ77 ELECTRICAL TECH(S): 106657 WARRANTY

CHECK LEFT FRONT TURN SIGNAL NOT BLINKING
FOUND LEFT TURN SIGNAL BULB BURNT OUT
TECH REPLACED LEFT TURN SIGNAL BULB-INOP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	12450108	BULB 2.679		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TOTALS					
*****				TOTAL LABOR....	0.00
*****				TOTAL PARTS....	0.00
*****				TOTAL SUBLET....	0.00
*****				TOTAL G.O.G....	0.00
*****				TOTAL MISC CHG....	0.00
*****				TOTAL MISC DISC....	0.00
*****				TOTAL TAX....	0.00
*****				TOTAL INVOICE \$	0.00

THANK YOU FOR CHOOSING CARROLL CHEVROLET
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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

WE ACCEPT



PARTS HOURS

MON - THU
8:00 - 7:30
FRI
8:00 - 5:00

SERVICE HOURS

MON - THU
7:30 - 8:00
FRI
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 WARRANT-
ITES EXPRESSED OR IMPLIED INCLUDING ANY
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,
AND 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

X

CUSTOMER SIGNATURE

Service Manager
Mark Koil
Ext → 131

COPY

JUL 26 2006



Goodwrench

MULTI-POINT INSPECTION REPORT

NAME: [REDACTED] PHONE: [REDACTED] EMAIL: [REDACTED] DATE: 2-11-06

YEAR/MODEL: 05 Chevy malibu ODOMETER: 22,115 VIN: [REDACTED]

REPAIR ORDER #: 51465 TECHNICIAN: Francis SERVICE CONSULTANT: [REDACTED]

CHECKED AND OKAY

CHECK EVERY 3,000 (MAX. 7,500) MILES:

- ☒ C ☐ Coolant recovery reservoir fluid.
- ☒ H ☐ Window washer fluid.
- ☒ E ☐ 4x4 transfer case, front-drive axle, and clutch reservoir fluids (truck only).
- ☒ K ☐ Transmission fluid.
- ☒ & ☐ Brake fluid.
- ☒ F ☐ Power steering fluid.
- ☒ I ☐
- ☒ L ☐

- ☒ Rotate tires (approx. every 6,000 miles).
- ☒ Check oil life monitor (if equipped). If engine oil and filter are changed, reset monitor.
- ☒ 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 suspension.
- ☒ Inspect CV drive axle boots (if equipped).
- ☒ Inspect and lubricate steering and steering linkages.
- ☒ Visually inspect exhaust system for leaks, damage, and loose parts. Remove any foreign materials trapped by shielding.
- ☒ Visually inspect radiator, heater, and air-conditioning hoses for leaks or damage.

CHECK EVERY 15,000 (Plus items mentioned above):

- ☒ Check brake system including lines, hoses, and parking brake.
- ☒ 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):

- ☒ 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.
- ☒ Inspect windshield for cracks or chips.
- ☒ Check battery for corrosion.
- ☒ Visually inspect belts and check for oil and fluid leaks.

WILL REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

CHECK BATTERY PERFORMANCE:

- ☒ Good
- ☐ Recharge
- ☐ Bad



TIRE AND BRAKE INSPECTION (Plus items mentioned above):

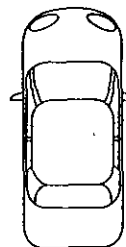
LF

- ☒ Brake Lining 408 mm
- ☒ Tire Tread 908 32nds
- ☒ Tire Pressure 32 psi

RF

- ☒ Brake Lining 408 mm
- ☒ Tire Tread 908 32nds
- ☒ Tire Pressure 32 psi

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT



Lowest Brake Lining (mm):

Lowest Tire Tread Depth (mm):

LR

- ☒ Brake Lining 408 mm
- ☒ Tire Tread 908 32nds
- ☒ Tire Pressure 32 psi

RR

- ☒ Brake Lining 408 mm
- ☒ Tire Tread 908 32nds
- ☒ Tire Pressure 32 psi

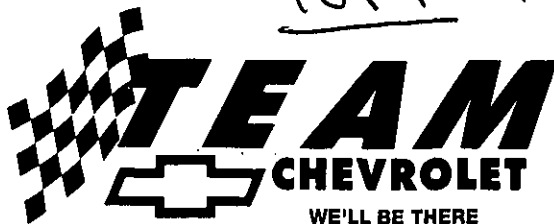
Comments:

COPY

NEXT SCHEDULED RESERVATION:

Date: [REDACTED] Time: [REDACTED]

Reason for Service: [REDACTED]



1856 W. U.S. HWY. 30 • VALPARAISO, IN 46385

PH. (219) 462-1175 • FAX (219) 464-9833

(877) 75CHEVY

www.teamchevyinc.com

INVOICE NUMBER		CVCS381410	
CUSTOMER NUMBER		27106	
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR		TAG NO.	
CAMERON BALES		56 2740	
LABOR RATE	LICENSE NO.	MILEAGE	
		23,028	
YEAR / MAKE / MODEL			
05/CHEVROLET/MALIBU/4 DOOR SEDAN			
VEHICLE ID. NO.			
1G1ZT54825E			
F. T. E. NO.		P.O. NO.	
COLOR		STOCK NO.	
COMMENTS			
MO: 23030			
DELIVERY MILES		SELLING DEALER NO.	
R. O. DATE		INVOICE DATE	
02/25/06		02/25/06	
REPRINT NUMBER		DELIVERY DATE	
		PRODUCTION DATE	

1041 Drives 1250

LABOR & PARTS
1 46GVZBHWTR ROAD HAZARD/ROTATE HOURS 40 TECH(S) 40 INTERNAL
ROTATE TIRES
ROAD HAZARD/MAINTENANCE
ROTATE TIRES UNDER ROAD HAZARD WARRANTY

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
FRONT BRAKES HAVE 85% LEFT AND THE REARS ARE AT 90%

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] AR *
* DATE PAID [] CASHIER INITIALS [] *

TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED (QUESTION 16) PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR TOLL FREE AT 1-877-752-4389

CUSTOMER SIGNATURE

COPY



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(877) 75CHEVY

www.teamchevyinc.com

INVOICE NUMBER		CVCS377741	
CUSTOMER NUMBER		27106	
MERRILLVILLE, IN			
RESIDENCE PHONE		BUSINESS PHONE	
ADVISOR		TAG NO.	
CAMERON BALES		56 053	
LABOR RATE		LICENSE NO.	
		13,342	
YEAR / MAKE / MODEL			
05/CHEVROLET/MALIBU/4 DOOR SEDAN			
VEHICLE ID. NO.			
1 G 1 Z T 5 4 8 2 5 F			
F. T. E. NO.		P.O. NO.	
COLOR		STOCK NO.	
COMMENTS			
MO: 13344			
DELIVERY MILES		SELLING DEALER NO.	
R. O. DATE		INVOICE DATE	
10/01/05		10/01/05	
REPRINT NUMBER		DELIVERY DATE	
		PRODUCTION DATE	

LABOR & PARTS
 J# 1.02CVZ LIGHTS HOURS: TECH(S):23 0.00
 THE DRIVERS HEAD LIGHT IS LOOSE FITTING CHECK AND ADVISE
 HAD TO ORDER DRIVERS HEAD LAMP ASSEMBLY

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

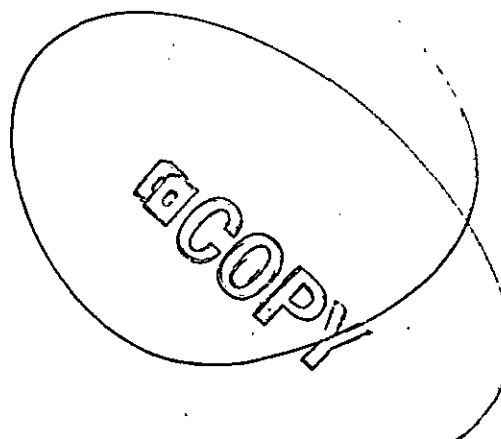
 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] AR *
 * DATE PAID [] CASHIER INITIALS [] *

TOTAL LABOR..... 0.00
 TOTAL PARTS..... 0.00
 TOTAL SUBLET..... 0.00
 TOTAL G.O.G..... 0.00
 TOTAL MISC CHG..... 0.00
 TOTAL MISC DISC..... 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

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 MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT
 GRADE US COMPLETELY 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



Exhibit



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(877) 75CHEVY

www.teamchevyinc.com

INVOICE NUMBER CVCS377812	
CUSTOMER NUMBER 27106	
MERRILLVILLE, IN	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR CAMERON BALES	TAG NO. 56 107
LABOR RATE	MILEAGE 13,591
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	
VEHICLE ID. NO. 1G1ZT54825F	
F.T.E. NO.	P.O. NO.
COLOR	STOCK NO.
COMMENTS MO: 13592	
DELIVERY MILES	SELLING DEALER NO.
R.O. DATE 10/04/05	INVOICE DATE 10/04/05
REPRINT NUMBER	DELIVERY DATE
	PRODUCTION DATE

LABOR & PARTS

J# 1 02CVZ

LIGHTS

HOURS: 0.50 TECH(S): 23

WARRANTY

THE DRIVERS HEAD LAMP ASSEMBLY IS LOOSE FITTING CHECK FOR SO THE HOLES IN THE HEADLAMP ASSEMBLY THAT THE BOLT GO THROUGH TO HOLD THE ASSEMBLY IN PLACE WERE OVALED OUT INSPECT AND FOUND THE HOLES THAT THE BOLTS GO THROUGH TO HOLD THE HEADLAMP ASSEMBLY IN PLACE ARE OVALED OUT REPLACE THE LEFT HEADLAMP ASSEMBLY

PARTS

JOB # 1

QTY

1

FP NUMBER

15287023

DESCRIPTION

HEADLAMP 2.725

UNIT PRICE

JOB # 1 TOTAL PARTS

WARRANTY

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] AR *
 * DATE PAID [] CASHIER INITIALS [] *

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET.... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED (QUESTION 16) PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR TOLL FREE AT 1-877-752-4389

CUSTOMER SIGNATURE

RECOPY

EX-11.101



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COMMENTS-
WAITER

TOTALS-

* ☒ CASH [] CHECK CK NO. [] *
* ☐ VISA [] MASTERCARD [] DISCOVER *
* ☐ AMER XPRESS [] OTHER [] AR *
* DATE PAID 3/31 CASHIER INITIALS [B] *

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 DISC -4.00
TOTAL TAX..... 1.16

TOTAL INVOICE \$ 29.42

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL
MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT
GRADE US COMPLETELY SATISFIED (QUESTION 16) PLEASE CONTACT
OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR
TOLL FREE AT 1-877-752-4389

CUSTOMER SIGNATURE

COPY

Next Date
05/21/06

INVOICE NUMBER		CVCS382341	
CUSTOMER NUMBER		27106	
MERRILLVILLE, IN			
RESIDENCE PHONE	BUSINESS PHONE		
ADVISOR	TAG NO.		
CAMERON BALES	56 3332		
LABOR RATE	LICENSE NO.	MILEAGE	
		25,197	
YEAR / MAKE / MODEL			
05/CHEVROLET/MALIBU/4 DOOR SEDAN			
VEHICLE ID. NO.			
1G1ZT54825E			
F. T. E. NO.		P.O. NO.	
COLOR	STOCK NO.		
COMMENTS			
MO: 25198			
DELIVERY MILES	SELLING DEALER NO.		
R. O. DATE	INVOICE DATE		
03/31/06	03/31/06		
REPRINT NUMBER	DELIVERY DATE		
	PRODUCTION DATE		



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(877) 75CHEVY

www.teamchevyinc.com

INVOICE NUMBER CVCS382341	
CUSTOMER NUMBER 27106	
MERRILLVILLE, IN	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR CAMERON BALES	TAG NO. 56 3332
LABOR RATE	MILEAGE 25,197
YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4-DOOR SEDAN	
VEHICLE ID. NO. 1G1ZT54825F	
F.T.E. NO.	P.O. NO.
COLOR	STOCK NO.
COMMENTS MO: 25198	
DELIVERY MILES	SELLING DEALER NO.
R.O. DATE 03/31/06	INVOICE DATE 03/31/06
REPRINT NUMBER	DELIVERY DATE
PRODUCTION DATE	

LABOR & PARTS
J# 1:00CVZLOF LUBE OIL & FILTER - HOURS: 0.30 TECH(S): 387
LUBE CHASSIS & DOOR HINGES - CHANGE OIL & (GM) OIL FILTER
CHECK COOLANT & TRANS FLUID LEVELS - CHECK/SET TIRE PRESSURE
LUBE OIL FILTER - CHECK FLUIDS & TIRE PRESSURE
CASTROL GTX OIL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25010792	OIL FLTR 1.836 R	5.99
JOB # 1	5	5W30	CASTR GTX	2.20
JOB # 1 TOTAL PARTS				16.99
JOB # 1 TOTAL LABOR & PARTS				29.95

J# 2:00CVZLOFCOUPON OIL CHANGE COUPON - HOURS: 0.00 TECH(S): 999
LUBE OIL & FILTER (COUPON)
MAILER - COUPON
CUSTOMER SAVED (\$4.00) AS PER OIL CHANGE MAILER COUPON !

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

J# 3:00CVZROTATE TIRE ROTATE - HOURS: 0.38 TECH(S): 387
Added Operation (CAMERONB @ 03/31/2006 09:58)
ROTATE TIRES & INSPECT BRAKES
ROTATE TIRES & INSPECT BRAKE PADS/AND-OR-BRAKE SHOES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4:40CVZ BRAKES - HOURS: 1.60 TECH(S): 387
Added Operation (CAMERONB @ 03/31/2006 10:28)
THE LEFT OUTSIDE REAR BRAKE PAD IS CRACKED CHECK AND ADVISE
LEFT REAR BRAKE PAD CRACKED & BRAKE PULSATION WHEN APPLYING
BRAKES
INSPECT AND FOUND LEFT REAR BRAKE PAD CRACKED AND BRAKE
PULSATION WHEN APPLYING BRAKES REPLACE REAR BRAKE PADS &
REFACE RAR BRAKE ROTORS AND TEEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	15243254	PAD KIT 5.017 R	0.00
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CSS	SHOP SUPPLIES	2.31
JOB # 2	DLD	DISCOUNT LABOR \$	-2.00
JOB # 2	DPD	DISCOUNT PARTS \$	-2.00
TOTAL - MISC			-1.69

2 - Note

COPY

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

10:17 AM 10/14/05

VS [REDACTED] ****
SALE TERM# 0001

AMOUNT \$ 148.21

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

CUSTOMER COPY



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PH. (219) 462-1175 • FAX (219) 464-9833

(877) 75CHEVY

www.teamchevyinc.com

INVOICE NUMBER CVCS378054	
CUSTOMER NUMBER 27106	
MERRILLVILLE, IN	
RESIDENCE PHONE	BUSINESS PHONE
ADVISOR CAMERON BALES	TAG NO. 56 267
LABOR RATE	MILEAGE 14,217
YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	
VEHICLE ID. NO. 1G1ZT54825E	
F.T.E. NO.	P.O. NO.
COLOR	STOCK NO.
COMMENTS MO: 14218	
DELIVERY MILES	SELLING DEALER NO.
R.O. DATE 10/14/05	INVOICE DATE 10/14/05
REPRINT NUMBER	DELIVERY DATE
PRODUCTION DATE	

JOB # 4	TOTAL PARTS	14.00
JOB # 4	TOTAL LABOR & PARTS	14.00
MISC. CODE	DESCRIPTION	CONTROL NO.
JOB # A	CSS SHOP SUPPLIES	
TOTAL - MISC		2.31
TOTALS		2.31

<input checked="" type="checkbox"/> CASH	<input type="checkbox"/> CHECK	CK NO. []
<input checked="" type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD	<input type="checkbox"/> DISCOVER
<input type="checkbox"/> AMER XPRESS	<input type="checkbox"/> OTHER	<input type="checkbox"/> AR
DATE PAID 10/14		CASHIER INITIALS [B]

TOTAL LABOR....	112.91
TOTAL PARTS....	30.99
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.31
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.00
TOTAL INVOICE \$	148.21

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CUSTOMER SIGNATURE
Mike Rudolph
one of them

web site www.SmallCase.marc at teamchevy.com

LUBE, OIL & FILTER CHANGE

\$5.00 Off

- Lube chassis
- Install new motor oil
- Install new filter

Goodwrench

Plus tax & shop supplies. Must present coupon when order is written. Cannot be combined with any other special. GM vehicles only. Expires 10/31/05.

No On this coupon as it's not price for change

Illiana Business Solutions, Inc. 708/354-4987

*On button of Email web site These fields are required **



1856 W. U.S. HWY. 30 • VALPARAISO, IN 46385

PH. (219) 462-1175 • FAX (219) 464-9833

(877) 75CHEVY

www.teamchevyinc.com

INVOICE NUMBER CVCS378054	
CUSTOMER NUMBER 27106	
[REDACTED] MERRILLVILLE, IN [REDACTED]	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]
ADVISOR CAMERON BALES	TAG NO. 56 267
LABOR RATE 14.217	MILEAGE 14.217
YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	
VEHICLE ID. NO. 1G1ZT54825F [REDACTED]	
F. T. E. NO. [REDACTED]	P.O. NO. [REDACTED]
COLOR /	STOCK NO. [REDACTED]
COMMENTS MO: 14218	
DELIVERY MILES 10/14/05	SELLING DEALER NO. 10/14/05
R. O. DATE 10/14/05	INVOICE DATE 10/14/05
REPRINT NUMBER [REDACTED]	DELIVERY DATE [REDACTED]
PRODUCTION DATE [REDACTED]	

LABOR & PARTS
J# 1:00CVZLOF LUBE, OIL & FILTER - HOURS: 0.30 TECH(S): 37 12.96
LUBE CHASSIS & DOOR HINGES - CHANGE OIL & (GM) OIL FILTER
CHECK COOLANT & TRANS FLUID LEVELS - CHECK/SET TIRE PRESSURE
LUBE, OIL, FILTER - CHECK FLUIDS & TIRE PRESSURE
CASTROL GTX OIL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25010792	OIL FLTR 1.836 R	5.99
JOB # 1	5	5W30	CASTR GTX	11.00
JOB # 1 TOTAL PARTS				16.99
JOB # 1 TOTAL LABOR & PARTS				29.95

J# 2:40CVZ BRAKES - HOURS: 1.00 TECH(S): 37 10.00
CUSTOMER STATES BRAKES ARE SQUEAKING ADVISE
NORMAL BRAKE SQUEAL

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

J# 3:46CVZRHMMNB ROAD HAZARD/BALANCE - HOURS: 1.00 TECH(S): 37 99.95
Added Operation (CAMERONB @ 10/14/2005 09:35)
ROAD HAZARD WARRANTY WITH BALANCE
ROAD HAZARD
TIRE - ROAD HAZARD WARRANTY & LIFETIME FREE BALANCING, TIRE
ROTATION & FLAT REPAIRS FOR THE LIFE OF THE TIRES OR WHEN TH
TIRES HAVE 2/32 OF TREAD LIFE LEFT OR LESS ! (ROAD HAZARD)
CONDITIONS, WHICH RENDERS THE TIRE UN-SERVICEABLE)
ALL REPAIRS OR REPLACEMENTS WILL BE DETERMINED BY-
(TEAM CHEVROLET) NOTE ! THE ORIGINAL SERVICE INVOICE MUST BE
PRESENTED AT (SERVICE WRITE UP) TO RECEIVE ANY SERVICE.
ADJUSTMENT OR REPAIR COVERED BY ROAD HAZARD WARRANTY !
TIRE/ROAD HAZARD WARRANTY IS ONLY VALID AT (TEAM CHEVROLET
INC.) 1856 W US HIGHWAY 30 VALPARAISO IN 46385
NOTE: WARRANTY IS (NON TRANSFERABLE) VALID ONLY TO ORIGINAL
VEHICLE & PURCHASER
4-P20565R15 BRIDGESTONE 450 BLK
4-DOT 0BURB413904

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				99.95

J# 4:60CVZ INTERIOR TRIM - HOURS: 1.00 TECH(S): 37 14.00
Added Operation (CAMERONB @ 10/14/2005 10:03)
ORDER CUP HOLDED
ORDERED CUP HOLDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	22666123	LINER 10.260 C	14.00

✓ Brake Issue

Illiana Business Solutions, Inc. 708/354-4987

Copy of original

Exhibit



1050 W. U.S. HWY. 30 • VALPARAISO, IN 46385

PH. (219) 462-1175 • FAX (219) 464-9833

(877) 75CHEVY

www.teamchevyinc.com

VEHICLE NUMBER CVCS381639	
CHASSIS NUMBER 27106	
MERRILLVILLE, IN	
BUSINESS PHONE	
CAMERON BALES	TAG NO. 56 2890
LICENSE NO.	MILEAGE 23,683
YEAR MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN	
VIN 1G1ZT54825E	
STOCK NO.	
MO: 23685	
SELLING DEALER NO.	
INVOICE DATE 03/06/06	
DELIVERY DATE	
PRODUCTION DATE	

LABOR & PARTS
J# 1 14CVZ061 EXHAUST NOISE HOURS 1.070 TECH(S) 40
CUSTOMER STATES EXHAUST SYSTEM NOISY
CHECK FOR SOP
CRACK IN WELD BEHIND THE MUFFLER
INSPECT & FOUND CRACK IN WELD BEHIND THE RESONATOR REPLACE MUFFLER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15828658	MUFFLER 3.701		
JOB # 1	1	22626929	GASKET 3.613		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] AR *
* DATE PAID [] CASHIER INITIALS [] *

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED (QUESTION 16) PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR TOLL FREE AT 1-877-752-4389

CUSTOMER SIGNATURE

Handwritten signature and a large circular stamp with the word 'COPY' inside.

COPY

TEAM CHEVROLET INC
1856 W US 38
VALPARAISO IN 46385
(219)462-1175

2:24 PM 12/29/05

H US [REDACTED] ****
SALE TERM# 0001

AMOUNT \$ 28.42

REF #005 AP 062415
BATCH #534
RO #380016

CUSTOMER COPY

CVCS380016

CVCS380016

CVCS380016

27106

MERRILLVILLE, IN

CAMERON BALES

56 1788

19,443

05/CHEVROLET/MALIBU/4 DOOR SEDAN

1 G 1 Z T 5 4 8 2 5 F

MO: 19445

12/29/05

12/29/05

COPY

LABOR & PARTS-----
 #1:00CVZLOP LUBE OIL & FILTER HOURS: 0.30 TECH(S): 37 12.96
 LUBE CHASSIS & DOOR HINGES - CHANGE OIL & (GM) OIL FILTER -
 CHECK COOLANT & TRANS FLUID LEVELS - CHECK/SET TIRE PRESSURE
 LUBE OIL FILTER - CHECK FLUIDS & TIRE PRESSURE
 :CASTROL GTX OIL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		25010792	OIL FLTR 1.836 R	5.99
JOB # 1	5		5W30	CASTR GTX	2.20
JOB # 1 TOTAL PARTS					16.99

JOB # 1 TOTAL LABOR & PARTS 29.95

#2:00CVZLOFCOUPON OIL CHANGE COUPON HOURS: 0.00 TECH(S): 999 0.00
 LUBE OIL & FILTER (COUPON)
 MAILER - COUPON
 CUSTOMER SAVE'D (\$5.00) :AS PER MAILER OIL CHANGE COUPON !

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS					0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

#3:46CVZFREEBLANCE FREE WHEEL BALANCE HOURS: 0.30 TECH(S): 37 INTERNAL
 ROAD HAZARD WARRANTY - (FREE WHEEL BALANCE & ROTATE)
 CUSTOMER PURCHASED - (ROAD HAZARD WARRANTY)
 BALANCE WHEEL OR WHEELS/ALL 4 & ROTATE TIRES :IF NEEDED
 (NO CHARGE)

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	2		80747	1/2 OZ/ 1	INTERNAL
JOB # 3	2		80748	3/4 OZ/ 2	INTERNAL

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	CSS	SHOP SUPPLIES	2.31
JOB # 2	DLD	DISCOUNT LABOR \$	-2.50
JOB # 2	DPD	DISCOUNT PARTS \$	-2.50

TOTAL - MISC -2.69

RECOMMENDATIONS-----
 RECOMMENDED AIR FILTER

CVCS380016

CVCS380016

CVCS380016

27106

MERRILLVILLE, IN

CAMERON BALES

56 1788

19,443

05/CHEVROLET/MALIBU/4 DOOR SEDAN

1 G 1 Z T 5 4 8 2 5 F

MO: 19445

12/29/05

12/29/05

COPY

TOTALS-----

 * [] CASH [] CHECK CK NO. [] *
 * ☒ VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] AR *
 * DATE PAID 12/29/05 CASHIER INITIALS AW *

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 DISC -5.00
 TOTAL TAX..... 1.16

TOTAL INVOICE \$ 28.42

 YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL
 MOTORS IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT
 GRADE US COMPLETELY SATISFIED (QUESTION 16) PLEASE CONTACT
 OUR CUSTOMER SERVICE MANAGER JIM GRUBER AT 219-462-1175 OR
 TOLL FREE AT 1-877-752-4389

CUSTOMER SIGNATURE

(In This) Receipt
 Cameron Bales talked
 us into purchasing a Great
 hazard warranty. (Not Arrow next
 Page)
 Being this vehicle is still under
 warranty (Question would the mag-
 nasen mass warranty test
 cover the New car warranty 3600

Inland (800) 437-6003 (120782)



894



of Merrillville, Inc.

The Chevy Giant on I-65

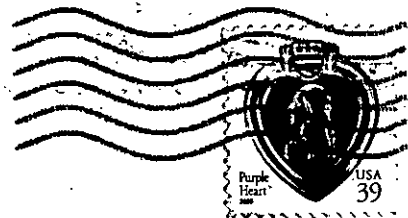
1550 East 61st Avenue,
Merrillville, IN 46410-2799
Voice: 219-947-4151 or 888-947-4151
Fax: 219-942-0499

SANDI HOLEMAN
Fixed Operations Manager

www.mikeandersonchevy.com

GARY IN 464

08 SEP 2006 PM 2 T



Merikville, IN

SEP 14 2008

G. RICHARD WAGGONER, JR. CEO
General Motors Corporation
100 RENAISSANCE CENTER
DETROIT, MI 48265

RECEIVED

SEP 13 2006

G.R. WAGONER, JR.

G. RICHARD WAGONER, JR. CEO

GENERAL MOTORS CORPORATION

100 RENAISSANCE CENTER

DETROIT MI 48265

SEPTEMBER 7, 2006

DREW 2005 MALIBU

VIN-1G1ZTS4825F [REDACTED]

TO WHOM THIS MAY CONCERN:

IN THE MATTER OF SUBJECT THAT IS DANGEROUS
AND DEFECTIVE. THIS VEHICLE STILL UNDER
WARRANTY HAS CAUSED US A GREAT DEAL
OF STRESS. AS A RESULT OF THE PROBLEMS
AND THE CONTINUED NEGATIVE BEHAVIOR OF GM et al
MOST RECENTLY JAMES SHANKS OF GM ATTEMPTED
DISHONESTY. PERTINENT TO ATTEMPTING TO GET THIS
WRITER TO COMMENT TO A VERBAL AGREEMENT WITH
OUT ALLOWING THIS WRITER TO REVIEW A CONTRACT
FIRST. IN REGARDS TO A EXTENDED WARRANTY IN
SHORT THIS DISHONEST GM EMPLOYEE JAMES SHANKS
WITH DREW HIS EXTENDED WARRANTY OFFER WHEN I
MENTION DUES. THEN ONE CAN NOT FORGET
GMAC EMPLOYEE KAREN V. GOWANS THREATEN TO

continued

GUILTY THE WAGES OF BOTH TITLE HOLDERS
AND I BELIEVE AT ONE TIME VIOLATED THE
FAIR LABOR CREDIT REPORTING ACT IN THE MATTER
OF ACCOUNT NO. [REDACTED] which we allowed
the vehicle to be reposed because it started
falling apart also: THEN RECENTLY WE RECEIVED
a letter from GMAC Karen V. Gorkas dated
August 22, 2006 RE REGARDS TO THE BALANCE
owed allegedly for a Cavalier. THAT WAS falling
apart. Most recently I spoke to a lady who
drives a Cavalier saying our ~~DATA~~ I brought up the
issue of smelly air. We're coming through one of
our vents in the 05 Malibu. She had same
problem with her Cavalier. Sir, in short
I know of a lot of fraud by GM and your
political contributions over the years

NOTE. Side Saddle Pickups. 105 million Judgment.

NOTE. THE Ralph Nader case

NOTE Two Conditional class action

NOTE GM Remanufactured engines

NOTE Between these 3 GM-Dealerships, Bob
Watson, ILLINOIS, GATEWAY CHEV. CHGO, IL And
Allison HAGGETT CHEV. East Chgo, IL. NOTE, -
HAGGETT CHEV. & REARLY CAN'T SAY TO much
bad about them. THE OTHER TWO WATSON
AND GATEWAY Are experts at Fraud

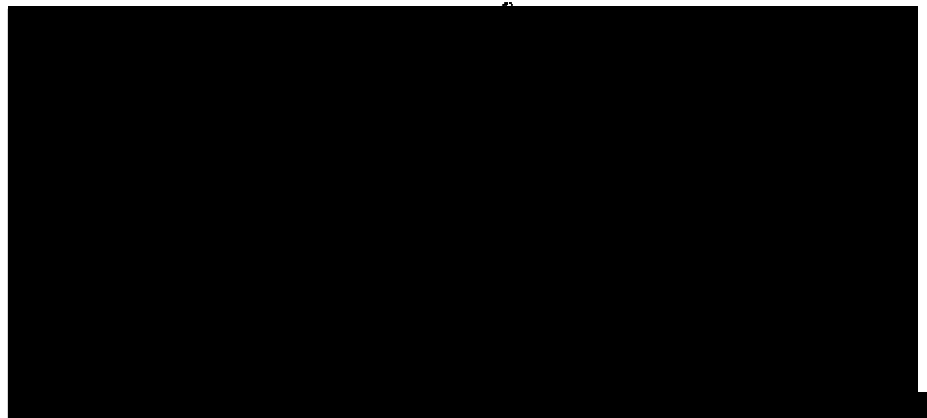
web blogs From consumers

Go to web site. <http://www.Ripoffreport.com/results.asp>.

Due to the past dealings with General Motors and its continued behavior of Fraud towards the consumers there is enough past and present fraud. Noted GM issue 1949 GM and its partners were convicted in U.S. Dist Court in Chgo. under the U.S. Sherman Anti-trust Act. GM Street Car Conspiracy. Before I close would you Mr. G. Nick Wagoner. Arrange for us to trade in the dangerous and defective 05 Malibu for an 07 GM product as I review USA Today section B. Money. Thursday September 7, 2006. USA Today article. GM boosts powertrain warranties 5 years or 100,000 miles. In that article, USA Today, in Short "in article says" the world's largest automaker has improved quality and GM vehicles need fewer repairs. A Short history of our 05 Malibu that has about 800 miles left on warranty. During this period repeated light and lens problems cracked brake pad anti-freeze ~~odor~~ cracked muffler weld, steering Gear associated with rack and pinion malfunction.

In short) Defective and Dangerous and prior
to That on or about July 31 2006 and turning signal
went out. That night when the driver went to
work around 10.00 pm. no dash lights and no
Lights
Tail →

This writer could write another 10 pages
all were asking stop the B/S down what
rights. as in the article copy enclosed
Please reply at Your earliest convenience



Merrillville, IN

copy of original

rsday, September 7, 2006

GM boosts powertrain warranties

'We're putting our money where our mouth is'

By Chris Woodyard
USA TODAY

General Motors raised the stakes Wednesday in the auto warranty wars, announcing it will back the powertrains of its 2007-model year vehicles up to five years or 100,000 miles.

CEO Rick Wagoner, unveiling the plans at Autos- GM's headquarters in Detroit, said backing its vehicles longer is a demonstration of how 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 GM vehicles need fewer repairs. Warranty repair costs have fallen 40% in the past five years.

"It's going to have more of a long-term than direct impact on sales," predicts Jesse Toprak, industry ana-

lyst for auto-buying research website Edmunds.com. "It will help with the brand image and resale values."

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

While the plan trumps the five-year, 60,000-mile powertrain warranty Ford offered in July, it falls short of the 10-year or 100,000-mile warranties of South Korea's Hyundai and Kia brands. "It's nice when the world's largest automaker is validating our strategy," said Hyundai spokeswoman Toni Honsowetz.

Unlike Hyundai's, however, GM's longer warranty is transferable to a new owner if the vehicle is sold.

No other automaker said it planned to respond by matching GM's warranty terms.

Stronger warranties have always been a big part of the auto industry, especially since then-Chrysler CEO Lee Iacocca made seven years, 70,000 miles the centerpiece of the automaker's comeback in the 1980s.

Chrysler, now part of DaimlerChrysler, revived 7/70,000 last year when studies showed 10% of customers actually cared. "People were there but were not attaching any value," man Kevin McCormick says.

Previously, GM offered three-year, 36,000-mile warranties on Chevrolet, Pontiac and GMC brands. Last year, 50,000-mile warranties on premium Cadillac, Hummer, Saab and Saturn.

Mark LaNeve, GM's North American chief, says the plan proves that GM is every bit as high in quality as those makers Toyota and Honda — both in the long term. "Our (assembly) plants rank about as high as Japanese plants" in quality, he says.

GM has improved its earnings through cost-cutting but still lags in sales compared with last year, down 12% for the first eight months of data reports, most among domestic automakers.

Contributing: Sharon Silke Carty in Detroit



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: [REDACTED]
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 [REDACTED] 2005 Chevrolet Malibu. We are sorry for any inconvenience he may have experienced.

At your request, we reviewed [REDACTED] case with our Central Office Staff. As a gesture to help maintain [REDACTED] 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 [REDACTED] 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 [REDACTED] has denied this offer. This offer was made to reconfirm General Motors' commitment to assist [REDACTED] should a further concern arise; furthermore, this offer still stands should [REDACTED] 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



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

November 23, 2010

[REDACTED]
[REDACTED]
Merrillville, IN [REDACTED]

Service Request: 1-425399921

Customer Relationship Specialist: Susan MacEwan

Dear [REDACTED]

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

[REDACTED]
[REDACTED]
Merrillville, IN [REDACTED]

Service Request: 1-425399921

Customer Relationship Specialist: James Shanks

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the engine on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54825F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 7th 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