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

November 29, 2010



Service request: 1-432716084

Vehicle Identification Number: 1G1ZT64885F

Customer Relationship Specialist: Gina Kulakowski

Dear

Thank you for allowing us the opportunity to review the Better Business Bureau case involving your 2005 Chevrolet Malibu MAXX. Unfortunately, our attempts to reach you by phone on February 14, 2007, February 19, 2007 and February 20, 2007 were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you.

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 your service request number above when calling.

Sincerely,

General Motors Corporation

PA0005 V05112006

Privileged and Confidential Information

| Case Assessment By: | | | Siebel/CARS Reques | st #: 1-432716084 |
|--|---------------------|---------------------------------|-----------------------------------|-----------------------------------|
| Customer Name: Lou | Make: Che | | Madal Maliku Massa | Comment well-area 222 |
| Veh year: 2005 Veh ID #: | | vroιeτ Date: 9/12/06 | Model: Malibu Maxx Purchased: New | Current mileage: 230 |
| 1G1ZT64885F | in Service L | Date: 9/12/06 | Purchased: New | if usea: |
| What is the customer | seeking? Renur | rchase | | |
| Wilat is the customer | seeking: itepui | Cilase | | |
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| | | VEHICLE REF | AIR HISTORY | |
| | | | | |
| CUSTOMER'S PRIMARY | SYMPTOM/CONC | ERN: Power st | eering keeps failing | |
| | eage: Days O | | ption of Repair: | |
| 9/19/06 46345 | 288 1 | | | ectronic power steering |
| | | module | , set up module as des | scribed in SI test drove. |
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| OTHER SYMPTOM/COM | ICERN: Miscella | neous | | |
| Date: RO#: Milea | age: Days Ou | t: Descrip | tion of Repair: | |
| 9/19/06 46345 2 | 88 * | Perform | ed recall 05094 | |
| • | | | | |
| Total Days Out of Serv | | g days for cust ion Repairs) | omer pay reasons such | as; Maintenance and |
| VEHICLE MEETS PRE | SUMPTION LEM | ON LAW? | YES: NO | D: 🔀 |
| What is customer el States lemon law re | | | | lity Guidelines and the |
| remedies. | 4 | 9 | <u> </u> | <u> </u> |
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| AVM and/or DEALER | RECOMMENDAT | <u> </u> | | |
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| | | | | ering cust any goodwill at this |
| time. Cust has droppe | ed veh off at dir a | as no longer w | ants veh because she | e feels veh is not safe to drive. |
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| Decision reached | by CRM: A | rbitrate case | Settle c | ase: 🔀 |
| Pecision reachieu | Sy Civili. A | i Diti ate Cast | | |
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| | | | | |
| Team Manager Appro | oval: | | | Date: |

Revised by c.mallett 09/07/06



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

October 13, 2006

Re:m01 CHV0665077 : www.vs Chevrolet Motor Division

PATRICIA ALARCON CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

Thank you for your participation in the BBB AUTO LINE program.

Sincerely,

Customer Claim Form

| Contact Date: 10/13/06 | Start Date: | Case | Number: CHV0665077 |
|---|----------------------------|--|---|
| | on this vehicle with the | BBB or another dispur | te resolution provider? □ YES 🔯 No Number: |
| Titled Owner(s) Name&Add | <u>lress</u> | | |
| | | | |
| WAGON MOUND, NM | | | |
| Day Phone: | Even | ing Phone: | Cell Phone: |
| Fax Number: | E-ma | ail Address: | |
| Customer Contact Info: | | | |
| Vehicle Information | | | |
| Name(s) of individual(s) or busin | ess that appear on ve | <u>hicle title</u> : | |
| Vehicle Use: ☑Personal □Busines | ss□Both Perce | entage of time vehicle | used for business purposes: |
| Transmission Type: Automatic | | | |
| Make: Chevrolet Mode | | Model Year: 2005 | Current Mileage: 1046 |
| Vehicle Identification Number: | | | _ |
| Servicing Dealer/City/State : (| | 377.6 | |
| Selling Dealer/City/State : 0 | | | 1 |
| | | Policy Nur | |
| Has vehicle been in an accident/has Description of Damage : | ad body damager Tes | $S = No \underline{X}$ Date of a | .ccident: |
| | | | |
| Purchase/Lease Information | (Complete left side if vel | iicle was purchased or ri _l | ght side if vehicle was leased) |
| Purchase Date:09/12/06 Mileage a | t purchase: | Lease Date: | Mileage at lease: |
| Purchased As: ☑ New ☐ Used ☐ | □ Demo | Leased As : \square New | ☐ Used ☐ Demo |
| Is the vehicle in your possession? | yes | Is the vehicle in you | • |
| Lienholder's Name: | | Leasing Company's | |
| Address: | | Ado | dress: |
| City/St/Zip: | | Gity/: | St/Zip: |
| Phone: () - | | 1 | Phone: |
| Lienholder Acct #: | | Leasing Company's | Acct #: |
| Customer's Desired Outcom | e (Describe sohat vou sov | ant done to resolve your c | oncern) |
| The customer would like to have the ve | | nu wone to recover your or | |
| | | | |
| | | | |
| Signature of Titled Organical | | | Data |
| Signature of Titled Owner(s): I am submitting this dispute for resolution | on in the BBB AUTO LIN | E program, and Lagree to | Datearbitrate the dispute under BBB AUTO |
| LINE Arbitration Rules. | die bbblie i o bil | | and the dispute under DDD 110 1 0 |

Return the Form to: BBB AUTO LINE, 4200 Wilson Blvd., Suite 800, Arlington Va, 22203-1838

| | \sim 1 · | |
|----------|------------|------|
| Customer | Laim | Horm |
| | | |

| | Customer Claim Form | | |
|----------------|---------------------|--------------|------------|
| Customer Name: | | Case Number: | CHV0665077 |

Vehicle Concerns

| First Repair Attempt | Date:_ | 09/18/06 | _Mileage:_132 | |
|---------------------------|--------|----------|---------------|--|
| Last Repair Attempt | Date:_ | | _Mileage: | |
| Total Days out of Service | e: | | | |

| Problems – Please list your <u>primary</u> concern first | Servicing Dealer(s) | Current? Yes or No | # of Repair Attempts | Repair Date(s) | Mileage on Date(s) | Out of |
|--|---------------------|--------------------------|----------------------------|-------------------|--------------------------|--------|
| power steering keeps failing | | yes | 2 | | | |
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BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- The award will not include any manufacturer rebate the customer received or manufacturersponsored credit card earnings used as a downpayment or capitalized cost reduction.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims involving salvaged or branded titled vehicles.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims involving a vehicle defect if the customer alleges either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- Allegations of fraud or other violations of law
- Claims seeking compensation for loss of wages.
- Claims seeking compensation for personal injury or mental anguish.
- Claims seeking punitive damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period For Filing Claims

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of your General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual **or** owned or leased by a business that owns or leases no more than three vehicles:
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies For Warranty Claims

The arbitrator may award the following remedies:

- Repairs.
- Reimbursement for money the customer paid to repair the vehicle.
- Repurchase of the vehicle.
- Replacement of the vehicle.

Repairs/Reimbursement For Repairs

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

Repurchase Or Replacement

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- Owned vehicle repurchase The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ◆ Leased vehicle repurchase To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees. and finance/lease charges).
- Replacement vehicle The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Deductions/Exclusions From A Repurchase Or Replacement Award

• The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

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Use # miles attributable to the customer Vehicle purchase

Deduction/ = at the time of the arbitration hearing x price or gross capitalized cost
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- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- The award will not include debt from a previous transaction.
- The award will not include any manufacturer rebate the customer received or manufacturersponsored credit card earnings used as a downpayment or capitalized cost reduction.

STANDARDS OF THE NEW MEXICO LEMON LAW Motor Vehicle Quality Assurance Act

The following is an brief explanation of most relevant provisions of the New Mexico lemon law. The complete text of the lemon law can be found at New Mexico Stat. Ann. § 57-16A-1 et seq.

VEHICLES COVERED BY THE NEW MEXICO LEMON LAW

The New Mexico lemon law covers passenger motor vehicles, including automobiles, pickup trucks, motorcycles and vans, that are sold and registered in the state; are normally used for personal, family or household purposes; and have a gross vehicle weight of less than 10,000 pounds. The lemon law appears to cover used vehicles.

CONSUMERS COVERED BY THE NEW MEXICO LEMON LAW

The New Mexico lemon law covers the following "consumers":

- 1. The purchaser, for the purposes other than resale, of a new motor vehicle normally used for personal, family or household purposes;
- 2. Any person to whom the motor vehicle is transferred during the duration of an express warranty applicable to the motor vehicle; and
- 3. Any other person entitled by the terms of the warranty to enforce its obligations.

The lemon law appears not to cover a lessee.

PROBLEMS COVERED BY THE NEW MEXICO LEMON LAW

The New Mexico lemon law covers any defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer. This is referred to as a *nonconformity*.

The lemon law provides manufacturers with an affirmative defense if it can be shown that a nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR A VEHICLE

If a motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the term of the express warranties or a period of one year following the date of the motor vehicle's original delivery to a consumer, whichever comes first, then the manufacturer, its agent or authorized dealer must make the necessary repairs to conform the vehicle to the express warranties.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agent or authorized dealer is unable to conform the vehicle to any applicable express warranty by repairing or correcting any nonconformity after a *reasonable* number of repair attempts, the manufacturer must either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The New Mexico lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform a motor vehicle to the applicable express warranties if, during the express warranty term or a period of one year following the date of the motor vehicle's original delivery to a consumer, whichever is the earlier date, either of the following occurs:

- 1. The same uncorrected nonconformity has been subject to repair four or more times by the manufacturer, its agents or authorized dealers, but the nonconformity continues to exist; or
- 2. The motor vehicle is in the possession of the manufacturer, its agent or authorized dealer for repair for a cumulative total of 30 or more business days, excluding down time for routine maintenance as prescribed by the manufacturer.

The term of an express warranty, the one year period and 30 day period are extended by any period of time during which repair services are not available to the consumer because of a war, invasion, strike or fire, flood or other natural disaster.

NOTICE AND OPPORTUNITY TO REPAIR

The presumption that a reasonable number of repair attempts has been undertaken does not apply against a manufacturer unless the manufacturer has received prior direct written notification from or on behalf of the consumer, and has an opportunity to cure the defect alleged. The manufacturer must provide, either in the warranty or a separate notice, written notice and instruction to the consumer regarding this notification requirement.

DISPUTE RESOLUTION

The lemon law provisions requiring repurchase or replacement of a nonconforming motor vehicle do not apply to a consumer who has not first used an informal dispute settlement procedure that complies with 16 C.F.R. Part 703. The Attorney General may investigate and determine whether the informal dispute settlement procedure is fair and impartial and conforms to the requirements of 16 C.F.R. Part 703.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within the later of (1) 18 months following the date of the vehicle's original delivery to a consumer, or (2) if the consumer resorts to an informal dispute settlement procedure, 90 days following the procedure's final action.

REMEDIES UNDER THE NEW MEXICO LEMON LAW

REPURCHASE

The New Mexico lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

- 1. The full purchase price; and
- 2. All *collateral charges*, defined as those additional charges to a consumer not directly attributed to a manufacturer's suggested retail price label for a new motor vehicle, including all taxes, license, title and registration fees and other governmental charges related to the purchase of the motor vehicle;
- 3. Less a reasonable allowance for the consumer's use of the vehicle.

Refunds must be made to the consumer and lienholder, if any, as their interests may appear.

The reasonable allowance for use is that amount directly attributable to use by the consumer prior to the first report of the nonconformity to the manufacturer, agent or dealer, and any subsequent period when the motor vehicle is not out of service by reason of repair.

REPLACEMENT

When replacing a vehicle under the New Mexico lemon law, the manufacturer must replace the motor vehicle with an identical or reasonably equivalent motor vehicle.

The consumer is responsible for a reasonable allowance for use. The reasonable allowance for use is that amount directly attributable to use by the consumer prior to the first report of the nonconformity to the manufacturer, agent or dealer, and any subsequent period when the motor vehicle is not out of service by reason of repair.

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

Dealer Number 51175A Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code) Creditor (Seller name and address) QUALITY MOTORS CO INC 610 GRAND AVE LAS VEGAS NM 87701 WAGON MOUND NM

| under the agr | reements | on the front a | nd back of this conti | described below for d act. You agree to pay Charge on a daily bas | us, the Creditor, the | ning this contract, you choose to buy the vehicle on credit Amount Financed and Finance Charge according to the |
|---------------|-----------------------|---|---|--|--|--|
| New or Used | Year | | ike and Model | Vehicle 1 | Identification No. | Primary Use for Which Purchased |
| | | CHEV | ROLET | | · · · · · · · · · · · · · · · · · · · | ☐ personal, family, or household ☐ agricultural |
| NE₩ | 200 | | BU MAXX | 1617 | 64885F | □ bûsiness □ |
| Your trade-in | is a: | ⁄ear | Make | Model | | |
| · | | FEDERAL T | RUTH-IN-LENDING | DISCLOSURES | | Insurance. You may buy the physical damage |
| | your rearly c | FINANCE CHARGE The dollar amount the redit will cost you. 6920. | Amount Financed The amount of credit provided to you or on your behalf. 1 1959.0 | 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 \$ | insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions. |
| Number | | mount | When F | Payments | Or as | Check the insurance you want and sign below: |
| of Paymer | | ayments | Are | Due | Follows | Optional Credit Insurance. |
| 7 | 7 .⊇ \$ | 373.33 ^M | onthly beginning | 10/27/2006 | | ☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both |
| | | | | | | ☐ Credit Disability (Buyer Only) |
| charge of 5% | % of the pa | art of the paym | ent that is late, with a | 10 days after it is due maximum charge of \$ | i15. | Premium: Credit Life \$ N/A |
| | | | | ot have to pay a penalt | | Credit Disability \$N/A |
| Security Int | terest. Yo | u are giving a | security interest in th | e vehicle being purcha | sed. | |
| Additional | Informat Hidofault | ion: See thi | s contract for more | e the scheduled date, a | g information about and security interest. | (Insurance Company) |
| Honpaymen | i, detadit, | any required to | spayment in real bevol | 0 110 0011000700 | | |
| ITEMIZATE | ON OF AN | MOUNT FINAN | ICEDI | | | (Home Office Address) |
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| 3 Unpaid b | alance of | cash price (1 r | ninus 2) | | \$ <u>19775.968)</u> | insurance pays only the amount you would owe if |
| 4 Other cha | arges inclu | iding amounts | paid to others on you | ır behalf (Seller may | | you paid all your payments on time. Credit disability |
| keep par | t of these : | amounts.): | | | | insurance does not cover any increase in your payment or in the number of payments. Coverage |
| A Cost o | of optiona | l credit insura | ance paid to the ins | surance | | for credit life insurance and credit disability |
| Life | any or corr | ipariies | s <u>N/</u> E | 1 | | insurance ends on the original due date for the last |
| Disabi | lity | | \$ N/6 | | | payment unless a different term for the insurance is shown below. |
| | | naid to the ins | urance company | \$ N/A | | |
| | | I to governmen | · | \$ N/A | | Other Insurance. |
| | | | d in cash price | \$ N/A | | |
| | | nse and/or reg | | | • | Type of Insurance Term |
| | | • | REG = 960.50 | \$65_ <i>00</i> | | Premium \$N/A |
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| | | | ntify who is paid and | | = | (Insurance Company) |
| 1 | be purpos | | | _ | | |
| | N/A | fo | r NZA | \$N/A | _ | Home Office Address) |
| to | | TY MOTOR | | \$ 11 8.0 5 | | ,, |
| to | | fc | | \$ <u>N/A</u> | | I want the insurance checked above. |
| | | fc | | \$N/A | | |
| | N/A | fc | | \$N/A | _ | N Poto |
| to | N/A | fc | r N/8 | \$\$N/A | _ | Buyer Signature Date |
| | ade- in pa | | <u></u> | \$N/A | /1 | 11, |
| Total oth | ier ch arg e: | ş and amounts | paid to others on you | ur behalf | \$ 183.054) \$ 19959 655) | X Co-Buyer Signature Date |

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the must sige it. No orel changes are binding

contract must be in writing Buyer Signs X 🦗

Co-Buyer Signs X

1**9959. 05**5)

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them, For example, we may extend the time for making some payments without extending the time for making others

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration

| authorities. | | | | | | | | |
|--|------|---------------------|--|--|--|--|--|--|
| | | Used Vehicles Only: | | | | | | |
| Attention consumer: sign here only if the dealer told you that this vehicle has the following problem(s) and that you agree to buy the vehicle on those terms: | | | | | | | | |
| 1 | | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |
| Buver X | Date | Co-Buyer_X | | | | | | |

WARRANTIES

5 Amount financed (3 + 4)

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warrantles, express or implied, on the vehicle, and there will be no implied warrantles of merchantability or of fitness for a particular purpose, except as described below for used vehicles.

This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

The following paragraph applies only if you are purchasing a used vehicle.

NEW MEXICO LAW REQUIRES THAT THIS VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR 15 DAYS OR 500 MILES AFTER DELIVERY, WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE CONSUMER) WILL HAVE TO PAY UP TO \$25.00 FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED.

See back for other Important agreements.

Creditor Signs DUAL LTY MOTORS CO INC

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

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

NOTICE TO BUYER: LIABILITY INSURANCE FOR BODILY INJURY CAUSED TO YOURSELF OR TO OTHERS OR PROPERTY DAMAGE CAUSED TO WITH THIS NOT PROVIDED IS LIABILITY DESIRE YOU AGREEMENT. 1F INSURANCE COVERAGE, YOU SHOULD OBTAIN SUCH COVERAGE FROM AN AGENT OF YOU CHOICE.

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Co-Buyer Signs X

Date

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

| SENT OF YOUR | Other owner signs | here X | Date | |
|---------------------------|-------------------|------------------------|-----------------------------|-------------|
| | Address | | | _ |
| Date 29/12/2006 | Вух | | Title | |
| eral Motors Acceptance Co | rporation (GMAC) | ☐ GMAC Automotive Bank | □ Nuvell Credit Corporation | ж, |
| ae | | | | |

under the terms of Seller's agreement(s) with assignee. Assigned without recourse or with limited recourse Assigned with recourse

Title Ву Seller

DUALITY MOTORS CO INC

MADD FD NM 7/2004 (For use In the State of New Mexico) (1 of 4) Notice: See Other Side

QUALITY CHEVROLET-CADILLAC CO., INC.

| (505)668-2319 | DATE 09/12/06 | | |
|-----------------------------|-------------------|----------------------------------|------------|
| Name of Purcheser | | | |
| Address | | | |
| Car Sold NoMake_CHEVRE | LET Year 2005 | Model_MALIBU | MAXX |
| Vin No. | | rice\$_ | 19200.00 |
| | | r Installed \$ | N/A N/A |
| | Omrr Deale | -* er Trans & reg\$_ • Tav | 178.55 |
| • | Sales | : Tax \$_ | 576.00 |
| | | se Fee \$_ | 4.50 |
| Total Cash Delivery Price | | \$_ | 19959. 05 |
| Down Payment CashN/AIr | ade In N/A | · | |
| Acct Rec. N/A DE | POSIT | \$_ | N/A |
| UNPAID CASH BALANCE | | <u></u> \$_ | 19959. 05 |
| 692 0. 71 Credit | LifeA&+ | 1 <u>N/A</u> \$_ | 6920.71 |
| No. of PaymentsAmt.of Payme | nt373.33 | _Total Payment\$_ | 26879.76 |
| Paynent Due Date 10/27/06 | | | |
| USED CAR TRADE IN | | | |
| NoMake | Year | Model | |
| VIN | | N/A | • |
| N/Q | ed Value (less re | pairs) \$N/ | Α . |
| | comm. 200. 🛎 | | |
| O°2 | | | · |
| | Al D. Romer | 0 | · · |

BUYER'S ORDER AGREEMENT QUALITY MOTOR CO., INC.



5054253991

610 GRAND AVE. (505) 425-6758 P.O. BOX 1268 LAS VEGAS, NM 87701



| Buyer Name | (s) | | | D | OB11/ | 25/64 NMDL | | | Date | 12/2006 |
|---|---|--|--|---|------------------------------------|---|----------|---|--|--|
| Address _ | | | | City WAG C | N MOUN | | NM | 1 Zip | Phone | |
| Year 2005 | Make CHEVROL | _ET | Model M £ | ALIBU MAX | τx | . 1111111111111111111111111111111111111 | | Body 4DR | | Used / Demo |
| VIN 1612T | 54885F | 1110 | | | Color BLU | E | | Odometer | 25 | Stock No. CØ548 |
| Trade In | Year | Make | | Model | | Color | | Vehicle Price (as equ | iípped) | 19200. |
| VIN | | | | 100.00 | Odometer | 1000 | | Trade-in Allowance | | N/ |
| | W | ARRANTY | INFORI | MATION | | | 7 | Loan Payoff on Trade ble for any trade-in loan pay | | N/ |
| SOLD WITH | ver initials) NEW A MANUFACT | URER'S LIMI | TED WAF | RRANTY, TH | E MANUF | ACTURER'S | 3 | Net Equity in Trade | | N/ |
| VEHICLE. C | RRANTY IS BU BEALER MAY I ARRANTY, BUT | PERFORM RI | EPAIRS | UNDER THE | E MANUF | ACTURER'S | 3 | Subtotal — Differenc less equity in trade) | e (vehicle price | 19200.0 |
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| I PARTICULAR | ANY IMPLIED V R PURPOSE. IF R IF THIS VEHIC | ANY WARRAI | NTY IS D | EEMED TO I | HAVE BEE | N MADE BY | / I | State Title and Regis | tration Fees | 65. 9 |
| OF ANY SUC | CH WARRANTY D WARRANTIE: SE ARE LIMITE | OR SERVICE S OF MERCHA | CONTRA ANTABILI | ACT ARÉ AS TY OR FITN | PROVIDE ESS FOR | D THEREIN A PARTICU | - | Dealer Transfer Servi | ce Charge | 118. 9 |
| CONTRACT, | AND BUYER'S PARTS BY DEA | EXCLUSIVE F | REMEDY | IS REPAIR O | R REPLA | CEMENT OF | | Subtotal | | 19959. 0 |
| VEHICLE WI | er initials) USEI LL BE FIT FOR | THE ORDINAR | RY PURPO | SES FOR W | HICH THE | VEHICLE IS | S | Service Contract | | N/ |
| IS EARLIER. | FIFTEEN DAYS (EXCEPT WITH OF THIS AGRE | REGARD TO F | PARTICUL | AR DEFECT: | S DISCLO | SED ON THI | 51 | Credit Insurance | | N/ |
| TWENTY-FIV | <i>'E DOLLAR\$ (\$2. OLATED."</i> THIS \ | 5.00) FOR EAC /EHICLE IS OT | <i>HOFTHE</i> | <i>FIRST TWO</i> E SOLD AS I |) <i>REPAIRS</i> S (AFTER | IF THE WAR 15 DAYS OF |)- 3 | Other | | N/ |
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| that this vehi | CLES: ATTENTI icle has the folio | ON CONSUMI owing problems | ER: Sign s and you | here only if to agree to bu | he dealer y the veh | has told you icle on those | ∌ | Balance Due | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | 19959. |
| terms: | ···· | 2 | | 3 | | | .] i | Dealer states und | der oath that | to the best of |
| Consumer Si | ignature: | | | _ | | | , | Dealer's knowledge | e there has bee | n no alteration |
| PUNITIVE D. INCLUDING TRANSPORT CIAL LOSS. | LES: DEALER IS AMAGES ARISI BUT NOT LIMIT TATION, RENTA (This paragraph implied warrant | NG OUT OF T ED TO LOSS (L, LOSS OF E/) only applies a | HIS SALE OF USE, I ARNINGS after expire | E OR THE U: LOSS OF TIN OR PROFIT ation of New | SE OF TH ME, INCOI 'S, OR AN | IS VEHICLE NVENIENCE Y COMMER | | or chassis repair vehicle being purch agreement. Buyer states und Buyer's knowledge | nased, except a der oath that is there has bee | s noted on this to the best of n no alteration |
| USED VEHIC | CLES AND DEN DRM FOR THIS V W FORM OVER | MONSTRATOR VEHICLE IS PA | RS: THE | INFORMATION HE CONTRA | CT. INFOR | RMATION OF | 1 | or chassis repair trade-in vehicle, ex ment. | due to wreck of | lamage on the |

The full purchase price is due upon delivery. This is a buyer's order agreement, not a credit agreement. Dealer is not a lender. Dealer may assist Buyer in obtaining third party financing, but Dealer is not responsible for obtaining financing. Dealer does not guarantee credit approval. Buyer grants Dealer a security Interest in the vehicle being purchased under the Uniform Commercial Code to secure full payment. Dealer has all rights and remedies of a secured party under the Uniform Commercial Code. Buyer is not bound by credit terms until credit disclosures have been made. Dealer may retain Buyer's deposit if Buyer fails to complete this purchase after the vehicle has been delivered or after this agreement becomes binding.

"SPOT DELIVERY" If the vehicle is delivered before proceeds of financing are received by Dealer: (1) Buyer will promptly satisfy any credit approval conditions. (2) Dealer and any lender are not responsible for Buyer's failure to satisfy credit approval conditions. (3) Either party may cancel this transaction if credit is not approved on the terms disposed in writing to Buyer at time of delivery. (4) Buyer will immediately return the vehicle to Dealer upon demand if proceeds of financing are not received by Dealer, regardless of the reason financing is not received. (5) Buyer will pay a use charge of \$25.00 per day and \$.25 per mile, plus any vehicle recovery charges, if Buyer fails to return the vehicle immediately after demand, regardless of the reason Buyer fails to return the vehicle. And (6) Buyer will pay for any damage to or theft of the vehicle after delivery, regardless of fault.

Buyer agrees to buy and Dealer agrees to sell this vehicle on the terms on both sides of this agreement. This agreement and any finance contract are an exclusive statement of the agreement between Buyer and Dealer, and cancel and supersede any oral or other agreement, promise or alleged representation concerning the vehicle and this purchase. No modification of this agreement will be recognized unless made in writing and signed by Dealer. This agreement is not binding on Dealer until signed by Dealer's authorized

| representative. | 2 1 | | | Certified Copy: |
|-----------------|-----|-------|---|-----------------|
| Buyer _ ¶ | • | ····· | | |
| Co-Buyer | | | | Bv |
| Dealer | | | • | |



QUALITY MOTOR CO., INC.

QUALITY MOTORS







FACSIMILE COVER SHEET

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QUALITY MOTORS

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

To: Ms. Ashley Ellis (1866-790-5600/ext. 12033)

Date: 10/4/06

Subject - Asking to repurchase assistance of vehicle re-eval. due to new info

I am asking that you resubmit lase # 17000018

due to District Manager not seeing the entire

documentation reports for the reason that my can

Was in the garge many times for the same problem.

Also - I called onstar to get 2-3 phone call cocumulation

that occured over the same continuous problem.

onstan could not release info to me unless a police report was issued or a lawyer was involved.

onstan said the Dist. Manager Service could call + get the info! (Care # 17868878)

Please - have the Service many check on that into.

Please Call me: 616-437-2289



919 W. Baraga Avs. P.O. Box 940

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MARQUETTE, MICHIGAN 49855 (906) 226-6518

PONTAG.

REG NO. F-102245 ONAN GEMERATORS



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GRAND RAPIDS, MI

richt 2000 ADP, No. SERVICE INDICE 45 JOHNS

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INVOICE

2727 28th Street, S.E., Grand Rapids, Michigan 49512-1672 Phone (616) 975-3607 Fax (616) 949-0237

1-800-321-5515

www.toddwenzelpontiacgmc.com

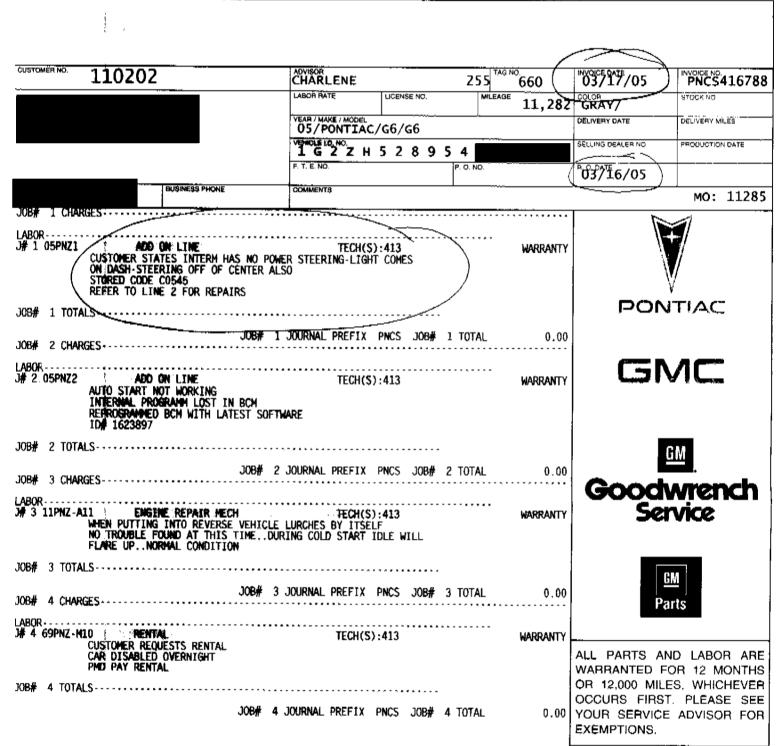
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| HOME: | | | BUS : | | SERVICE ADVISOR: | F-105529 RVICE ADVISOR: 3547 STEPHEN CROCIANI II | | | | | | |
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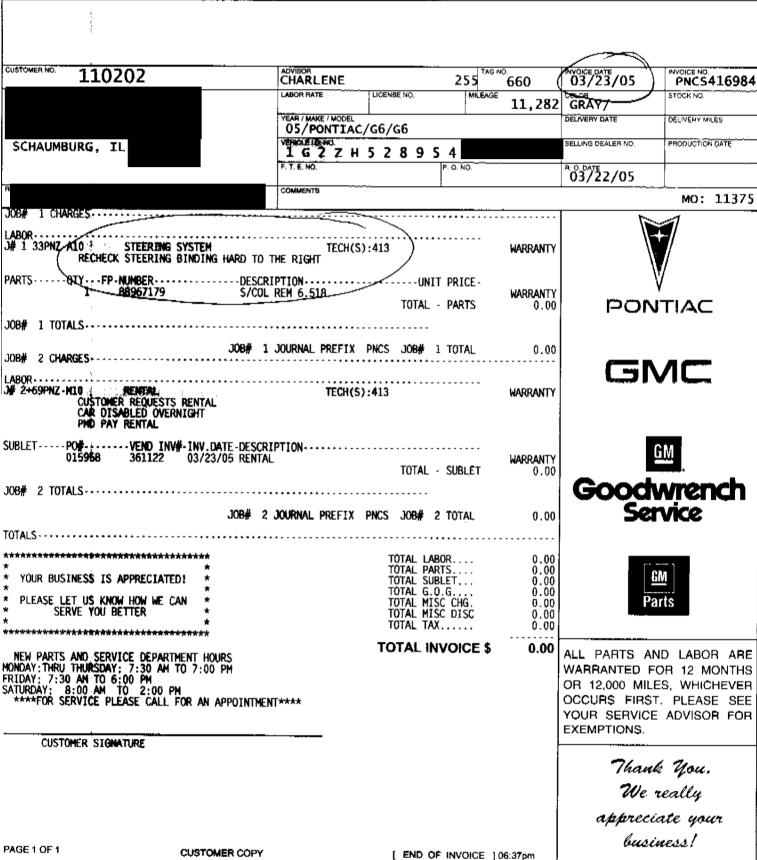
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PARTS DIRECT 770-980-6772

PAGE 1 OF 3







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MO: 33595

Main Tel 770-953-1800 Fax 770-618-7147

BODY SHOP DIRECT 770-980-6771

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LIMITED SERVICE WARRANTY

Service Work, (P.o.) & Labor) is warranted for 12,000 miles or 12 months,
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BUICK / GMC HUMM RI during standard business house floos of use of
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AUTHORIZATION TO REPAIR

TERMS STRICTLY CASH ONLESS / PRANCEMENTS MADE hereby authorize the repair work herein set foctorio be abne along with the necessary material reid agree that vous and angular to for toss 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 our inhighnents by the supplier or transporter it hereby grant you and or your easies, representission to operate the value to be rain described on streets highways a disawhere for the purpose of testing analog inspection. An express the annual lien is hereby acknowledgezi an below vehicte to receive the appoint of repairs thereto if authorize you to retain possession of this version of the repairs listed hereon are not paid for

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PAGE 1 OF 2

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[CONTINUED ON NEXT PAGE] 10:50am

We really appreciate your business!

To: Ms. Ashley Ellis (1866-790-5600/ext. 12033)

PROM: Case # #2068 278 7-8 pages

Date: 10/4/06

Subject - Asking to repurchase assistance of vehicle re-eval. due to new info

I am asking that you resubmit Case # 17068278 due to District Manager not seeing the entire documentation reports for the reason that my can Was in the garage many fines for the same problem. Also - I called onstan to get 2-3 phone call documentation that occurred over the same continuous problem. onstar could not release info to me unless a police report was issued or a lawyer was involved. onstan said the Dist. Manager Service could call + get the info! (Care # 17868878) Please - have the Service manys check on that

Please Call me: 616-437-2289







919 W. Baraga Ave. P.O. Box 940

Cadillac

MARQUETTE, MICHIGAN 49855

(906) 226-6518 REG NO. F-102246

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10.10.06

To: Ms. Ashley Ellis (1866-790-5600/ext. 12033) PROM. Case # 17068078 7-8 pages

Date: 10/4/06

Subject - Asking to repurchase assistance of vehicle re-eval. due to new info

I am asking that you resubmit Case # 17068078 due to District Manager not seeing the entire documentation reports for the reason that my can Was in the garage many fines for the same problem. Also - I called onstar to get the 2-3 phone call documentation that occurred over the same continuous problem. onstar could not release into to me unless a police report was issued or a lawyer was involved. onstan said the Dist. Manager Service could call + get the info! (Care # 17868878) Please - have the Service manys check on that

Please Call me: 616-437-2289





Service is our midale name

919 W. Baraga Ave.

P.O. Box 940

MARQUETTE, MICHIGAN 49855 Codeliac

(906) 226-6518 REG NO. F-102245

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| PAGE 1 OF 1 | INTERNAL COPY | | I END O | E INVOICE 1 | 17:27am | X | |

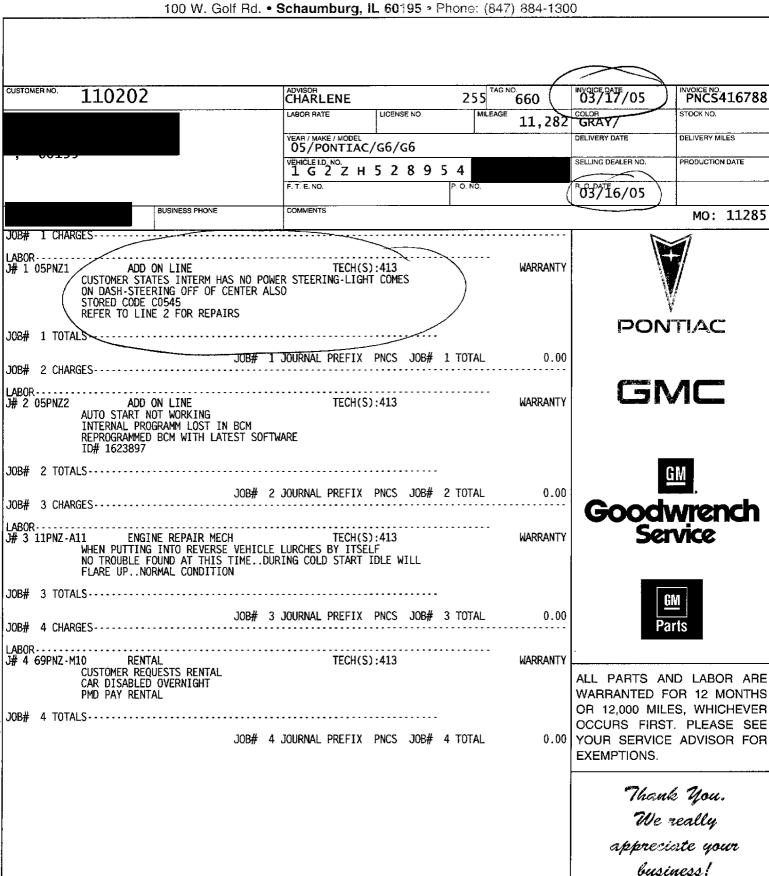
Jennifer Vogel

| 65336 | 1 0 4 2 3 8 BONTA | TODONE | MZ/A/GMC |
|--|--|--|--------------------|
| | *INVOICE* 272 | 7 28th Street, S.E., Grand Ra Phone (616) 975-3607 1-800-321 | Fax (616) 949-0237 |
| GRAND RAPIDS, MI | PAGE 1 | www.toddwenzelpo | |
| HOME: BUS: | SERVICE ADVISOR: 3 | F-105529 547 STEPHEN CR | OCIANI II |
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| THE CAR OFF AND RE-STAR OUITE SOME TIME THEN AC | T IT AGAIN. IT WILL BEHAV | E FINE FOR | |
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| CLAIM TYPE: AUTH CODE: | AM EXP | | } |
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| YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF | Any warrantles on the products sold hereby are those made by the manufacturer. As between this retail seller and buyer, the product is to be sold "AS IS" and the entire | LABOR AMOUNT PARTS AMOUNT | |
| YOUR SIGNATURE. CERTIFICATION: ALL REPAIRS AND PARTS WERE FURNISHED | risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all | GAS, OIL, LUBE | |
| IN COMPLIANCE WITH MICHIGAN REPAIR ACT (P.A. 300). | warranties, either express or including any implied warranty merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection | SUBLET AMOUNT MISC. CHARGES | |
| SUPPLIES 6% OF LABOR CHARGE PLUS 4% HAZARDOUS MATERIAL DISPOSAL CHARGE NOT TO EXCEED \$20.00. | with the sale of said products. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty. The buyer acknowledges being so informed | TOTAL CHARGES LESS INSURANCE | |
| | prior to sale. | SALES TAX | |
| | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | |









[CONTINUED ON NEXT PAGE] 01:06pm

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PAGE 1 OF 2

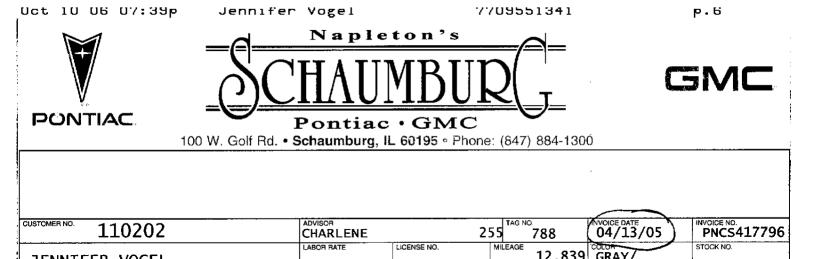
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| 100 W. Golf Rd | • Schaumburg, I | IL 60195 • Phone: (| 847) 884-130 | 0 | |
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| CUSTOMER NO. 110202 | ADVISOR CHARLENE | 255 | TAG NO. | NVOICE DATE 03/23/05 | INVOICE NO. PNCS416984 |
| | LABOR BATE | | 11,282 | COLOR | STOCK NO. |
| | YEAR / MAKE / MODEL | 1-61-6 | 11,202 | DELIVERY DATE | DELIVERY MILES |
| SCHAUMBURG, IL | 05/PONTIAC VEHICLE I.D. NO. | 5 2 8 9 5 4 | | LLING DEALER NO. | PRODUCTION DATE |
| SCHAUMBURG, IL | 1 G 2 Z H | 5 2 8 9 5 4 | | R. O. DATE | |
| | COMMENTS | | | 03/22/05 | |
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| PARTS | COL REM 6.518 | TOTAL - PARTS | WARRANTY 0.00 | D (A) |) JTIAC |
| JOB# 1 TOTALS | | | 0.00 | | V 11/-1C |
| " | | | 0.00 | | |
| JOB# 2 CHARGES | 1 OUGHNAL PREFIX | THES SUDMET TOTAL | 0.00 | | ИC |
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| SUBLETPO#VEND INV#-INV.DATE-DE 015958 361122 03/23/05 RE | NTAL | TOTAL - SUBLET | WARRANTY | | GM . |
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| TOTALS | | ** | | | |
| ************************************** | | TOTAL LABOR | 0.00 | | |
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| SERVE YOU BETTER * * | | TOTAL MISC DISC TOTAL TAX | 0.00 0.00 | | |
| *********** NEW PARTS AND SERVICE DEPARTMENT HOURS MONDAY;THRU THURSDAY; 7:30 AM TO 7:00 PM FRIDAY; 7:30 AM TO 6:00 PM SATURDAY; 8:00 AM TO 2:00 PM ****FOR SERVICE PLEASE CALL FOR AN APPOIN | TMENT*** | TOTAL INVOICE | \$ 0.00 | WARRANTED OR 12,000 MII OCCURS FIRS | ND LABOR AR FOR 12 MONTH LES, WHICHEVE ST. PLEASE SE E ADVISOR FO |
| CHICTOMED CIONATURE | | | | EXEMPTIONS. | |
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| PAGE 1 OF 1 CUSTOMER CO | PY | [END OF INVOICE | E] 06:37pm | | |



| | FAX COVER SHEET | |
|------------|--------------------------------|---------------|
| DATE: | 10/24/00 | |
| TO: _ | Darry Lampe | · · · |
| FAX # | 866-642-9446 | . |
| FROM: | Erica @ Schaumlarg Pontiae GMC | |
| PHONE # | 841-89A-130() | |
| # OF PAGES | | |

| COMMENTS Warranty history for Jennifer Vogel 1622H528954 | | | | | | |
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100 West Golf Road Schaumburg, IL 60195 (847) 884-1300

PAGE 1 OF 1

ACCOUNTING COPY

[END OF INVOICE] 03:40pm

Thank You. We really appreciate your business!

2006 15:18 HP LASERJET FAX

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100 W Golf Rd • Schaumburg, IL 60195 • Phone: (847) 884-1300

| | | | | | De la Maria de la Companya de la Com | |
|--|---|-----------------|---------------------------------|------------------|--|--|
| CUSTOMER NO. 110202 | ADVISOR SHAWN LABOR RATE | LICENSE | 262 AG NO MILEAG | °523 | 5/F3/05 | OICE No. NOS218880 CCK No. |
| SCHAUMBURG, IL | VEHICLE ID | TTAC/G6/G6 | 9 5 4 | SEL | RAY/ | LIVERY MILES |
| E F CD# 1 CHARCES | F.T. E. NO. COMMENTS COMMENTS | | P.O.NO. | | 5/13/05 | MO: 14406 |
| LABOR- J# 1 01PNZ-03000 3000 MILE SERV LUBE OIL FILTER CHANGE ++++12 POINT INSPECTION INSPECTION OF EXHAUST DRIVE BELTS, HOSES, LIO ADDED WINDSHIELD WASHEL +++++++++++++++++++++++++++++++++++ | N INCLUDING++++ SYSTEM, HEAT SHIELDS, GHTS, HORN, FILTERS, R FLUID | THROTTLE LIN | K ag e | WARRANTY | PONT | IAC. |
| PARTSQTYFP-NUMBER | OIL FLTR 1.836 | | ···UNIT PRICE- TOTAL - PARTS | WARRANTY 0.00 | GIV | ·— |
| , | @ | | TOTAL - GOG | WARRANTY 0.00 | ۷۱۷ | : : |
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| LABOR- J# 2+01PNZ*A10 ROTATE TIRES ROTATE TIRES ADJUST TIRE PRESSURE. | | ATECHKS > # 9 P | | WARRANTY | Goodw Serv | rench |
| JOB# 2 TOTALS | JOB# 2 JOURNAL | PREFIX PNCS | JOB# 2 TOTAL | 0.00 | DRA | · · · · · · · · · · · · · · · · · · · |
| ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIV ORIGINAL ESTIMATE OF \$30 COMMENTS GMPP SMART CARE | ING 0.00 (+TAX) | | | | <u>GM</u> Part | s |
| | | | · | V C C | ALL PARTS AND VARRANTED FOI DR 12,000 MILES DCCURS FIRST. YOUR SERVICE EXEMPTIONS. | R 12 MONTH S, WHICHEVE PLEASE SE |

Thank You. We really appreciate your business!

PAGE 1 OF 2

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 02:48pm





100 W. Golf Rd. • Schaumburg. IL 60195 • Phone: (847) 884-1300

| 100 W. Golf Fig. | . • Schaumburg | , IE 00190 - 1 10 | - 1976 - | | | Alebania (L. W. e. 1944) |
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| USTOMER NO. 110202 | SHAWN | | 262 AG VO. 5 | 23 | 05/13/05 | # WPHOS411886 |
| 110202 | LABOR RATE | LICENSE No. | MILEAGE | | SOLOR #1 | STOCK NO. |
| | LABOR RATE | LICENSE NO. | VILLEAGE | 14,406 | | Titi |
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| SCHAUMBURG, IL | | H 2 C 8 A 5 | | | R.O. DATE | |
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| *************************************** | | TOTAL II | VOICE \$ | 0.00 | | |
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| SATURDAY: 8:00 AM TO 2:00 PM | LITESTALTUULU | | | | ا كــا | |
| ****FOR SERVICE PLEASE CALL FOR AN APPOI | NIMEN I *** | | | | | |



ALL PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. PLEASE SEE YOUR SERVICE ADVISOR FOR EXEMPTIONS.

> Thank You. We really appreciate your business!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PAGE 2 OF 2

ACCOUNTING COPY

[END OF INVOICE] 02:48pm

TIME

418830

PONTIAC.



No. W. Gos Hrt. - Schaumburg, IL 60335 - Occup. 1947, 5-1-1-1-5

CONSUMER RIGHTS NOTICE

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by

more than 10%. Additional repairs may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

You may waive your right to an estimate, which gives the motor vehicle repair facility the right to set the price without your permission. Your signature will indicate your selection.

| (a) request an estimate in writing before you begin repairs |
|---|
| Signature: |
| (b) Please proceed with the repairs but salt me for approval before community a |
| the price excepts 5 |
| Signature: |
| (a) I do not want an estimate and you may set the price of resairs. |
| Signature: |
| DateCTATE REC# 00 |

The estimated price for authorized repairs will be honored if the motor vehicle is delivered to the facility within the time period agreed in by the customer and the motor vehicle repair facility.

| | REC | OMMENDED SERVICE | S | | |
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| Annual Property | PNZ0005 PNZ00021 | 7,500 MIEL SERVICE 21,000 MILE SERVICE | MI MI | | 7 |
| Copyright © 1996 The Reynolds | | EDGE NOTED DAMAGE TO VEHICLE MUST BE PICKED UP BY 6:00 | | | |
| | SPECIAL INSTRUCTION | ONS | | | |
| NTWOLE | Q.C. BYREVISED ESTIMATE | DATE COMPLETE OK'D 8' | | | - |

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| 05/13/ | | | vehicle to secure | th | t to be track ! | | / | | |
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100 W. Golf Rd. • Schaumburg, IL 60195 • Phone: (847) 884-1300

CUSTOMER NO. 1647117/05 "#XES41779 110202 CHARLENE HAROF RATE LICENSE NO GRAY/ BELAYERYMMILES TAR/MAKE MEDEL 05/PONTIAC/G6/G6 PRODUCTION DATE SCHAUMBURG, IL 04712/05 MO: 12840

************* YOUR BUSINESS IS APPRECIATED!

PLEASE LET US KNOW HOW WE CAN SERVE YOU BETTER

NEW PARTS AND SERVICE DEPARTMENT HOURS
MONDAY:THRU THURSDAY: 7:30 AM TO 7:00 PM
FRIDAY: 7:30 AM TO 6:00 PM
SATURDAY: 8:00 AM TO 2:00 PM
****FOR SERVICE PLEASE ALL FOR AN APPOINTMENT****

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ALL PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, PLEASE SEE YOUR SERVICE ADVISOR FOR EXEMPTIONS.

> Thank You. We really appreciate your business!

PAGE 2 OF 2

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[END OF INVOICE] 10:50am

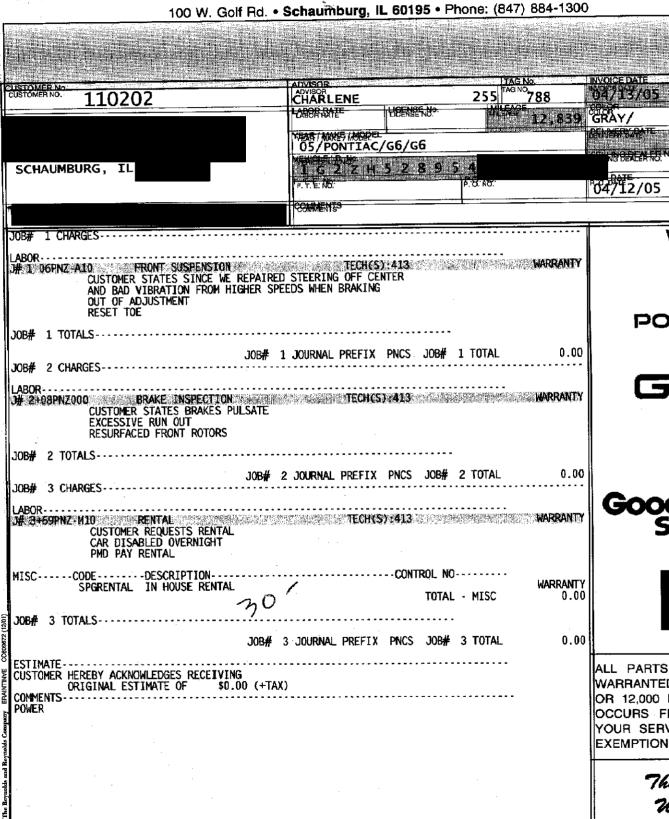




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ALL PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. PLEASE SEE YOUR SERVICE ADVISOR FOR EXEMPTIONS.

> Thank You. We really appreciate your business!

PAGE 1 OF 2

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| T10202 | CHARLENE | LINCENICE AIR | TAG NO 660 | 1137223105131 | STOCK NO. |
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| SCHAUMBURG, IL | FE 72 1 | 5 2 8 9 5 4 | | SELLING DEALER NO. | PRODUCTION DATE |
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| SERVE YOU BETTER * | | TOTAL MISC DISC | C 0.00 . 0.00 | | Y. JTIAC: |
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| EW PARTS AND SERVICE DEPARTMENT HOURS DAY;THRU THURSDAY; 7:30 AM TO 7:00 PM | | IOIAL IIII | • • • • • • • • • • • • • • • • • • • | | |
| IDAY: 7:30 AM TO 6:00 PM | | | | <u></u> - | |
| TURDAY; 8:00 AM TO 2:00 PM *****FOR SERVICE PLEASE CALL FOR AN APP | OINTMENT*** | | | اک | |
| | | | | | |
| | · · · · · · · · · · · · · · · · · · · | | | | |
| CUSTOMER SIGNATURE | | | | | |
| CUSTOMER SIGNATURE | CATE INVOI | C E ********* | ******** | | GM |
| CUSTOMER SIGNATURE | CATE INVOI | C E ********** | ***** ****** | | <u>GM</u> |
| CUSTOMER SIGNATURE | CATE INVOI | C E ********** | ******* | Good | • |
| CUSTOMER SIGNATURE ************************************ | CATE INVOI | C E ********** | ****** | Good | wrenc |
| CUSTOMER SIGNATURE | CATE INVOI | C E ********** | ***** | Good | • |

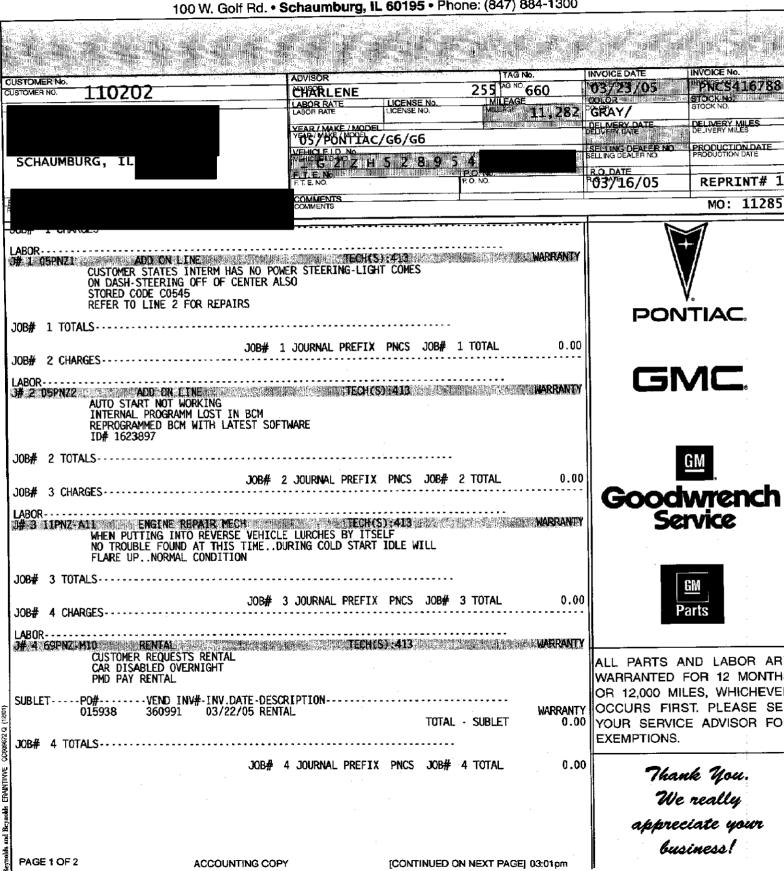
ALL PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. PLEASE SEE YOUR SERVICE ADVISOR FOR EXEMPTIONS.

> Thank You. We really appreciate your business!





100 W. Golf Rd. • Schaumburg, IL 60195 • Phone: (847) 884-1300





ALL PARTS AND LABOR ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, PLEASE SEE YOUR SERVICE ADVISOR FOR

> Thank You. We really appreciate your

YU'

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2006

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CONSUMER RIGHTS NOTICE

You are entitled to a price estimate for the regains you have authorized. The repair price may be less than the estimate, but shall not exceed (1) any price limited estimate or (2) any parts and labor estimate by more than 10%

Additional renains may not be performed without your consent. You may waive your right to a written estimate and require that you be notified if the price exceeds an amount you have specified.

- Schwinnerg M. Spres - 1 -

You may waive your right to an estimate, which gives the motor vehicle repair facility the right to set the price without your permission. Your cignature will indicate your se



The estimated price for authorized repairs will be honored if the motor vehicle is del within the time pariod agreed to by the customer and the motor vehicle repair facility.

DECOMMENDED SERVICES

| HEU | ONIMENDED SERVICE | .o | |
|---|-----------------------|---------|-------|
| | OPERATION DESCRIPTION | MO / MI | TOTAL |
| 01PMZ-03000 | BOOO MILE SERVICE | ML | |
| 2PNZ00015 | 5,000 MILE SERVICE | MI | 1 |
| §42PNZ00030 | 80,000 MILE SERVICE | MI | |
| 2 | | | |
| 42PNZ0006 | 7,500 MIEL SERVICE | MI | |
| 42PNZ00021 | 21,000 MILE SERVICE | MI | / |
| 3 | | 15 450 | / |
| | | | |
| | | | |
| | | | Nåst |
| LH (| | I F | |
| · [- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - | | | |
| <u>\$</u> | | | |
| | | 1 | |

I ACKNOWLEDGE NOTED DAMAGE TO VEHICLE X ALL CARS MUST BE PICKED UP BY 6:00 MON-FRI

SPECIAL INSTRUCTIONS

DATE COMPLETE Q.C. BY

OK'D BY REVISED ESTIMATE

SERVICE

SALESPERSON NO

262

|) L N * 1 C L | | | | | V | | |
|------------------------------|------------|---|-------|------------------|-----------------|------------------|---------|
| EHICLE ID NO. 1G2ZH528954 | | /EAR / MAKE / MODEL 05/PONTIAC/G6/G6 | | | | LICENSE NO | 4167 |
| ENNIFER VOGEL | 110202 | SERVICE CONTRACT | | DELIVERY DATE | DELIVERY MILES | | 03/16/0 |
| | GRAY/ | | CON | TRACT NO. | EXPIRATION DATE | EXPIRATION MILES | 660 |
| | TURBO M/MC | Z AIR COND. P. S. | TRANS | 11,282 | ADVISOR NO. 255 | PRODUCTION DATE | |
| PENDENCE PHONE TIME DECENTED | | | 4315 | LOUIZA RION COOL | OED AID C | | |

07·51am

hereby authorica die reprir work berein set toth to be done along with the necessary material and induce that you are of responsible for less or damage to vehicle or articles left in vehicle in case of fire, their or any other lause beyond your control or for any belays caused by unavariability of parts or delays in parts shipments by the supplier or transporter. I nereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or alsewhere 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 hereto.

TOTAL

07:30pm 03/16/05

LABOR RATE

PRIORITY

X No APPOINTMENT Yes Advisor: CHARLENE

BUSINESS PHONE

JOB

DATE / TIME PROMISED

RETURN PARTS YES | NO |

LABOR INSTRUCTIONS PARTS LABOR ORIGINAL CUSTOMER ESTIMATE:

W 05PNZ1 ADD ON LINE

CUSTOMER STATES INTERM HAS NO POWER STEERING-LIGHT COMES

ON DASH-STEERING OFF OF CENTER ALSO

2 W 05PNZ2 ADD ON LINE AUTO START NOT WORKING

3 W 11PNZ-A11 ENGINE REPAIR MECH WHEN PUTTING INTO REVERSE VEHICLE LURCHES BY ITSELF

4 W 69PNZ-M10 RENTAL CUSTOMER REQUESTS RENTAL



PONTIAC

PAGE 1 Q5uk guarantee is 12 mont#3 678 82,000 miles, whichever occurs PAGS CMIX:ss otherwise stated.

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

November 29, 2010



Service Request: 1-433155432

Customer Relationship Specialist: Ashley Ellis

Dear

Thank you again for making us aware of the situation with 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, Pontiac believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

As a Pontiac customer, BBB AUTO LINE is available to you at no cost. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To contact the 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 29, 2010



Service Request: 1-433155432

Customer Relationship Specialist: Daryl Lampe

Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The GMPP Major Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528954 is for the following:

- 24 Months or 24,000 miles, whichever occurs first, beginning on 1/05/07 and ending on 1/05/09, and begins with 35,885 and ends with 59,855 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Pontiac customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Business Resource Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Service Satisfaction Survey

| 1 = | | | | | | | | |
|------------|---|------------------------------------|---------------------------|---|---------------------------|-----------------------|-------------------------|-----------------------|
| | | | ase make a | | | ur name, a | address, | |
| | | | elephone n owrthey | | | is th | o Ari | ver |
| | | - <u>-</u> - | | | UUE | 3 00 | ایل ک | , , , , |
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| | Codillos Mi | ₹ | | | | | | |
| | Cadillac MI | Hos | me telep <u>ho</u> | ne: | | | | |
| | المارا بالماليان والمارين المارين المارين المارين المارين | Shindalaladall Cha | ange to: | - | | | | |
| | | Ple | ase provid | e us with | your <u>pref</u> e | erred emai | l address: | |
| | 9 | | | | | | | |
| D | | | C cor (11C) | | | | | |
| Dear | | | | | | | | 1-1-6 |
| satisfie | cords indicate that you had your 2005 G6 bd. Please take a few minutes to comple se is very important to us and will be use ation on GM's privacy policy, please visit | ete both sides of this questionnal | re about ou oward meet | r aealersn ina the hid | ip s persor inest expe | ctations of | our custom | oi misery |
| Thank | you for having your vehicle serviced at F | Red Hoagland Pontiac. | | | | | | |
| | | | | Sincerely | | | | |
| | | | | 8 / | | | | |
| | | ; | | Scott au | uson Gene | eral Directo | r | |
| | | | | | | tionship Se | | |
| | Instructions | | | | | | | |
| | | | | ··· 4b | in numer | | | |
| | | pen or pencil (preferably black | | | | | | |
| | Please check this box if you n | o longer own/lease this 2005 (| G6, and re | turn the c | questionn | aire. | | |
| | LEASE HAVE THE PERSON WHO TOO | v Tue Veiner E IN EAO SED! | ICE ON NO | OVEMBER | 21, 2006. | COMPLE | TE THIS S | URVEY.** |
| **P | LEASE HAVE THE PERSON WHO TOO | JK IMIS VEHICLE IN FOR SERV | HOL ON M | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | , , | | | |
| | | | | | | | | |
| | | About Your Por | ntiac Deal | ersnip's | Service | Departme | ent | > |
| | | | | | | | | |
| | | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not AI All Satisfied | |
| 1. | How satisfied were you with the conve | enience of the Service | | _ | | | _ | |
| •• | Department's hours? | | 123 | | ш | ш | | |
| | | | | | Does Not | | | |
| | | | V | No | Apply/Not Required | Dan't Know | | |
| 2. | Were services available to you on bot | h an appointment and | χ. | _ | | | | |
| | non-appointment basis? | | 131 | | | u | | |
| _ | When arriving for service, were you gre | ated aromethy? | Ж | | | | | |
| 3. | When arriving for service, were you gre | ated broughtly: | | - | | | | |
| | | | Completely | Very | Satisfied | Somewhat Satisfied | Not At All Satisfied | |
| 4. | How satisfied were you that all dealers | hip personnel treated you | Satisfied | Satisfied | | | | |
| | in a courteous, fair, and professional π | nanner? | * | | ш | ш | | |
| | About | Your Service Consultant/Ad | visor | 1 | 201-4 | | | |
| | About | Todi Gel 1100 Genteditariaria | | | | | | |
| | | | Completely | Very | | Somewhat | Not At All | |
| | | | Satisfied | Satisfied | Satisfied | Satisfied | Satisfied | |
| 5. | How satisfied were you that your Sen | vice Consultant took enough time | ' 🔀 | | | | | |
| | to thoroughly understand your service | request? | _ | _ | | - | | |
| | | | | | Does Not | . | | |
| | | | Yes | No | Apply/Not Required | Don't Know | | |
| | *** | • | _ | Vol | | | | |
| 6. | Were you offered transportation option | ns? | | 尺 | u | | | |
| | | | | | | | | Does Not |
| | | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Apply/Not Required |
| 7. | How satisfied were you that you were I | cept informed about the status of | | _ | | | | \m |
| , . | | | | | | | | |

119589

CSI 020410

Was your vehicle ready by the original time promised?

| | | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All | |
|-----|---|--------|-------------------------|-------------------|--|-----------------------|-------------------------|----------------|
| 9. | How satisfied were you with the explanation you were given of all | | Sausiled | | 2austieo | Sansued | Satisfied | |
| | services performed? | •••• | 又 | | | | | |
| 10. | Overall, how satisfied were you with your Service | | _\ | _ | _ | _ | _ | |
| | Consultant? | | M | | | | | |
| | 1 | | | Δh | nut Servi | ce Delive | n/ | |
| | | | | AD. | Jul Selvi | Ce Delive | ·y | |
| | | | Completely | | • | Somewhat | Not At All | |
| 11. | When you picked your vehicle up, how satisfied were you with: | | Satisfied | Satisfied | Satisfied | Satisfied | Satisfied | |
| | - The time it took to complete the transaction? | | 1 | | | | | |
| | - The ease of getting your vehicle? | | | | | | | |
| | The condition in which it was returned? | | XQ | | | | | |
| | | | Yes | No | | | | |
| 12. | Were ALL of your service concerns corrected on this service visit? | | | X | | | | |
| | IF NO, why not? (check all that apply) | _ | | | | | | |
| | Condition explained - repair not necessary | □ F | Parts not a | vailable | | | | |
| | ☐ Work performed did not correct the problem | | declined r | repair | T. 15 | യാടകങ് | na tr | nlalenac |
| | Service Department could not duplicate problem | _ | | | 1) <u>1100 </u> | on-goi Still | aren+ | fixed |
| | LI Service Department was too busy | | on't know | • | 1100 | 31111 | WI CIT | TINCOC |
| | | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | |
| 13. | How satisfied are you that your vehicle was fixed right | | | _ | _ | _ | _ | |
| | on this service visit? | | × | | | | | |
| | | | Y••• | No | | | | |
| 14. | Were you given a copy of the completed repair order/invoice? | | Ŋ | | Don't Know | , | | |
| 15. | Were you contacted shortly after this service visit to determine your | г | Yes | No | Not Sure | • | | |
| | satisfaction with the dealership's service? | | | Z. | | | | |
| | | | | | | | | |
| | Summing Up Your Experi | ence | | . 4 | 30 | | | |
| | | | Completely | Very | | Somewhat | Not At All | |
| 16. | Based on this service visit, overall, how satisfied are you | | Satisfied | Satisfied | Satisfied | Satisfied | Satisfied | |
| | with Red Hoagland Pontiac? | | | |)Xį | | | |
| | | | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not | |
| 17 | Would you recommend this dealership for service? | | | M | | | | |
| ••• | violate you recommend this dealeramp for solvice : | | Completely | .—. У-т | _ | | N-0 A0 A11 | |
| 40 | | | Satisfied | Satisfied | Satisfied | Satisfied | Satisfied | |
| 18. | Overall, how satisfied are you with your 2005 G6? | | | | | | M | |
| ~ | ill has ongoing problems - has his year a norming has gotten acco | Sma . | | n th | e SM Navi | | <u>7</u> | mcs |
| 19. | Are you Male Female Contacto | a ' | the | | | 1 | | line - |
| | venille was leased the thoughan | ase | | ict m | astom Cov | ur sc urney | Marri | S 6 |
| | VINC Wast of time SO-far!! - He Yourage Under 25 \ 25.34 \ 35.4 | 4 | | - 54 | 55 - | | 3 65 or al | der |
| | | | | | У е в- СМ | N | _ | 407 |
| 21. | May we include your name when providing this survey information to | o you | r dealershi | р? | | |] | |
| | | | | | | 00 | M | 200 |
| 22. | Do you have any other comments/recommendations about Red Hos | agland | d Pontiac? | | | 11% | 44 | 5 5 |
| | | | | | | V | 4 | ₹; |
| - | | | | | | | | <u> </u> |
| | If you have an issue with your vehicle or a con | cem | requirin | g immed | liate atte | ntion, we | | 26 |
| | encourage you to first contact your dealer. If i | furth | er assist | ance is r | equired, | | ill the | C 10 |
| | Pontiac Customer Assistance | Cen | ter: 1-80 | U-762-27 | 37 | | | |

About Your Service Consultant/Advisor - continued

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to: PONTIAC, P.O. BOX 10054, TOLEDO, OH 43699-0054

1G2ZG528854 17175 17175 022646040547 9417587356 275566

5,

Days G6 in Shop...

| 1 | November 23, 2005 |
|-------|---|
| | Middle Console replaced due to the material bubbling |
| | In Rental on November 23 |
| 2 | January 30, 2006 |
| 0/4 | CD player not working, part ordered |
| 3/4 | February 2, 2006 |
| | CD player replaced (two cd's broken) |
| | In Rental from February 2 through 3 |
| 5/6 | April 14, 2006 |
| | Intermittent starting issues |
| | Horn getting stuck on or going off at random times while I am not |
| 7 | in vehicle-Horn replaced. |
| / | June 3, 2006 |
| 8 | Intermittent starting issues |
| 0 | August 4, 2006 |
| | Horn getting stuck on or going off at random times while I am not |
| 9 | in vehicle-Horn replaced AGAIN. |
| 9 | August 8, 2006 Horn shorted out Horn replaced AGAIN |
| 10 | Horn shorted out-Horn replaced AGAIN. August 14, 2006 |
| 10 | Horn got stuck on while in driveway-had to pull fuse to get horn to |
| | turn off-Horn and airbag module ordered. |
| 11 | September 11, 2006 |
| | Horn replaced AGAIN. Airbag module replaced. Vehicle |
| | pulsation when slowing or stopping-front and rear rotors replaced/ |
| 12 | September 14, 2006 |
| | Intermittent starting issues-brought to dealership to check again. |
| | Vehicle making clunking sounds when turning left-part ordered. |
| 13 | September 27, 2006 |
| | Steering column/steering gear replaced for clunking sounds. |
| 14/15 | October 3, 2006 |
| | Intermittent starting issues |
| | In Rental from October 3 through 4 |
| 16-18 | November 13, 2006 |
| | Intermittent starting issues AGAIN-Issues with horn-Horn replaced |
| | AGAIN |
| | In Rental from November 13 through 15 |
| 19 | November 17, 2006 |
| | Horn stuck on in parking lot, took directly to Larry at Red |
| | Hoagland. Told him about passenger window sticking-part |
| 20 | ordered. |
| 20 | November 21, 2006 |

Passenger's window switch replaced

21 December 2, 2006

Vehicle had hard time starting after filling up with fuel. Took to dealership and they could not get to duplicate-was told to get towed to dealership next time any problems with starting.

22/23 December 5, 2006

Change oil light came on at 6:30am-

Vehicle stalled at 11:30am at one of my customer's homes. Had to have vehicle towed in to dealership. Had rental vehicle for two days and did not get my vehicle back until December 6, 2006 In Rental from December 5 through 6

24-27 December 12, 2006

Was asked by Dave Petrovich at Highpoint to bring in vehicle to check vehicle for starting problems and oil light. Could not find problem with vehicle starting again but did check wiring and grounds. Need to get new software to update change oil light. Was in rental from December 12 through 15

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

November 29, 2010



Service Request: 1-433661421

Customer Relationship Specialist: Crystal Gonzales

Dear

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

If you have outstanding issues, please feel free to contact us at our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Pontiac Customer Assistance Center



Service Request: 1-433661421

Customer Relationship Specialist: Penny Lance

Dear

Thank you again for making us aware of the situation with 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, Pontiac believes that our customers should have the opportunity to deal with unresolved matters in a fast and fair resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related issues.

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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