

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

November 29, 2010

[REDACTED]

Wagon Mound, NM [REDACTED]

Service request: 1-432716084

Vehicle Identification Number: 1G1ZT64885F [REDACTED]

Customer Relationship Specialist: Gina Kulakowski

Dear [REDACTED]

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

Privileged and Confidential Information

Case Assessment By: Pat Alarcon		Siebel/CARS Request #: 1-432716084	
Customer Name: Louisa Maestas			
Veh year: 2005	Make: Chevrolet	Model: Malibu Maxx	Current mileage: 230
Veh ID #: 1G1ZT64885F [REDACTED]	In Service Date: 9/12/06	Purchased: New	If used:
What is the customer seeking? Repurchase			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power steering keeps failing

Date: RO#: Mileage: Days Out: Description of Repair:

9/19/06	46345	288	1	Steering is hard. Replaced electronic power steering module, set up module as described in SI test drive.
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OTHER SYMPTOM/CONCERN: Miscellaneous

<u>Date:</u>	<u>RO#:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
9/19/06	46345	288	*	Performed recall 05094

Total Days Out of Service: 1 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: ☐ NO: ☒

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Cust is not eligible for any remedies.

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRS will not be offering cust any goodwill at this time. Cust has dropped veh off at dlr as no longer wants veh because she feels veh is not safe to drive.

Decision reached by CRM: Arbitrate case: ☐ Settle case: ☒

Team Manager Approval:

Date:



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 : [REDACTED] 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

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

WAGON MOUND, NM

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title:

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes:

Transmission Type: Automatic Number of vehicles owned or leased by the business:

Make: Chevrolet Model: Malibu Max Model Year: 2005 Current Mileage: 1046

Vehicle Identification Number: _____

Servicing Dealer/City/State : Quality Chevrolet,

Selling Dealer/City/State : Quality Chevrolet, Las Vegas, NM

Insurance Carrier : _____ Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ___ No X Date of accident:

Description of Damage :

Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)

Purchase Date: 09/12/06 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: _____

Leasing Company's Name:

Address: _____

Address:

City/St/Zip: _____

City/St/Zip:

Phone: () -

Phone:

Lienholder Acct # : _____

Leasing Company's Acct #:

Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer would like to have the vehicle repurchased.

Signature of Titled Owner(s): _____ Date _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Name: [REDACTED]

First Repair Attempt Date: 09/18/06 Mileage: 132
Last Repair Attempt Date: _____ Mileage: _____
Total Days out of Service: _____

[illegible]



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 manufacturer-sponsored 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:

$$\begin{array}{lcl} \text{Use} & & \\ \text{Deduction/} & = & \frac{\text{\# miles attributable to the customer}}{100,000} \times \text{Vehicle purchase} \\ \text{Payment} & & \text{at the time of the arbitration hearing} \quad \text{price or gross} \\ & & \text{capitalized cost} \end{array}$$

- ♦ 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 manufacturer-sponsored 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.

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) WAGON MOUND NM	Creditor (Seller name and address) QUALITY MOTORS CO INC 610 GRAND AVE LAS VEGAS NM 87701
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You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET MALIBU MAXX	1G17T648A5E	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is at: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment
10.20%	\$ 6920.33	\$ 19959.05	\$ 26879.76	of \$ 0 is \$ 26879.76

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 373.33	Monthly beginning 10/27/2006	

Late Charge. If a payment is not received 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, with a maximum charge of \$15.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)	\$ 19776.00
2 Total downpayment = (If negative enter "0" and see line 4H below)	
Gross trade-in \$	N/A
- payoff by seller \$	N/A
= net trade-in \$	N/A
+ cash \$	N/A
+ other (describe)	N/A
3 Unpaid balance of cash price (1 minus 2)	\$ 19776.00
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$	N/A
Disability \$	N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	
LIC = \$4.50 / REG = \$60.50	\$ 65.00
F Government certificate of title fees	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to N/A for N/A	\$ N/A
to QUALITY MOTORS DOC FEE	\$ 118.05
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
H Net trade-in payoff to	/N/A \$ N/A
Total other charges and amounts paid to others on your behalf	\$ 183.05
5 Amount financed (3 + 4)	\$ 19959.05

Insurance. You may buy the physical damage 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.

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

(Home Office Address)

Credit life and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A Type of Insurance N/A Term

Premium \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

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 contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X Co-Buyer Signs X

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.

For 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. _____

Buyer X Date Co-Buyer X Date

WARRANTIES

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 warranties, express or implied, on the vehicle, and there will be no implied warranties 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.

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 OTHERS IS NOT PROVIDED WITH THIS AGREEMENT. IF YOU DESIRE LIABILITY INSURANCE COVERAGE, YOU SHOULD OBTAIN SUCH COVERAGE FROM AN AGENT OF YOUR CHOICE.

Buyer Signs X Date 09/12/2006

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.

Other owner signs here X Date

Address

Creditor Signs QUALITY MOTORS CO INC Date 09/12/2006 By X Title

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Assigned without recourse or with limited recourse

Seller By Title QUALITY MOTORS CO INC Seller By Title

QUALITY CHEVROLET-CADILLAC CO., INC.

(505) 668-2319

DATE 09/12/06

Name of Purchaser

Address

Car Sold No.	C0548	Make	CHEVROLET	Year	2005	Model	MALIBU MAXX
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Vin No. 1G1ZT64885F [REDACTED] Car Price \$ 19200.00

Dealer Installed \$ N/A

GMPP	\$	N/A
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Dealer Trans & reg\$	178.55
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Sales Tax	\$ 576.00
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License Fee	\$ 4.50
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Total Cash Delivery Price	\$ 19959.05
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Down Payment Cash N/A Trade In N/A

Acct Rec.	<u>N/A DEPOSIT</u>	\$ <u>N/A</u>
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UNPAID CASH BALANCE Gmcc → \$ 19959.05

Finance Charge	6920.71	Credit Life	N/A	A & H	N/A	\$ 6920.71
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No. of Payments 72 Amt. of Payment 373.33 Total Payments \$ 26879.76

Payment Due Date 10/27/06

USED CAR TRADE IN

No. _____ Make _____ Year _____ Model _____

VIN. _____ N/A

Trade In \$ N/A appraised Value (less repairs) \$ N/A

SOLD BY MICHAEL GARCIA Other Comm. 200.⁰⁰

Bonus

A1 D. Romero

**QUALITY MOTOR CO., INC.**

610 Grand Avenue P.O. Box 1268

Phone (505) 425-6758

LAS VEGAS, NEW MEXICO 87701*Serving Las Vegas Since 1953***FACSIMILE COVER SHEET**DATE 10-16-06TO PatFIRM Quality motor Co PaFROM NobNO. OF PAGES (INCLUDING THIS PAGE) 24IF TRANSMISSION IS NOT COMPLETE, PLEASE CALL: 505-425-6758FAX NUMBER 505-425-3991

TYPE OR MODEL 1967 Ford Mustang		DATE 9/19/68	
LICENSE NO.		WARRANTY 2	LABOR CHARGE
DELIVERY DATE		PAID []	
RELEASE 0288		PAID []	
TIME PROMISED		PAID []	
AM		PAID []	
PM		PAID []	
RES		PAID []	
BUS		PAID []	
		PAID []	
		INTERNAL	
Hand History module as a 5.3000			
6. Combustor 1.3 8590			
7. 3. 1984			
YDAMS COST	COST	DESCRIPTION	AMOUNT
		LABOR MECHANICAL	
		SUBLET REPAIRS MECHANICAL	
		PARTS & ACCESS- MECHANICAL	
		LABOR BODY SHOP	
		SUBLET REPAIRS BODY SHOP	
		PARTS & ACCESS- BODY SHOP	
		SHOP MATERIALS	
		GAS, OIL & GREASE	
		SALES TAX	
		TOTAL AMOUNT	

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 10.10.06

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

FROM:

[REDACTED]

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 # ~~17Q68Q78~~ ¹⁻⁴³³¹⁵⁵⁴³² due to District Manager not seeing the entire documentation/reports for the reason that my car was in the garage many times for the same problem.

Also - I called onstar to get ^{the} 2-3 phone call ^{conversations} 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.

Onstar said the Dist. Manager Service could call + get the info! (Case # 17Q68Q78)

Please - have the Service manager check on that info.

Please Call me :
616-437-2289

[REDACTED]



PUBLIC SERVICE

Service is our middle name

919 W. Baraga Ave.

P.O. Box 940

MARQUETTE, MICHIGAN 49855

(908) 226-6518

REC NO, F-102246

ONAN GENERATORS

OLCS143188



Goodwrench
Service
Plus

OLCS143188

DEALER NO.		20577		ADSOR		MICHELLE M JOHNSON		TAG NO.		120		INVOICE DATE		03/08/05		INVOICE NO.		OLCS143188	
						LABOR RATE		LICENSE NO.		MILEAGE		10,301		COLOR		GRANITE/		STOCK NO.	
						YEAR / MAKE / MODEL										DELIVERY DATE		DELIVERY MILE	
						05/PONTIAC/G6/4 DOOR SEDAN													
SCHAMBURG, IL						VEHICLE ID NO.		1 G 2 Z H 5 2 8 9 5 4				SELLING DEALER NO.				PRODUCTION DATE			
						P.T.E. NO.				P.O. NO.				R.O. DATE		03/07/05			
RESIDENCE PHONE				BUSINESS PHONE				COMMENTS											
																		MO: 10301	

JOB# 1 CHARGES
LABOR
#11002Z DRIVEABILITY UNITS: D 30 TECH(S) 125 WARRANTY
SERVICE LIGHT COMES ON CAR BINGS AND STEERING WHEEL LOCKS UP
CODE C0545 STEERING WHEEL TORQUE INPUT SENSOR HISTORY CODE
WHEN ROAD TESTED CONDITION DID NOT OCCUR CLEAR CODES
ROAD TEST OPERATING TO SPECS AT THIS TIME

JOB# 1 TOTALS.....

JOB# 1 JOURNAL PREFIX OLCS JOB# 1 TOTAL 0.00

TECHNICIAN CERTIFICATION.....

125 CHAD E LACHANCE M214015

```

TOTALS-----
*****
*                                     *
* [ ] CASH    [ ] CHECK   CK NO. [   ] *
* [ ] VISA    [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
*                                     *
*****
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 YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

**PARTS & SERVICE
HOURS**
8 AM - 5:30 PM
MON - FRIDAY
9 AM - 1 PM
SATURDAY

THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS; AND/OR SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

THE DEALER'S SHOP'S LABOR TIME GUIDE REFLECTS AN AVERAGE TIME REQUIREMENT FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN SITUATION.

A follow charge of 6% of the charge for repair labor is added for shop supplies such as nuts, bolts, washers, taps, pins, aerobryce, shanks, screws, snitch, wire, window sealer, etc. Maximum charge is \$10.00.

A 1 1/2% per month FINANCE CHARGE will be added to unpaid balances over 30 days which is 18% per annum minimum of 50 cents, where applicable.

Thank You!

REPAIRS PROPERLY COMPLETED
& CHECKED BY _____

X _____

65336

1 0 4 2 3 8


ToddWenzel
PONTIAC GMC


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

PAGE 1

F-105529

SERVICE ADVISOR: 3547 STEPHEN CROCIANI II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRANITE ME	05	PONTIAC G6	1G2ZH528954		10946/10946	T3894
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
22NOV04 IS			12:00	11MAR05		CASH
R.O. OPENED	READY	OPTIONS: STK:Z50752 ENG:1.8 Liter MFI TRN:4A				

17:26 10MAR05 17:14 11MAR05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES ON NUMEROUS OCASSIONS WHEN MAKEING SHARP, BUT SLOW SPEED TURNS THE ELECTRIC STEERING SEEMS LIKE IT SHUTS OFF. THE ONLY WAY SHE CAN GET THE ELECTRIC STEERING TO RETURN IS TO TURN THE CAR OFF AND RE-START IT AGAIN. IT WILL BEHAVE FINE FOR QUITE SOME TIME THEN ACT BACK UP AGAIN.

CAUSE: F

J6353 MODULE, POWERTRAIN CONTROL TRANSMISSION REPROGRAMMING

3720 HALL DON LIC#: [REDACTED]

W40 0.70

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

CASH ☐CHECK ☐

(N/C)

MASTER-VISA ☒AM EXP. ☐OTHER ☐

DATE

CLERK

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

10946 CUSTOMER STATES STEERING (POWER) INOP MAKING TIGHT TURNS SLOW SPEEDS WARR CALIBRATED STEERING TEST DROVE W/SERVICE ADVISOR AFTER REPAIR VEHICLE IS OPERATING TO FACTORY SPECS

MAKE SURE TO KEEP LARRY F. UPDATED ON THIS ISSUE!

INFO INFORMATION LINE

3720 HALL DON LIC#: M120337

CP 0.00

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

RENTAL CAR WARRANTY

CAUSE: F

Z7901 1 DAY RENTAL

3720 HALL DON LIC#: M120337

W40 0.00

(N/C)

YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE.

CERTIFICATION: ALL REPAIRS AND PARTS WERE FURNISHED IN COMPLIANCE WITH MICHIGAN REPAIR ACT (P.A. 300).

SUPPLIES 6% OF LABOR CHARGE PLUS 4% HAZARDOUS MATERIAL DISPOSAL CHARGE NOT TO EXCEED \$20.00.

DISCLAIMER OF WARRANTIES

Any warranties 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 risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all 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 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 prior to sale.

CUSTOMER SIGNATURE

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

TOTALS

CUSTOMER COPY



Napleton's

SCHAUMBURG

Pontiac • GMC

GMC

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

CUSTOMER NO.	110202	ADVISOR	CHARLENE	255	TAG NO.	660	INVOICE DATE	03/17/05	INVOICE NO.	PNC5416788
		LABOR RATE		LICENSE NO.		MILEAGE	11,282	COLOR	GRAY	STOCK NO.
		YEAR / MAKE / MODEL	05/PONTIAC/G6/G6				DELIVERY DATE		DELIVERY MILES	
		VEHICLE ID. NO.	1 G 2 Z H 5 2 8 9 5 4				SELLING DEALER NO.		PRODUCTION DATE	
		F. T. E. NO.		P. O. NO.			R. O. DATE	03/16/05		
		BUSINESS PHONE					COMMENTS			

MO: 11285

JOB# 1 CHARGES

LABOR
J# 1 05PNZ1

ADD ON LINE

TECH(S):413

CUSTOMER STATES INTERM HAS NO POWER STEERING-LIGHT COMES ON DASH-STEERING OFF OF CENTER ALSO
STORED CODE C0545
REFER TO LINE 2 FOR REPAIRS

WARRANTY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 05PNZ2

ADD ON LINE

TECH(S):413

AUTO START NOT WORKING
INTERNAL PROGRAM LOST IN BCM
REPROGRAMMED BCM WITH LATEST SOFTWARE
ID# 1623897

WARRANTY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 11PNZ-A11

ENGINE REPAIR MECH

TECH(S):413

WHEN PUTTING INTO REVERSE VEHICLE LURCHES BY ITSELF
NO TROUBLE FOUND AT THIS TIME..DURING COLD START IDLE WILL FLARE UP..NORMAL CONDITION

WARRANTY

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 69PNZ-M10

RENTAL

TECH(S):413

CUSTOMER REQUESTS RENTAL
CAR DISABLED OVERNIGHT
PMD PAY RENTAL

WARRANTY

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL 0.00



PONTIAC

GMC



Goodwrench Service



Parts

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!



Napleton's SCHAUMBURG

Pontiac • GMC

GMC

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

CUSTOMER NO. 110202	ADVISOR CHARLENE	TAG NO. 255	660	INVOICE DATE 03/23/05	INVOICE NO. PNC5416984
[REDACTED] SCHAUMBURG, IL	LABOR RATE	LICENSE NO.	MILEAGE 11,282	DELIVER GRAY	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6				DELIVERY DATE
	VEHICLE ID NO. 1G2ZH528954				DELIVERY MILES
	F. T. E. NO.				SELLING DEALER NO.
P. O. NO.				R. O. DATE 03/22/05	PRODUCTION DATE
COMMENTS					

MO: 11375

JOB# 1 CHARGES-----				
LABOR	J# 1 33PNZ-M10 STEERING SYSTEM	TECH(S):413		WARRANTY
	RECHECK STEERING BINDING HARD TO THE RIGHT			
PARTS	QTY. FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1 88967179	S/COL REM 6.518		0.00
TOTAL - PARTS				
JOB# 1 TOTALS-----				
JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL				0.00
JOB# 2 CHARGES-----				
LABOR	J# 2+69PNZ-M10 RENTAL		TECH(S):413	WARRANTY
	CUSTOMER REQUESTS RENTAL			
	CAR DISABLED OVERNIGHT			
	PMD PAY RENTAL			
SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
	015958	361122	03/23/05	RENTAL
TOTAL - SUBLET				0.00
JOB# 2 TOTALS-----				
JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL				0.00
TOTALS-----				
*****			TOTAL LABOR....	0.00
* YOUR BUSINESS IS APPRECIATED! *			TOTAL PARTS....	0.00
* PLEASE LET US KNOW HOW WE CAN *			TOTAL SUBLET...	0.00
* SERVE YOU BETTER *			TOTAL G.O.G....	0.00
*****			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	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 APPOINTMENT****

CUSTOMER SIGNATURE



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!*



2150 COBB PARKWAY
SMYRNA, GEORGIA 30080
PARTS DIRECT 770-980-6772



Main Tel 770-953-1800
Fax 770-618-7147
BODY SHOP DIRECT 770-980-6771

CUSTOMER NO. 16482		ADVISOR JULIO C PINO	998247	TAG NO. 2318	DATE 09/29/06	PNCS80226
[REDACTED]		LABOR RATE	LICENSE NO.	EMI PAGE	33,592	
ATLANTA, GA [REDACTED]		YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN				
		VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 9 5 4				
		R.T.E. NO.				
BUSINESS PHONE		COMMENTS				
		MO: 33595				
LABOR & PARTS		WARRANTY				
J# 1 45PNZ		TECH(S):997413				
CUST STATES THERE IS A POPPING NOISE IN STEERING WHEEL WHEN TUENING AT LOT SPEED						
STEERING SHAFT MAKING NOISE						
E7700 0.5 REPLACED STEERING SHAFT						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 1	1	22687711	SHAFT KIT 6.526			
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	
J# 2 61PNZ		TECH(S):997413				
EXTERIOR TRIM						
CUST STATES AT TIMES TRUNK WOULD NOT CLOSE						
REAR COMPARTMENT OUT OF ALIGNMENT						
B5400 0.3 ALIGNED REAR COMARTMENT LID						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 2						
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	
J# 3 60PNZ		TECH(S):997413				
INTERIOR TRIM						
CUST STATES SEAT RELEASE FROM TRUNK WILL NOT WORK						
CABLE BINDING						
C7450 0.5 REPLACED CABLE ASSEMBLY						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 3	1	15826827	CABLE 11.620			
				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	
J# 4 51PNZ		TECH(S):997413				
BODY ELECTRICAL						
CUST STATES FOG LAMP INDICATOR INOP WHEN TURNING ON DASH AND RADIO LIGHTS GO OUT						
LED NOT WORKING						
N2232 0.5 REPLACED FOG LAMP SWITCH						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 4	1	15850573	SWITCH 2.485			
				JOB # 4 TOTAL PARTS	0.00	
				JOB # 4 TOTAL LABOR & PARTS	0.00	
J# 5 60PNZ01		TECH(S):997413				
INT TRIM CONCERN						
CUST STATES TRIM INSIDE PASS SIDE AT WINDSHIELD IS BULDGING						
MOLDING DEFECTIVE						
C2000 0.3 REPLACED MOLDING						
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE		
JOB # 5	1	15255006	MOLDING 10.051			
				JOB # 5 TOTAL PARTS	0.00	

LIMITED SERVICE WARRANTY

Service Work (Parts & Labor) is warranted for 12,000 miles or 12 months, whichever occurs first. The purchaser is obligated to have the work performed at MAINT. by PONTIAC / BUICK / GMC / HUMMER during standard business hours. Loss of use of the vehicle, loss of time, inconvenience, commercial loss, or consequential damages are not covered.

AUTHORIZATION TO REPAIR

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein 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 mail 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 below vehicle to secure the amount of repairs thereto. I authorize you to retain possession of this vehicle if the repairs listed hereon are not paid for.

X

DISCLAIMER OF WARRANTIES

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. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.



Napleton's SCHAUMBURG

Pontiac • GMC

GMC

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

CUSTOMER NO. 110202	ADVISOR CHARLENE	TAG NO. 255 788	INVOICE DATE 04/13/05	INVOICE NO. PNC5417796
[REDACTED] SCHAUMBURG, IL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 12,839	COLOR GRAY
	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6			DELIVERY DATE
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 9 5 4			DELIVERY MILES
	F. T. E. NO.			SELLING DEALER NO.
[REDACTED]	P. O. NO.			R. D. DATE 04/12/05
COMMENTS				MO: 12840

JOB# 1 CHARGES		
LABOR		WARRANTY
J# 1 06PNZ-AB0	FRONT SUSPENSION	TECH(S):413
CUSTOMER STATES SINCE WE REPAIRED STEERING OFF CENTER AND BAD VIBRATION FROM HIGHER SPEEDS WHEN BRAKING OUT OF ADJUSTMENT RESET TOE		
JOB# 1 TOTALS		
JOB# 2 CHARGES		JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00
LABOR		WARRANTY
J# 2+08PNZ000	BRAKE INSPECTION	TECH(S):413
CUSTOMER STATES BRAKES PULSATE EXCESSIVE RUN OUT RESURFACED FRONT ROTORS		
JOB# 2 TOTALS		
JOB# 3 CHARGES		JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00
LABOR		WARRANTY
J# 3+69PNZ-M10	RENTAL	TECH(S):413
CUSTOMER REQUESTS RENTAL CAR DISABLED OVERNIGHT PMD PAY RENTAL		
MISC	CODE	DESCRIPTION
	SPG	RENTAL IN HOUSE RENTAL
TOTAL - MISC		WARRANTY 0.00
JOB# 3 TOTALS		
JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00		
ESTIMATE		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)		
COMMENTS		
POWER		



GMC



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!*

10.10.06

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

FROM: [REDACTED] / case # ~~17Q68Q78~~
1-433155432

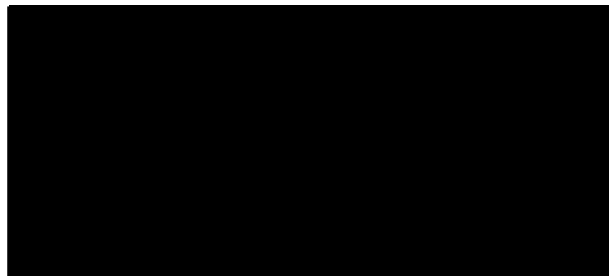
7-8
pages

Date: 10/4/06

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

I am asking that you resubmit Case # ~~17Q68Q78~~ 1-433155432
due to District Manager not seeing the entire
documentation/reports for the reason that my car
was in the garage many times for the same problem.
Also - I called onstar to get ^{the} 2-3 phone call ^{conversations} 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.
Onstar said the Dist. Manager Service could
call & get the info! (Case # 17Q68Q78)
Please - have the Service manager check on that
info.

Please Call me :
616-437-2289





PUBLIC SERVICE GARAGE

Service is our middle name

GM

Cadillac

BUICK

PONTIAC

919 W. Baraga Ave.
P.O. Box 940
MARQUETTE, MICHIGAN 49855
(906) 226-6518
REG NO. F-102246
ONAN GENERATORS

OLCS143188



Goodwrench
Service
Plus

OLCS143188

CUSTOMER NO.	20577	ADVISOR	MICHELLE M JOHNSON	TAG NO	120	INVOICE DATE	03/08/05	INVOICE NO.	OLCS143188
		LABOR RATE		LICENSE NO		RELEASE	10,301	COLOR	GRANITE/
		YEAR / MAKE / MODEL	05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE		STOCK NO.	
		VEHICLE I.D. NO.	1 G 2 Z H 5 2 8 9 5 4			SELLING DEALER NO.		PRODUCTION DATE	
		FIN. NO.		P.O. NO.		R.O. DATE	03/07/05		
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS	MO: 10301				

JOB# 1 CHARGES

LABOR
#1 COLZ DRIVEABILITY UNITS: D.30 TECH(S) 125 WARRANTY
SERVICE LIGHT COMES ON CAR DINGS AND STEERING WHEEL LOCKS UP
CODE C0545 STEERING WHEEL TORQUE INPUT SENSOR HISTORY CODE
WHEN ROAD TESTED CONDITION DID NOT OCCUR CLEAR CODES
ROAD TEST OPERATING TO SPECS AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX OLCS JOB# 1 TOTAL 0.00

TECHNICIAN CERTIFICATION
125

CHAD E LACHANCE M214015

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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 YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

PARTS & SERVICE
HOURS
8 AM - 5:30 PM
MON - FRIDAY

9 AM - 1 PM
SATURDAY

THE ONLY WARRANTIES APPLYING TO THIS PARTS/ ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS/ AND/OR SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

THE DEALERSHIP'S LABOR TIME GUIDE REFLECTS AN AVERAGE TIME REQUIREMENT FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

A token charge of 6% of the charge for repair labor is added to shop supplies such as nuts, bolts, washers, tape, pins, aerospray, shales, solvents, solder, wire, window sealer, etc. Maximum charge is \$10.00.

A 1 1/2% per month FINANCE CHARGE will be added to unpaid balances over 30 days which is 18% per annum-minimum of 50 cents, where applicable.

Thank You!

REPAIRS PROPERLY COMPLETED
& CHECKED BY

X

0-2 10 00 05.42p

Transit Log-1

7700551241

p 4



Napleton's

SHATTWORTH

REAR

65336

1 0 4 2 3 8

**ToddWenzel**
PONTIAC GMC

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

GRAND RAPIDS, MI

HOME: [REDACTED] BUS [REDACTED]

PAGE 1

F-105529

SERVICE ADVISOR: 3547 STEPHEN CROCIANI II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRANITE ME	05	PONTIAC G6	1G2ZH528954		10946/10946	T3894	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
22NOV04	IS		12:00	11MAR05		CASH	12MAR05
R.O. OPENED		READY	OPTIONS: STK:Z50752 ENG:1.8 Liter MFI TRN:4A				

17:26 10MAR05 17:14 11MAR05

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES ON NUMEROUS OCCASSIONS WHEN MAKEING SHARP, BUT SLOW SPEED TURNS THE ELECTRIC STEERING SEEMS LIKE IT SHUTS OFF. THE ONLY WAY SHE CAN GET THE ELECTRIC STEERING TO RETURN IS TO TURN THE CAR OFF AND RE-START IT AGAIN. IT WILL BEHAVE FINE FOR QUITE SOME TIME THEN ACT BACK UP AGAIN.

CAUSE: F

J6353 MODULE, POWERTRAIN CONTROL TRANSMISSION REPROGRAMMING

3720 HALL DON LIC#: [REDACTED]

W40 0.70

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

CA-H ☐CHECK ☐

(N/C)

MASTER-VISA 26.25 ☒AM EXP. ☐OTHER ☐DATE ☐ CLERK ☐

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

10946 CUSTOMER STATES STEERING (POWER) INOP MAKING TIGHT TURNS SLOW SPEEDS WARR CALIBRATED STEERING TEST DROVE W/SERVICE ADVISOR AFTER REPAIR VEHICLE IS OPERATING TO FACTORY SPECS

B MAKE SURE TO KEEP LARRY F. UPDATED ON THIS ISSUE!

INFO INFORMATION LINE

3720 HALL DON LIC#: M120337

CP 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C RENTAL CAR WARRANTY

CAUSE: F

Z7901 1 DAY RENTAL

3720 HALL DON LIC#: M120337

W40 0.00

(N/C)

DISCLAIMER OF WARRANTIES		DESCRIPTION	TOTALS
<p>YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE.</p> <p>CERTIFICATION- ALL REPAIRS AND PARTS WERE FURNISHED IN COMPLIANCE WITH MICHIGAN REPAIR ACT (P.A. 300).</p> <p>SUPPLIES 6% OF LABOR CHARGE PLUS 4% HAZARDOUS MATERIAL DISPOSAL CHARGE NOT TO EXCEED \$20.00.</p>		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
CUSTOMER SIGNATURE		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

10.10.06

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

FROM: [REDACTED] / Case # ~~17Q68Q78~~
1-433155432

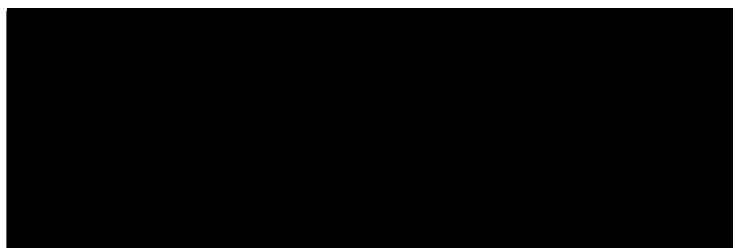
7-8
pages

Date: 10/4/06

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

I am asking that you resubmit Case # ~~17Q68Q78~~ 1-433155432
due to District Manager not seeing the entire
documentation/reports for the reason that my car
was in the garage many times for the same problem.
Also - I called onstar to get ^{the} 2-3 phone call ^{conversations} 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.
Onstar said the Dist. Manager Service could
call & get the info! (Case # 17Q68Q78)
Please - have the Service manager check on that
info.

Please Call me :
616-437-2289



OLCS143188



PUBLIC SERVICE GARAGE

Service is our middle name

ONE TRUCK

Eastline

BUICK

PONTIAC

919 W. Baraga Ave.
P.O. Box 940
MARQUETTE, MICHIGAN 49855
(906) 226-6518
REG NO. F-102245
ONAN GENERATORS

OLCS143188

Goodwrench
Service
Plus

CUSTOMER NO. 20577	ADVISOR MICHELLE M JOHNSON	TAG NO. 120	INVOICE DATE 03/08/05	INVOICE NO. OLCS143188
SCHAUMBURG, IL	LABOR RATE	LICENSE NO.	MILEAGE 10,301	COLOR GRANITE/
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN	DELIVERY DATE		DELIVERY MILES
	VEHICLE ID NO. 1 G 2 Z H 5 2 8 9 5 4	SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 10301	

JOB# 1 CHARGES

LABOR
#1 COLZ DRIVEABILITY UNITS: 1 D, 30 TECH(S): 125 WARRANTY
SERVICE LIGHT COMES ON CAR DINGS AND STEERING WHEEL LOCKS UP
CODE C0545 STEERING WHEEL TORQUE INPUT SENSOR HISTORY CODE
WHEN ROAD TESTED CONDITION DID NOT OCCUR CLEAR CODES
ROAD TEST OPERATING TO SPECS AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX OLCS JOB# 1 TOTAL 0.00

TECHNICIAN CERTIFICATION
125

CHAD E LACHANCE M214015

TOTALS

*
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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 YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

**PARTS & SERVICE
HOURS**
8 AM - 5:30 PM
MON - FRIDAY

9 AM - 1 PM
SATURDAY

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S). AND/OR SERVICE BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

THE DEALERSHIP'S LABOR TIME GUIDE REFLECTS AN AVERAGE TIME REQUIREMENT FOR PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

A 10% charge of 6% of the charge for repair labor is added for shop supplies such as nuts, bolts, washers, tape, pins, aerospray, shales, solvent, solder, wire, window sealer, etc. Maximum charge is \$10.00.

A 1% per month FINANCE CHARGE will be added to unpaid balances over 30 days which is 18% per annum minimum of 50 cents, where applicable.

Thank You!

REPAIRS PROPERLY COMPLETED
& CHECKED BY

X

65336

1 0 4 2 3 8

**ToddWenzel**
PONTIAC GMC

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

PAGE 1

F-105529

SERVICE ADVISOR: 3547 STEPHEN CROCIANI II

GRAND RAPIDS, MI

HOME: [REDACTED] BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRANITE ME	05	PONTIAC G6	1G2ZH528954		10946/10946	T3894
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22NOV04	IS		12:00	11MAR05		CASH
R.O. OPENED	READY	OPTIONS: STK:Z50752 ENG:1.8 Liter MFI TRN:4A				

17:26	10MAR05	17:14	11MAR05
LINE	OPCODE	TECH	TYPE HOURS
A CUSTOMER STATES ON NUMEROUS OCCASIONS WHEN MAKEING SHARP, BUT SLOW SPEED TURNS THE ELECTRIC STEERING SEEMS LIKE IT SHUTS OFF. THE ONLY WAY SHE CAN GET THE ELECTRIC STEERING TO RETURN IS TO TURN THE CAR OFF AND RE-START IT AGAIN. IT WILL BEHAVE FINE FOR QUITE SOME TIME THEN ACT BACK UP AGAIN.			

CAUSE: F
J6353 MODULE, POWERTRAIN CONTROL TRANSMISSION REPROGRAMMING

3720 HALL DON LIC#:

W40 0.70

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

CASH ☐CHECK ☐

(N/C)

MASTER-VISA 26.25 ☒AM EXP ☐OTHER ☐

DATE

CLERK

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

10946 CUSTOMER STATES STEERING (POWER) INOP MAKING TIGHT TURNS SLOW SPEEDS WARR CALIBRATED STEERING TEST DROVE W/SERVICE ADVISOR AFTER REPAIR VEHICLE IS OPERATING TO FACTORY SPECS

B MAKE SURE TO KEEP LARRY F. UPDATED ON THIS ISSUE!

INFO INFORMATION LINE

3720 HALL DON LIC#: M120337

CP 0.00

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C RENTAL CAR WARRANTY

CAUSE: F

Z7901 1 DAY RENTAL

3720 HALL DON LIC#: M120337

W40 0.00

(N/C)

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	<p>Any warranties 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 risk as to the quality and performance of the product is with the buyer. The seller expressly disclaims all 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 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 prior to sale.</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
	SALES TAX		
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



PONTIAC



Pontiac • GMC

GMC

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

CUSTOMER NO.	110202	ADVISOR	CHARLENE	255	TAG NO.	660	INVOICE DATE	03/17/05	INVOICE NO.	PNCS416788
		LABOR RATE		LICENSE NO.		MILEAGE	11,282	COLOR	GRAY	STOCK NO.
		YEAR / MAKE / MODEL	05/PONTIAC/G6/G6				DELIVERY DATE	DELIVERY MILES		
		VEHICLE I.D. NO.	1 G 2 Z H 5 2 8 9 5 4				SELLING DEALER NO.	PRODUCTION DATE		
		F. T. E. NO.					P. O. NO.	03/16/05		
		BUSINESS PHONE					COMMENTS			MO: 11285

JOB# 1 CHARGES

LABOR-----
 J# 1 05PNZ1 ADD ON LINE TECH(S):413 WARRANTY
 CUSTOMER STATES INTERM HAS NO POWER STEERING-LIGHT COMES
 ON DASH-STEERING OFF OF CENTER ALSO
 STORED CODE C0545
 REFER TO LINE 2 FOR REPAIRS

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
 J# 2 05PNZ2 ADD ON LINE TECH(S):413 WARRANTY
 AUTO START NOT WORKING
 INTERNAL PROGRAMM LOST IN BCM
 REPROGRAMMED BCM WITH LATEST SOFTWARE
 ID# 1623897

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
 J# 3 11PNZ-A11 ENGINE REPAIR MECH TECH(S):413 WARRANTY
 WHEN PUTTING INTO REVERSE VEHICLE LURCHES BY ITSELF
 NO TROUBLE FOUND AT THIS TIME..DURING COLD START IDLE WILL
 FLARE UP..NORMAL CONDITION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR-----
 J# 4 69PNZ-M10 RENTAL TECH(S):413 WARRANTY
 CUSTOMER REQUESTS RENTAL
 CAR DISABLED OVERNIGHT
 PMD PAY RENTAL

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00



PONTIAC

GMC

Goodwrench
Service

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!*



PONTIAC

Napleton's SCHAUMBURG

Pontiac • GMC

GMC

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

CUSTOMER NO. 110202	ADVISOR CHARLENE	TAG NO. 255	INVOICE DATE 03/23/05	INVOICE NO. PNCS416984
[REDACTED] SCHAUMBURG, IL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 11,282	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 9 5 4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	R. O. DATE 03/22/05
COMMENTS				

MO: 11375

JOB# 1 CHARGES

LABOR			WARRANTY
J# 1 33PNZ-A10	STEERING SYSTEM	TECH(S):413	
	RECHECK STEERING BINDING HARD TO THE RIGHT		
PARTS	QTY	FP-NUMBER	DESCRIPTION
	1	88967179	S/COL REM 6.518
			UNIT PRICE
			TOTAL - PARTS
			WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR			WARRANTY
J# 2+69PNZ-M10	RENTAL	TECH(S):413	
	CUSTOMER REQUESTS RENTAL		
	CAR DISABLED OVERNIGHT		
	PMD PAY RENTAL		

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	WARRANTY
	015958	361122	03/23/05	RENTAL		0.00
					TOTAL - SUBLET	

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 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

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 APPOINTMENT****

CUSTOMER SIGNATURE



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Goodwrench
Service

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 business!*

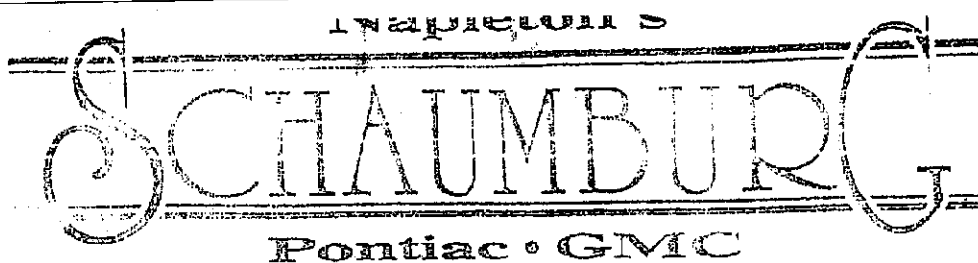
**PONTIAC**

Napleton's
SCHAUMBURG

Pontiac • GMC**GMC**

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

CUSTOMER NO.	110202	ADVISOR	CHARLENE	255	TAG NO.	788	INVOICE DATE	04/13/05	INVOICE NO.	PNCS417796
JENNIFER VOGEL		LABOR RATE		LICENSE NO.		MILEAGE	12,839	COLOR	GRAY	STOCK NO.



FAX COVER SHEET

DATE: 10/24/06

TO: Darryl Lamore

FAX #: 816-842-9445

FROM: Erica @ Schaumburg Pontiac GMC

PHONE #: 847-884-1300

OF PAGES 15

COMMENTS

Warranty history for Jennifer Vogel

162ZH528954 [REDACTED]

100 West Golf Road Schaumburg, IL 60195 (847) 884-1300

*Thank You.
We really
appreciate your
business!*

421193

421193



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SCHAUMBURG
Pontiac • GMC

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Make Us Your First • Schaumburg, IL 60196 • Phone (630) 834-1300

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) I request no estimate in writing before you begin repairs.

Signature: _____

(b) Please proceed with the repairs but hold me for approval before you begin if the price exceeds \$ _____

Signature: _____

(c) I do not want an estimate and you may set the price of repairs.

Signature: _____

Date: _____ STATE 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 to by the customer and the motor vehicle repair facility.

RECOMMENDED SERVICES

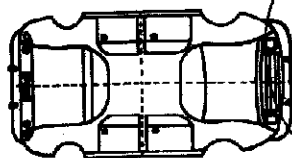
OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01PNZ-03000	3000 MILE SERVICE	MI	
42PNZ0001	15,000 MILE SERVICE	MI	
42PNZ00030	30,000 MILE SERVICE	MI	
42PNZ0006	7,500 MILE SERVICE	MI	
42PNZ00021	21,000 MILE SERVICE	MI	

LR

LF

RR

RF



I ACKNOWLEDGE NOTED DAMAGE TO VEHICLE X _____

ALL CARS MUST BE PICKED UP BY 6:00 MON-FRI

SPECIAL INSTRUCTIONS _____

Q.C. BY _____ DATE COMPLETE _____

REVISED ESTIMATE _____ OK'D BY _____

TIME _____ BY _____

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/13/05	418830	14406	262	49	W	01PNZ-03000	3000 MILE SERVICE
04/12/05	417796	12839	255	49	W	01PNZ-A10	ROTATE TIRES
				413	W	06PNZ-A10	FRONT SUSPENSION
				413	W	08PNZ000	BRAKE INSPECTION
				413	W	69PNZ-M10	RENTAL
03/22/05	416984	11282	255	413	W	33PNZ-A10	STEERING SYSTEM

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1G2ZH528954129729

YEAR / MAKE / MODEL 05/PONTIAC/G6/G6

CUSTOMER NO. 110202 SERVICE CONTRACT #8331054

DELIVERY DATE _____ DELIVERY MILES _____ SELLING DEALER NO. _____ R.O. DATE 07/22/05

COLOR GRAY/

CONTRACT NO. _____ EXPIRATION DATE _____ EXPIRATION MILES _____ TAG NO. 281

TURBO M/MC PNZZ AIR COND. P.S. TRANS MILEAGE 19,500 ADVISOR NO. 255 PRODUCTION DATE _____

TIME RECEIVED 08:04am

LABOR RATE _____

DATE / TIME PROMISED 07/22/05 06:00pm PRIORITY _____

APPOINTMENT ☐ YES ☒ NO

Advisor: CHARLENE

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein 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 hereto.

ASA P *Terry Gross

RETURN PARTS YES ☐ NO ☐

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS LABOR TOTAL

x Der Drop

1 W 23PNZ-B10 AIR CONDITIONING

WHITE PLASTIC PIECE FEEL OUT FROM UNDER DASH-NOW AC DOESNT BLOW AS COLD AS IT SHOULD PIECE IN CUP HOLDER

(415) See Reverse

UPPER D2460=5

LOWER D2461=29

RECOVER AND REGRABBE .5

DOC 1533674

PONTIAC

GMC

GM Parts

Goodwrench Service



Pontiac • GMC

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

PNCS418830

GMC

PNCS418830

CUSTOMER NO. 110202	ADV/SOR SHAWN	TAG No. 262	INVOICE DATE 05/13/05	INVOICE No. PNCS418830
	LABOR RATE	LICENSE No. 523	COLOR GRAY/	STOCK No.
	LABOR RATE	LICENSE NO.	DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / G6	MILEAGE 14,406	DELIVERY DATE	DELIVERY MILES
SCHAUMBURG, IL	VEHICLE I.D. No. 1G22H528954		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. No.	P.O. No.	R.O. DATE 05/13/05	
	COMMENTS			MO: 14406

JOB# 1 CHARGES

LABOR-----
 # 1 01PNZ-03000 3000 MILE SERVICE TECH(S)-49 WARRANTY
 LUBE OIL FILTER CHANGE.
 +++12 POINT INSPECTION INCLUDING+++
 INSPECTION OF EXHAUST SYSTEM, HEAT SHIELDS, THROTTLE LINKAGE
 DRIVE BELTS, HOSES, LIGHTS, HORN, FILTERS, AND FLUID LEVELS.
 ADDED WINDSHIELD WASHER FLUID
 +++++ PERFORMED 3000 MILE SERVICE +++++

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
	1	25010792	OIL FLTR 1.836		0.00
				TOTAL - PARTS	

G.O.G. & SUPPLIES-----					WARRANTY
5.0 QUART OIL	@	/UNIT			0.00
				TOTAL - GOG	

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 # 2 01PNZ-A10 ROTATE TIRES TECH(S)-49 WARRANTY
 ROTATE TIRES
 ADJUST TIRE PRESSURE.

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$300.00 (+TAX)

COMMENTS-----
 GMPP SMART CARE



PONTIAC

GMC



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!*



PNCS418830

GMC

PNCS418830

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

CUSTOMER No.	110202	ADVISOR	SHAWN	TAG No.	262	INVOICE DATE	05/13/05	INVOICE No.	PNCS418830
CUSTOMER NO.		LABOR RATE		LICENSE No.		MILEAGE	14,406	COLOR	GRAY/
		LABOR RATE		LICENSE NO.		MILEAGE		STOCK No.	
		YEAR/MAKE/MODEL	05/PONTIAC/G6/G6			DELIVERY DATE		DELIVERY MILES	
		VEHICLE I.D. No.	1G2Z4528954			DELIVERY DATE		DELIVERY MILES	
		F.T.E. No.		P.O. No.		R.O. DATE	05/13/05	PRODUCTION DATE	
		COMMENTS							
		COMMENTS							
								MO: 14406	

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

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 APPOINTMENT****

CUSTOMER SIGNATURE

DUPLICATE INVOICE



PONTIAC

GMC



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 OR 12,000 MILES, WHICHEVER
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 business!*

418830



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(a) request an estimate in writing before you begin repairs

Signature: _____

(b) Please proceed with the repairs but call me for approval before I authorize the price exceeds \$ _____

Signature: _____

(c) I do not want an estimate and you may set the price of repairs.

Signature: _____

Date: _____ **STATE REG# 00**

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RECOMMENDED SERVICES

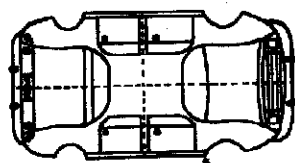
OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
1PNZ-03000	3000 MILE SERVICE	MI	
2PNZ00015	15,000 MILE SERVICE	MI	
2PNZ00030	30,000 MILE SERVICE	MI	
2PNZ0006	7,500 MILE SERVICE	MI	
2PNZ00021	21,000 MILE SERVICE	MI	

LR

LF

RR

RF



I ACKNOWLEDGE NOTED DAMAGE TO VEHICLE X _____

ALL CARS MUST BE PICKED UP BY 6:00 MON-FRI

SPECIAL INSTRUCTIONS _____

Q.C. BY _____ DATE COMPLETE _____

REVISED ESTIMATE _____ OK'D BY _____

TIME _____ BY _____

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/12/05	417796	12839	255	413	W	06PNZ-A10	FRONT SUSPENSION
				413	W	08PNZ000	BRAKE INSPECTION
				413	W	69PNZ-M10	RENTAL
03/22/05	416984	11282	255	413	W	33PNZ-A10	STEERING SYSTEM
				413	W	69PNZ-M10	RENTAL
03/16/05	416788	11282	255	413	W	05PNZ1	ADD ON LINE

SALESPERSON NO. _____

SERVICE

VEHICLE ID NO. 1G2ZH528954		YEAR / MAKE / MODEL 05/PONTIAC/G6/G6		STOCK NO. 48/48-2600	LICENSE NO. 418830
CUSTOMER NO. 110202		SERVICE CONTRACT NO. EMPP MG		DELIVERY DATE 05/13/05	DELIVERY MILES 523
COLOR GRAY		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES
TURBO PNZZ		AIR COND.		PRODUCTION DATE	
M / MC		P. S.		MILEAGE 14,406	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: SHAWN		RETURN PARTS YES <input type="checkbox"/> NO <input type="checkbox"/>	

JOB

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:

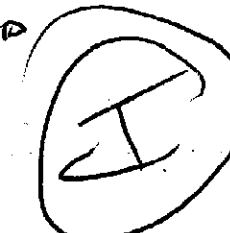
PARTS 300.00
LABOR 0.00
TOTAL 300.00

01PNZ-03000 3000 MILE SERVICE
LUBE OIL FILTER CHANGE.
******12 POINT INSPECTION INCLUDING******

#49.3
.4

MOOZ1

MOO11 CVO





Napleton's SCHAUMBURG

Pontiac • GMC

PNCS417796

GMC

PNCS417796

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

CUSTOMER No. CUSTOMER NO. 110202	ADVISOR ADVISOR CHARLENE	TAG No. TAG NO. 255	INVOICE DATE INVOICE DATE 04/13/05	INVOICE No. INVOICE NO. PNCS417796
	LABOR RATE LABOR RATE	LICENSE No. LICENSE NO.	COLOR COLOR GRAY/	STOCK No. STOCK NO.
	YEAR / MAKE / MODEL YEAR / MAKE / MODEL 05 / PONTIAC / G6 / G6	MILEAGE MILEAGE 12,839	DELIVERY DATE DELIVERY DATE	DELIVERY MILES DELIVERY MILES
SCHAUMBURG, IL	VEHICLE ID. No. VEHICLE ID. No. 1G2ZH528954	SELLING DEALER NO. SELLING DEALER NO.	PRODUCTION DATE PRODUCTION DATE	
	F.T.E. No. F.T.E. No.	P.O. No. P.O. No.	R.D. DATE R.D. DATE 04/12/05	
COMMENTS COMMENTS			MO: 12840	

TOTALS

 * YOUR BUSINESS IS APPRECIATED! *
 * PLEASE LET US KNOW HOW WE CAN *
 * SERVE YOU BETTER *

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

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 APPOINTMENT



PONTIAC

GMC

Goodwrench
Service

Parts

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!*



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PNCS417796

GMC

PNCS417796

CUSTOMER NO. 110202	ADVISOR CHARLENE	TAG NO. 255 788	INVOICE DATE 04/13/05	INVOICE NO. PNCS417796
	LABOR RATE	MILEAGE 12,839	COLOR GRAY/	STOCK NO.
	VEHICLE MAKE/MODEL 05/PONTIAC/G6/G6	DELIVERY DATE	DELIVERY MILES	PRODUCTION DATE
SCHAUMBURG, IL	VEHICLE NO. 1G2ZH528954	DATE 04/12/05		
	COMMENTS			MO: 12840

JOB# 1 CHARGES

LABOR
J# 1 06PNZ-A10 FRONT SUSPENSION TECH(S): 413 WARRANTY
CUSTOMER STATES SINCE WE REPAIRED STEERING OFF CENTER
AND BAD VIBRATION FROM HIGHER SPEEDS WHEN BRAKING
OUT OF ADJUSTMENT
RESET TOE

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 08PNZ000 BRAKE INSPECTION TECH(S): 413 WARRANTY
CUSTOMER STATES BRAKES PULSATE
EXCESSIVE RUN OUT
RESURFACED FRONT ROTORS

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 69PNZ-M10 RENTAL TECH(S): 413 WARRANTY
CUSTOMER REQUESTS RENTAL
CAR DISABLED OVERNIGHT
PMD PAY RENTAL

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
SPGRENTAL IN HOUSE RENTAL
TOTAL - MISC 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

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

COMMENTS
POWER

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!

417796

417796



CONSUMER
You are entitled to a price estimate for the repair of the estimate, but shall not exceed (1) any price more than 10%.
Additional repairs may not be performed without estimate and require that you be notified if it.
You may waive your right to an estimate, with price without your permission. Your signature _____

12839
788
1016-437-2269
State - Steering
10/13/05

less than
estimate by
to a written
to set the

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/22/05	416984	11282	255	413	W	33PNZ-A10	STEERING SYSTEM
				413	W	69PNZ-M10	RENTAL
03/16/05	416788	11282	255	413	W	05PNZ1	ADD ON LINE
				413	W	05PNZ2	ADD ON LINE
				413	W	11PNZ-A11	ENGINE REPAIR MECH
				413	W	69PNZ-M10	RENTAL

413

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1G2ZH528954		YEAR / MAKE / MODEL 05/PONTIAC/G6/G6		STOCK NO.	LICENSE NO.	R.O. NO. 417796
CUSTOMER NO. 110202		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 04/12/05
COLOR GRAY/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 788
TURBO M/MC PNZZ		AIR COND.	P.S.	THANS	MILEAGE 12,839	ADVISOR NO. 255
PRODUCTION DATE		AUTHORIZATION FOR REPAIRS				
DATE / TIME PROMISED 04/13/05 07:30pm		I hereby authorize the repair work here 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 hereto.				
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		RETURN PARTS YES <input type="checkbox"/> NO <input type="checkbox"/>				
Advisor: CHARLENE						

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
per Drop	0.00	0.00	0.00

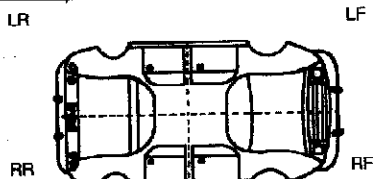
COMMENTS: POWER ??

1 W 06PNZ-A10 FRONT SUSPENSION
CUSTOMER STATES SINCE WE REPAIRED STEERING OFF CENTER
AND BAD VIBRATION FROM HIGHER SPEEDS WHEN BRAKING

41M 4.13.05 ch
10:50
BRAKES Brake
C, one
- sold at
Rentel - sold at
See History
I

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01PNZ-03000	3000 MILE SERVICE	MI	
02PNZ00015	15,000 MILE SERVICE	MI	
02PNZ00030	30,000 MILE SERVICE	MI	
02PNZ0006	7,500 MILE SERVICE	MI	
02PNZ00021	21,000 MILE SERVICE	MI	



I ACKNOWLEDGE NOTED DAMAGE TO VEHICLE X

ALL CARS MUST BE PICKED UP BY 6:00 MON-FRI

SPECIAL INSTRUCTIONS

Q.C. BY DATE COMPLETE

REVISED ESTIMATE OK'D BY

TIME BY



Pontiac • GMC

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

PNCS416788

GMC

PNCS416788

CUSTOMER No. CUSTOMER NO. 110202		ADVISOR CHARLENE		TAG No. 255	INVOICE DATE 03/23/05	INVOICE No. PNCS416788
[REDACTED]		LABOR RATE		MILEAGE 11,282	COLOR GRAY/	STOCK No. [REDACTED]
		LICENSE No. [REDACTED]				
YEAR / MAKE / MODEL 05 / PONTIAC / G6 / G6		VEHICLE ID No. 1G2ZH528954		DELIVERY DATE 03/16/05		DELIVERY MILES [REDACTED]
SCHAUMBURG, IL [REDACTED]		E.T.E. No. [REDACTED]		SELLING DEALER NO. [REDACTED]		PRODUCTION DATE [REDACTED]
BUSINESS PHONE [REDACTED]		P.O. No. [REDACTED]		R.O. DATE 03/16/05		REPRINT# 1
COMMENTS [REDACTED]		MO: 11285				

 * YOUR BUSINESS IS APPRECIATED! *
 * PLEASE LET US KNOW HOW WE CAN *
 * SERVE YOU BETTER *

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

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 APPOINTMENT*****

CUSTOMER SIGNATURE

DUPLICATE INVOICE



GMC

GM
Goodwrench
 Service



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

PNCS416788

GMC

PNCS416788

CUSTOMER No. CUSTOMER NO. 110202	ADVISOR CHARLENE	TAG No. TAG NO. 255	INVOICE DATE 03/23/05	INVOICE No. PNCS416788
	LABOR RATE	LICENSE No. MILEAGE 11,282	COLOR GRAY	STOCK No.
	YEAR/MAKE/MODEL 05/PONTIAC/G6/G6		DELIVERY DATE	DELIVERY MILES
SCHAUMBURG, IL	VEHICLE I.D. No. 1G2ZH528954		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. No.	P.O. No.	R.O. DATE 03/16/05	REPRINT# 1
COMMENTS				MO: 11285

JOB# 1 CHARGES

LABOR-----
 # 1 05PNZ1 ADD ON LINE TECH(S): 413 WARRANTY
 CUSTOMER STATES INTERM HAS NO POWER STEERING-LIGHT COMES
 ON DASH-STEERING OFF OF CENTER ALSO
 STORED CODE C0545
 REFER TO LINE 2 FOR REPAIRS

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
 # 2 05PNZ2 ADD ON LINE TECH(S): 413 WARRANTY
 AUTO START NOT WORKING
 INTERNAL PROGRAMM LOST IN BCM
 REPROGRAMMED BCM WITH LATEST SOFTWARE
 ID# 1623897

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
 LABOR-----
 # 3 11PNZ1 ALL ENGINE REPAIR MECH TECH(S): 413 WARRANTY
 WHEN PUTTING INTO REVERSE VEHICLE LURCHES BY ITSELF
 NO TROUBLE FOUND AT THIS TIME..DURING COLD START IDLE WILL
 FLARE UP..NORMAL CONDITION

JOB# 3 TOTALS-----
 JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
 # 4 6SPNZ1 M10 RENTAL TECH(S): 413 WARRANTY
 CUSTOMER REQUESTS RENTAL
 CAR DISABLED OVERNIGHT
 PMD PAY RENTAL

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
 015938 360991 03/22/05 RENTAL
 TOTAL - SUBLET 0.00

JOB# 4 TOTALS-----
 JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00



PONTIAC

GMC

GM

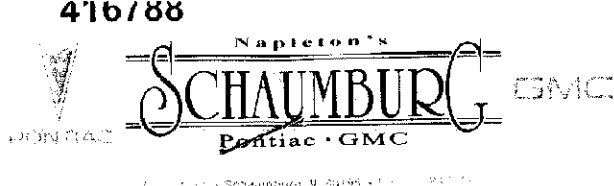
Goodwrench
Service

GM

Parts

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!*



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) I request an estimate before any repairs are made.

(b) Please proceed with the repairs, but call me for approval before starting any work.

(c) I do not want an estimate and I authorize the price of repairs.

Signature: _____

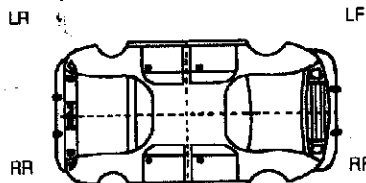
Date: _____

STATE REG# 00

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01PNZ-03000	3000 MILE SERVICE	MI	
2PNZ00015	15,000 MILE SERVICE	MI	
2PNZ00030	30,000 MILE SERVICE	MI	
2PNZ0006	7,500 MILE SERVICE	MI	
2PNZ00021	21,000 MILE SERVICE	MI	



I ACKNOWLEDGE NOTED DAMAGE TO VEHICLE X _____

ALL CARS MUST BE PICKED UP BY 6:00 MON-FRI

SPECIAL INSTRUCTIONS _____

Q.C. BY _____ DATE COMPLETE _____

REVISED ESTIMATE _____ OK'D BY _____

TIME _____ BY _____

02/04/05 415513

7879

262

430

C

01PNZ-03000

3000 MILE SERVICE

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1G2ZH528954		YEAR / MAKE / MODEL 05/PONTIAC/G6/G6		STOCK NO.	LICENSE NO.	R.O. NO. 416788
CUSTOMER NO. 110202		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	R.O. DATE 03/16/05
COLOR GRAY/		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 660
TURBO	M/MC PNZZ	AIR COND.	P.S.	TRANS	MILEAGE 11,282	ADVISOR NO. 255
RESIDENCE PHONE		TIME RECEIVED 07:51am		AUTHORIZATION FOR REPAIRS		
BUSINESS PHONE		LABOR RATE		I hereby authorize the repair work herein 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 hereto.		
DATE / TIME PROMISED 03/16/05 07:30pm		PRIORITY		RETURN PARTS YES <input type="checkbox"/> NO <input type="checkbox"/>		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Advisor: CHARLENE				

JOB	LABOR INSTRUCTIONS
ORIGINAL CUSTOMER ESTIMATE:	PARTS LABOR TOTAL
1 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	



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

November 29, 2010

[REDACTED]
[REDACTED]
Atlanta, GA [REDACTED]

Service Request: 1-433155432
Customer Relationship Specialist: Ashley Ellis

Dear [REDACTED]

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

[REDACTED]
[REDACTED]
Atlanta, Georgia [REDACTED]

Service Request: 1-433155432

Customer Relationship Specialist: Daryl Lampe

Dear [REDACTED]

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 [REDACTED] 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

PONTIAC

Please make any corrections to your name, address,
or telephone number here:

Courtney [REDACTED] is the driver
of the vehicle

Home telephone: [REDACTED]

Change to: [REDACTED]

Please provide us with your preferred email address:

[REDACTED]

Dear [REDACTED]

Our records indicate that you had your 2005 G6 serviced at Red Hoagland Pontiac on November 21, 2006. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Red Hoagland Pontiac.

Sincerely,

Scott Lawson, General Director
Customer and Relationship Services

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

☐ Please check this box if you no longer own/lease this 2005 G6, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON NOVEMBER 21, 2006, COMPLETE THIS SURVEY.****

About Your Pontiac Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|---|-----------------------------|--|-------------------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Were services available to you on both an appointment and non-appointment basis? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|-------------------------------------|--|--|-------------------------------------|--------------------------|-------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6. Were you offered transportation options? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | Does Not Apply/Not Required <input type="checkbox"/> | Don't Know <input type="checkbox"/> | | |
| 7. How satisfied were you that you were kept informed about the status of your service request? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 8. Was your vehicle ready by the original time promised? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | No Time Promised <input checked="" type="checkbox"/> | | | |

1G2ZG528854 [REDACTED] 17175
022646040547 00000117830 275566

0581

119589

CSI 020410

About Your Service Consultant/Advisor - continued

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9. How satisfied were you with the explanation you were given of all services performed? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Overall, how satisfied were you with your Service Consultant? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--|--|--|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Were ALL of your service concerns corrected on this service visit? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | | | |
| IF NO, why not? (check all that apply) | | | | | |
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available | | | | |
| <input type="checkbox"/> Work performed did not correct the problem | <input type="checkbox"/> I declined repair | | | | |
| <input checked="" type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) <u>Two on-going problems that still aren't fixed</u> | | | | |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know | | | | |
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Were you given a copy of the completed repair order/invoice? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | Yes <input type="checkbox"/> | No <input checked="" type="checkbox"/> | Don't Know/Not Sure <input type="checkbox"/> | | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|---|--|---|---------------------------------------|---|
| 16. Based on this service visit, overall, how satisfied are you with Red Hoagland Pontiac? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Would you recommend this dealership for service? | Definitely Would <input type="checkbox"/> | Probably Would <input checked="" type="checkbox"/> | Might/Might Not <input type="checkbox"/> | Probably Not <input type="checkbox"/> | Definitely Not <input type="checkbox"/> |
| 18. Overall, how satisfied are you with your 2005 G6? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you ... | Still has ongoing problems - has been in the shop 27 times this year & nothing has gotten accomplished - I have | | | | |
| 20. Your age ... | <input type="checkbox"/> Male | <input checked="" type="checkbox"/> Female | contacted the dealership where the vehicle was leased Red Hoagland & the customer service line - huge waste of time so far!!! - please contact me Courtney Harris @ | | |
| 21. May we include your name when providing this survey information to your dealership? | <input type="checkbox"/> Under 25 | <input checked="" type="checkbox"/> 25-34 | <input type="checkbox"/> 35-44 | <input type="checkbox"/> 45-54 | <input type="checkbox"/> 55-64 |
| 22. Do you have any other comments/recommendations about Red Hoagland Pontiac? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> | 407-301-0092 Thank You | | |

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737

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

Days 46 in Shop...

- 1 November 23, 2005
Middle Console replaced due to the material bubbling
In Rental on November 23
- 2 January 30, 2006
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 in vehicle-Horn replaced.
- 7 June 3, 2006
Intermittent starting issues
- 8 August 4, 2006
Horn getting stuck on or going off at random times while I am not in vehicle-Horn replaced AGAIN.
- 9 August 8, 2006
Horn shorted out-Horn replaced AGAIN.
- 10 August 14, 2006
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 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

[REDACTED]
[REDACTED]
Cadillac, MI [REDACTED]

Service Request: 1-433661421
Customer Relationship Specialist: Crystal Gonzales

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 29, 2010

[REDACTED]
[REDACTED]
Cadillac, MI [REDACTED]

Service Request: 1-433661421
Customer Relationship Specialist: Penny Lance

Dear [REDACTED]

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