



GMC

HUMMER®

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
January 12, 2006 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

State of Ohio
Office of the Attorney General
Consumer Protection Division
Attention: David Strawser, Lemon Law Administrator

Customer: [REDACTED]
Reference number: complaint # 300357
Service request: 1-384914058

Dear Administrator Strawser:

Thank you for your recent correspondence regarding [REDACTED]. We are sorry she is dissatisfied with her 2006 Pontiac G6. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles.

We apologize for any inconvenience [REDACTED] may have experienced.

Based on your comments, we again reviewed [REDACTED] case with our Central Office Staff and find that she has filed with the Better Business Bureau Autoline. General Motors is a participant in the Better Business Bureau Autoline process and will abide by any decision rendered by an Arbitrator in this matter. Please note any decision made by an Arbitrator would be binding by General Motors, but not on Coleman.

If you have any further questions, please contact me at 1-800-231-1841 extension 58720 between 8:00 a.m. and 5:00 p.m. Eastern Time Monday through Friday and I will be happy to assist you.

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

Sincerely,

<signature:blakersu>

Suzan Blaker
Customer Relationship Manager

LC0008-T

General Motors Corporation
1426 Pacific Drive
Auburn Hills, MI 48326-1571



STATE OF OHIO
OFFICE OF THE ATTORNEY GENERAL
JIM PETRO, ATTORNEY GENERAL

Consumer Protection Section
30 E. Broad St.
14th FL, Dept 066
Columbus, OH 43215-3400
Telephone: (800) 282-0515
(614) 466-4986
Facsimile: (614) 728-7583
www.ag.state.oh.us

January 10, 2006

General Motors Pontiac/GMC Division
P O Box 33172
Detroit, MI 48232-5172

Attaching to sr#1-384914058. sending copy for
review

Re: [REDACTED]
Complaint #: 300357

Dear Sir/Madam:

Enclosed please find a copy of a complaint against your company that Attorney General Jim Petro has received from the above-named consumer. A preliminary review of the complaint indicates the consumer may have a "lemon" vehicle as defined by R.C. 1345.71 et seq.

I would like to work with you on this case in an effort to mediate a resolution, which would save both the consumer and your company the expense of litigation.

Please provide us with your written response to this complaint within ten (10) days of the receipt of this request.

In the event this complaint has been satisfactorily resolved, please advise me of the terms of the resolution so I can confirm with the consumer that the resolution offered is acceptable and close the file.

Thank you for your prompt attention to this matter.

Sincerely,

JIM PETRO
Attorney General

A handwritten signature in black ink, appearing to read "David L. Strawser", is written over the typed name and title.

David L. Strawser
Lemon Law Administrator
Consumer Protection Section
(614) 995-1578
DStrawser@ag.state.oh.us
(614) 728-7583 (Fax)

Enclosure
2238

**Consumer
Protection
Section****OHIO ATTORNEY GENERAL
JIM PETRO**[Home](#) [Complaint](#) [Inquiry](#) [Literature](#)[Introduction](#) [Form](#) [Category](#) [Consumer](#) [Supplier](#) [Complete](#) [Status](#)

Complaint No.

Complaint No. 300357

The Status of your complaint is: **New**.**Consumer:**

email: [REDACTED]

Fairborn, OH

Supplier:General Motors Pontiac/GMC Division
P O Box 33172
Detroit, MI 48232-5172
(313) 667-9345 x**Cars, Trucks, Motorcycles, and Motorized Vehicles\Vehicle Lease**

Solicited via: Store Visit

Purchase Information:Product or Service: 2006 Pontiac G6
Purchase Date: 9/3/05
Total Price: \$26242.16
Disputed Amount: \$26242.16
Amount Paid so Far: \$1776**Vehicle Info:**VIN: 1G2ZH558064 [REDACTED]
2006 Pontiac G6
Mileage @ Purchase: 143
Mileage Today: 4050**Description:**

Within a few days of leasing the car, the power steering light appeared on the radio information system. I took the car back to Arbogast. They checked it and I was told there was nothing wrong with the power steering. On September 17th while driving down a busy street in Kettering, Ohio, my power steering completely froze making the car impossible to drive. The car was towed and the computer board was replaced. On December 27th the power steering light appeared again. An appointment was made at Arbogast on December 29th. On my way to Arbogast the morning of the 29th I stopped for gasoline at a station in Fairborn, Ohio. While pulling out of the gas station, onto a busy street, the power steering froze up on me once again. I had to back the car off the street without any control of the power steering. Again, the car had to be towed to Arbogast.

Satisfactory Solution:

In resolution, I would like the car replaced or a full refund of the money paid for taxes and all monthly payments made to GMAC so that I am able to purchase another vehicle.

Complaint No. 300357



Need Help? Call 1-800-282-0515 or 614-466-4986

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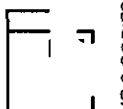
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ORIGIN (POSTAL SERVICE USE ONLY)			
PO ZIP Code	Day of Delivery	Postage	
	<input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd Del. Day	\$	
Date Accepted	Scheduled Date of Delivery	Return Receipt Fee	
	Month Day	\$	
Mo. Day Year	Scheduled Time of Delivery	ODD Fee	Insurance Fee
Time Accepted <input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	\$	\$
Flat Rate <input type="checkbox"/> or Weight	Military <input type="checkbox"/> 2nd Day <input type="checkbox"/> 3rd Day	Total Postage & Fees	
lbs. ozs.	Int'l Alpha Country Code	\$	
		Acceptance Emp. Initials	

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PHONE ()



UNITED STATES POSTAL SERVICE®

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Label 11-B, March 2004

Post Office To Addressee

DELIVERY (POSTAL USE ONLY)			
Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Attempt	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			
Delivery Date	Time	<input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Mo. Day			

CUSTOMER USE ONLY	
<input type="checkbox"/> NO DELIVERY <input type="checkbox"/> Weekend <input type="checkbox"/> Holiday	<input type="checkbox"/> MAJL Signature
TO: (PLEASE PRINT) PHONE ()	

☐ **WAIVER OF SIGNATURE (Domestic Mail Only)**
Additional merchandise insurance is void if customer requests waiver of signature. I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

e U.S. Postal Service and is provided solely for use in sending Express Mail. Misuse may be a violation of federal law.

January 4, 2006

Pontiac – GMC Customer Assistance Center
P.O Box 33172
Detroit, MI 48232-5172

To Whom It May Concern:

On September 3, 2006, I leased a 2006 Pontiac G6 from the Arbogast dealership located in Troy, Ohio. Within a few days of driving the car, the power steering light appeared on the radio information system. I called Arbogast and made arrangements to take the car to their service department. They informed me that no problems were found at that time.

On September 17th, while driving down a busy street in Kettering, Ohio, my power steering went out completely freezing the steering of the car and making it impossible to drive. The car had to be towed to Arbogast and was in the shop for approximately four days. I was told at that time there was a problem with the computer board and they had replaced it with a new one.

The power steering light appeared again on the radio information system on December 27th. Arbogast was called the next day and an appointment was set up for December 29th at 10:00 a.m. On my way to Arbogast the morning of the 29th I stopped to fill up with gas at a station in Fairborn, Ohio. While pulling out of the gas station, onto a busy street, the power steering froze up on me once again. I had to back the car off the street and return into the gas station lot without any control of the power steering. Again, the car had to be towed to Arbogast.

Ohio Lemon Law states that if one unsuccessful attempt is made to fix a problem that could cause death or serious injury I have the legal right to ask the manufacture to replace the vehicle or refund the entire purchase price. At this point, I no longer want the vehicle because I never know when the steering is going to go out and I am not willing to risk the life of my daughter and myself.

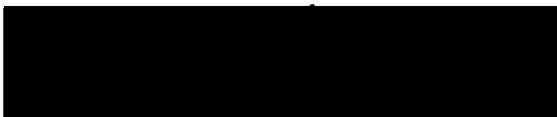
I would like to either have the car replaced or receive a full refund of the money that was required for the taxes and all monthly payments made to GM so that I am able to purchase another vehicle. I would appreciate a timely response to this letter in order to resolve the present situation with this vehicle before the existing problems cause serious injury to my daughter or myself.

I can be reached at the following telephone numbers:

	Home
	Cell
	Work

I look forward to hearing from you soon.

Sincerely,



Privileged and Confidential Information

CASE ASSESSMENT BY: Brittany Griffin

Siebel/CARS Request No: 1-384914058

Customer Name: (REDACTED)

Year of Vehicle: 2006

Make: Pontiac

Model: G6

Current Mileage: 4,000

Vehicle ID No.: 1G2ZH558064XXXXXX

In Service Date: 7/13/2005

Purchased: New

What is customer seeking: Repurchase/ Replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power Steering

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
09/19/05	678	2	Customer states steering inoperative. Vehicle towed in Found codes CO545 and CO460 stored. Found faulty power steering module. Replaced power steering module and recalibrated. Replaced and reprogrammed all sensors.
12/29/05	3,856	6	Vehicle towed in for power steering inoperative. Found codes CO545 and CO460. TAC case #8669966. Instructed to replace steering column. Replaced steering column and steering wheel, calibrated steering sensors and cleared codes. Verified repair, OK

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Radio

<u>Date:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
08/19/05	160	13	No Sound from speakers. Checked all wiring and grounds and everything checked OK. Found faulty solder joint in amplifier itself. Unable to repair. Ordered new amplifier and installed.

Total Days Out of Service: 21 (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)? All Remedies

AVM and/or DEALER RECOMMENDATION(s):

Notified, AVM recommends offering either a 100,000 miles component letter on steering or a 36/36 smart care. AVM advised that he does not feel vehicle merits a replacement/repurchase at this time.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRM does not feel case is a good one to defend in arbitration as steering can be considered safety concern. CRM will recommend that AVM defend in arbitration if case cannot be settled with component letter or Smart care

Decision reached by CRM: Arbitrate case: ☐

Settle case: ☒

Team Manager Approval:

Date:

Customer Claim Form

Contact Date: 01/06/06

Start Date:

Case Number : PGM0634563

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave 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

FAIRBORN, OH

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

E-mail Address: _____

Customer Contact Info: _____

Vehicle InformationName(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: 0

Make: Pontiac/GMC

Model: G6

Model Year: 2006

Current Mileage: 3925

Vehicle Identification Number: 1G2ZH558064

Servicing Dealer/City/State : ARBOGAST BUICK-PONTIAC-GMC TRU,

Selling Dealer/City/State : ARBOGAST BUICK-PONTIAC-GMC TRU, TROY, OH

Insurance Carrier :

Safeco Insurance

Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ☐ No ☒ 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: _____ Mileage at purchase: _____

Lease Date: 09/03/05 Mileage at lease: 143Purchased As : ☐ New ☐ Used ☐ DemoLeased As : ☒ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Is the vehicle in your possession? yes

Lienholder's Name: _____

Leasing Company's Name: GMAC Leasing

Address: _____

Address: PO Box 9001951

City/St/Zip: _____

City/St/Zip: Louisville KY 40290-

Phone: _____

Phone: (800) 200-4622

Lienholder Acct # : _____

Leasing Company's Acct # : 611-9084-07508Customer's Desired Outcome (Describe what you want done to resolve your concern)

The customer would like the manufacturer to replace the vehicle with one functions properly. OR

refund of money already invested into car. (i.e. monthly payments + taxes).

Signature of Titled Owner(s): _____

Date 01/12/06

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

Jan 10 2006 9:38AM

HP LASERJET FAX

P. 8

48714

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1G2ZH558064 [REDACTED]

(or see attached list)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ☒ to the down payment of this vehicle, (b) ☐ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) ☐ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
Supplier	\$ [REDACTED]	GID
Lease Cash	\$ 500	XJC
Dealer Cash	\$ 500	DNC
Incremental CCR	\$ 1000	CGN
Other	\$ [REDACTED]	
Total Incentive Amount Received	\$ 2000	

Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

a. I elect to receive 48 MOS Lease Special
in lieu of _____ and/or _____

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 9/2/05. I acknowledge receipt of incentive(s) as described in Item 1/2 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 9/2/2005

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item 1/2 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [REDACTED]

Date: 9/2/2005Dealership Name: Dave ArbogastDealer Code: 09-155

st must include VIN, Delivery Date and Program Reference

Dealer Note This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File
CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

GM5786 1/01

2006 G6 - GT SEDAN
 67U LIQUID SILVER METALLIC /V6G
 192 EBONY
 ORDER NO. JBQWGD/TRE STOCK NO.
 VIN 1G2 ZH55 80 64

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 ADJUSTMENT INVOICE 2XD04528517
 *****16*09154S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	22555.00	20863.38	INVOICE 06/13/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 04/19/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 04/23/05
FR9 AXLE RATIO 3.29	N/C	N/C	INT COM 06/23/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	PRC EFF 04/19/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G1360 G1360
PED PREMIUM VALUE PACKAGE INCLUDES	2350.00	1950.50	WFP-S QTR OPT-1
* (4) 17" CHROMETECH WHEELS			CHG-TO 09-154
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			SHIP-TO 08-039
* PANORAMIC ROOF, POWER			ANDY MOHR BUICK-P FISHERS IN
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
R9N LEATHER PACKAGE:	1365.00	1132.95	SHIP WT: 3467
* LEATHER APPOINTED SEATING			HP: 32.9
* 6-WAY POWER DRIVER SEAT			GMS: 23595.23
* HEATED FRONT SEATS			SUPPLR: 24653.64
* LEATHER WRAPPED STEERING WHL			MRM: 27045.00
* STEERING WHEEL RADIO CONTROLS			MEMO 1221.00
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

ADD
 R9C

TO ADJ G6 SEDAN PRICING

MSRP ADJUSTMENT	900.00-
DEALER INVOICE	1202.15-
SPECIAL ACCT ADJ.	442.80
NET ADJUSTMENT	759.35-
TOTAL ADJUSTMENT	759.35-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	25920.00	23672.83	ACT 231	759.35-
DESTINATION CHARGE	625.00	625.00		

TOTAL	26545.00	24297.83	759.35-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		23181.90	

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

DON TATE MOTORS, INC.

old

RCMPR010

CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY

02/02/06

PROCESSING SOURCE: BARS

14:15:48

VIN: 1G2ZH5580 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JEQWGD PAGE NO: 1

ODATE: 03/23/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 09155

DDATE: 09/03/05 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 09/07/05 ORDER BY:

CANC:

CANC DOE:

TRADE: 09/03/05 DLVY TO: [REDACTED]

TRD DOE: 09/07/05

SRVC IN: FAIRBORN

OH [REDACTED]

SRVC OUT: CANC SRVC IN:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CCR	01	16 09155	106594	09/10/05	500.00	OP		0.00	9
CGN	01	16 09155	00028806147	09/08/05	1,000.00	OA		0.00	9
DNC	01	16 09155	00028806147	09/08/05	500.00	OA		0.00	9
FFC	01	16 09155	00028806147	09/08/05	31.24	OA		0.00	9
GID	01	16 09155	00028910480	09/27/05	376.14	OA		0.00	9
XJC	01	16 09155	106594	09/10/05	1,628.62	OP		0.00	9

COMMAND ==>

NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCR N PF07=PGUP 08=PGDN

PF09=CURR OPT 10=SPL INST 11=CURR ORD

P/W:

RINPF071

INCENTIVE PROGRAM CATALOG INQUIRY

02/02/06

START BROWSE

PROCESSING SOURCE: CHEVROLET

14:17:02

INCENTIVE CODE/LVL: CCR ____

PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(S)					
—	CCR 163 GSL 06 GMAC CAP COST REDUCTION	07/06/05		P	0
—	CCR 157 GSL 05 GMAC CAP COST REDUCTION	06/02/04		P	02/01/06 2
—	CCR 149 GMAC CAP COST REDUCTION 2004	07/08/03		P	01/17/06 1
—	CCR 115 GMAC CAP COST REDUCTION 2003	07/01/02		P	01/11/05 1
—	CCS 013 GSB 06 CAP COST REDUCTION	09/07/05		T	0
—	CCS 012 GSB 06 CAP COST REDUCTION	09/07/05		P	02/01/06 46
—	CCS 007 GSL 05 CAP COST REDUCTION	02/15/05		P	01/24/06 1
—	CCT 001 GSL 05 CAP COST REDUCTION	02/22/05		P	12/07/05 1
—	CCU 001 CP CST RDCTN FLLSZ SUV 20" WHL	09/13/05		N	0
—	CDA 001 MSC 04 LRG UTILITY PKG DISCOUNT	07/01/03		P	06/19/04 1
—	CDB 001 MSC 04 SPRING SELL SEASON ORD	03/17/04		P	12/22/05 1
—	CDL 003 REG 05 *** INCREM* BONUS CASH	10/01/03		P	12/16/04 1

COMMAND ==> ____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071

INCENTIVE PROGRAM CATALOG INQUIRY

02/02/06

START BROWSE

PROCESSING SOURCE: CHEVROLET

14:17:13

INCENTIVE CODE/LVL: CGN ____

PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	CGN 008 GSL 06 GM CAP COST REDUCTION	08/26/05	12/30/05	P	01/18/06	1
—	CGN 006 GSL 05 GM CAP COST REDUCTION	06/01/05	12/06/05	P	01/31/06	1
—	CJN 002 REG#05 *** INCREM CONSUMER CASH	05/03/05	08/31/05	P	11/29/05	1
—	CJU 004 CCC ** MFP TIERED HOLDBACK PYMT	09/01/03	01/10/06	P	10/21/05	1
—	CJY 010 CCC ** \$100 UPFITTER HLDBK PYMT	01/01/90		P	02/20/04	1
—	CKL 007 MSC FULL SIZE P/U SETTLEMENT	04/29/99	09/18/05	P	01/19/06	3
—	CKM 004 MSC FULL P/U STLMT RD W/O CASH	04/29/99	09/18/05	P	01/30/04	1
—	CKN 004 MSC F SIZE P/U STLMNT W/CASH	04/18/01	09/18/05	P	03/08/03	1
—	CKR 002 MSC FULL SIZE P/U SETTLEMENT	02/13/04	10/13/08	P	02/01/06	7
—	CKS 002 MSC FULL P/U STLMT RD W/O CASH	02/13/04	11/27/05	P	01/19/06	1
—	CKT 002 MSC F SIZE P/U STLMNT W/CASH	02/13/04	11/27/05	P	06/03/05	1
—	CLN 003 REG 05 *** INCREM CONSUMER CASH	05/03/05	08/31/05	P	11/30/05	1

COMMAND ==> ____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071

INCENTIVE PROGRAM CATALOG INQUIRY

02/02/06

START BROWSE

PROCESSING SOURCE: CHEVROLET

14:17:28

INCENTIVE CODE/LVL: DNC ____

PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	DNC 071 NDC 06 NORTH CENTRAL DLR CASH	01/04/06	07/01/06	P		0
—	DNC 068 NDC 05 NORTH CENTRAL DLR CASH	10/01/05	02/01/06	P	01/31/06	3
—	DNC 064 RDC 04 NCR DEALER CASH PGM	08/03/04	07/04/05	P	01/03/06	1
—	DNC 056 RDC 03 NCR DEALER CASH PGM	09/06/02	06/30/04	P	02/23/05	1
—	DNE 074 NDC 06 NORTHEASTERN DLR CASH	01/04/06	07/01/06	P		0
—	DNE 071 NDC 05 NER DLR CASH PGM	10/01/05	02/01/06	P	01/31/06	7
—	DNE 067 RDC 04 NER DEALER CASH PGM	08/03/04	07/04/05	P	11/22/05	1
—	DNE 060 RDC 03 NER DEALER CASH PGM	09/06/02	06/30/04	P	01/01/05	3
—	DNM 003 DIR 04 *** GM LEASE CONQUEST PG	10/01/03	07/31/04	P	12/23/05	1
—	DNM 002 DIR 03 *** GM LEASE CONQUEST PG	10/01/03	07/31/04	P	02/26/04	1
—	DPA 003 BNS 05 *** INCREM* BONUS CASH	12/27/04	04/10/05	P	01/27/06	1
—	DPA 002 BNS 04 *** INCREM* BONUS CASH	12/27/04	04/10/05	P	04/27/05	1

COMMAND ==> ____

MORE RECORDS

PF01=HELP 03=PRV SCRN

PF07=PGUP 08=PGDN

P/W:

RINPF071

INCENTIVE PROGRAM CATALOG INQUIRY

02/02/06

START BROWSE

PROCESSING SOURCE: CHEVROLET

14:17:41

INCENTIVE CODE/LVL: FFC ____

PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY	
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME	
(S)						
—	FFC 060 ** FUEL FILL	09/26/95		P	02/01/06	331
—	FFE 006 FLT 03 FREE ABS EARLY BONUS(VX5	01/01/02		P	01/22/04	1
—	FFI 003 FLT 03 E-FLEET INVENTORY REDUCT	10/03/03		P	10/19/04	1
—	FFM 004 FLT 04 FLEET OUT OF STK DLR CSH	10/10/03	03/01/04	P	11/18/04	2
—	FFM 003 FLT 03 FLEET OUT OF STK DLR CSH	10/10/03	03/01/04	P	11/23/04	1
—	FGE 004 FLT 06 BUSINESS PARTNR GRP ASSO	02/01/05	04/03/06	P	01/27/06	1
—	FGE 003 FLT 05 BUSINESS PARTNR GRP ASSO	02/01/05	03/06/06	P	01/03/06	1
—	FGE 002 FLT 04 BUSINESS PARTNR GRP ASSO	07/15/03	12/31/04	P	01/10/06	1
—	FGG 003 MSC 05 BUS CHOICE \$150 DLR INC	01/04/05	08/28/05	P	05/10/05	57
—	FGG 002 MSC 04 BUS CHOICE \$150 DLR INC	01/04/05	08/28/05	P	05/10/05	1
—	FGL 001 SMALL FLEET GROUP/ASSOCIA CASH	10/09/03		N		0
—	FGP 002 FLT 04 BUSINESS PARTNR GRP ASSO	07/15/03	12/31/04	P	04/15/04	10

COMMAND ==> ____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RINPF071

INCENTIVE PROGRAM CATALOG INQUIRY

02/02/06

START BROWSE

PROCESSING SOURCE: CHEVROLET

14:17:56

INCENTIVE CODE/LVL: GID ____

PAGE NO: 1

FN	INCTV	START	END	ST	LAST	ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE	/ VOLUME
(S)						
—	GID 023 CRP 07 GM IN THE DRIVEWAY PGM	10/01/05	12/31/06	P	01/31/06	12
—	GID 022 CRP 06 GM IN THE DRIVEWAY PGM	01/01/05	12/31/06	P	02/01/06	19
—	GID 021 CRP 05 GM IN THE DRIVEWAY PGM	04/01/04	12/31/06	P	01/31/06	22
—	GID 020 CRP 03 GM IN THE DRIVEWAY PGM	04/01/04	12/31/04	P	05/10/05	1
—	GID 017 CRP 04 GM IN THE DRIVEWAY PGM	04/01/04	10/03/06	P	01/25/06	2
—	GIU 001 NATL \$500 SALESPERSON W SERIES	12/30/04		N		0
—	GKA 003 BNS 05 *** INCREM* BONUS CASH	02/19/05	06/07/05	P	06/28/05	1
—	GKA 002 BNS 04 *** INCREM* BONUS CASH	02/19/05	06/07/05	P	03/03/05	2
—	GKL 002 BNS 05 LMG INCREM* BONUS CASH	02/19/05	05/28/05	P	09/27/05	1
—	GKM 002 BNS 05 *** INCREM* BONUS CASH	02/18/05	06/07/05	P	12/31/05	1
—	GKM 001 BNS 04 *** INCREM* BONUS CASH	02/18/05	06/07/05	P	06/10/05	2
—	GLM 001 \$500 AUTO SHOW BONUS CASH PRG	02/18/05		N		0

COMMAND ==> ____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

RENPF071

INCENTIVE PROGRAM CATALOG INQUIRY

02/02/06

START BROWSE

PROCESSING SOURCE: CHEVROLET

14:18:07

INCENTIVE CODE/LVL: XJC ____

PAGE NO: 1

FN	INCTV	START	END	ST	LAST ACTIVITY
CD	CD LVL DESCRIPTION	DATE	DATE	CD	DATE / VOLUME
(S)					
—	XJC 255 GSB 07 GMAC 2007 SMARTLEASE	01/11/06		P	0
—	XJC 254 GSB 06 GMAC 2006 SMARTLEASE	07/06/05		P	0
—	XJC 250 GSB 05 GMAC 2005 SMARTLEASE	03/02/04		P	02/01/06 5
—	XJC 236 GSB 04 GMAC 2004 SMARTLEASE	07/08/03		P	11/01/05 3
—	XJC 212 GSB 03 GMAC 2003 SMARTBUY	07/01/02		P	03/19/05 1
—	XJD 012 GSB 06 GMAC 2006 SMARTLEASE	09/07/05		T	0
—	XJD 011 GSB 06 GMAC 2006 SMARTLEASE	09/07/05		P	02/01/06 17
—	XJD 007 GSB 05 GMAC 2005 SMARTLEASE	02/15/05		P	01/24/06 1
—	XJE 001 GSL# 05 GMAC SMARTLSE SLSPRSN	02/22/05		P	12/07/05 1
—	XJF 002 GSB 06 GMAC CHROME WHEEL SMRTLS	10/01/05		P	01/31/06 2
—	XJN 001 MEDIUM DUTY EZ LEASE 48	12/07/04		N	0
—	XL1 039 RDC 05 *** FINAL PAY REBILLINGS	01/05/06		P	02/01/06 14

COMMAND ==> ____

MORE RECORDS

PF01=HELP 03=PRV SCRIN

PF07=PGUP 08=PGDN

P/W:

Revised 3/17/05

ADR REPURCHASE CHECKLIST**Effective date: 08/26/2004**

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☒ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- ☒ Invoice on original vehicle Socrates (Max Retriever)-old VIN & new VIN if a trade
- ☒ Incentive Acknowledgement Form
- ☒ Signed Bill of Sale on original vehicle
- ☒ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
- ☒ Agreement to Arbitrate
- ☒ *N/A* Repair Orders (KY and FL only)
- ☒ *N/A* Invoice for any conversion package (if applicable)
- ☒ *N/A* Receipts for any after-market items (if applicable)
- ☒ BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)
- ☒ *N/A* Signed customer acceptance of decision for Mandatory Repurchases
- ☒ Financial Institution information including: account #, phone # & Institution name
- ☒ Overallowance/Incentives/Negative Equity Form
- ☒ *N/A - no trade* ACV on trade-in documented
- ☒ *N/A* Copy of the Customer Claim Form (CCF) only on Mandates
- ☒ *N/A* Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #



Council of Better Business Bureaus, Inc.

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

14605

February 14, 2006

Re: [REDACTED] vs Pontiac/GMC Division # PGM0634563 VIN: 1G2ZH558064 [REDACTED]

[REDACTED]
FAIRBORN OH [REDACTED]

Dear [REDACTED]:

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Ms. Brittany Griffin, on behalf of General Motors and [REDACTED], consumer, have agreed to the following regarding Ms. [REDACTED] 2006 Pontiac G6. [REDACTED] has offered to voluntarily replace [REDACTED] vehicle, MSRP to MSRP (Manufacturer's Suggested Retail Price). [REDACTED] would be responsible for any upgrades and the taxes on those upgrades. [REDACTED] has accepted this offer. There is no usage deduction on this transaction. The replacement vehicle is to be received within forty five days from the date Ms. Griffin receives the new vehicle's VIN.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Lateshia Bland at Extension 533

cc: Brittany Griffin



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

April 6, 2006

Fairborn, OH

Straight Lease Settlement Letter

Subject: 2006 Pontiac G6

VIN: 1G2ZH558064

RVDC Case Number: 14605

Dear

We regret that you are dissatisfied with your 2006 Pontiac G6 and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied General Motor customer. General Motors will repurchase your vehicle for \$25,711.10. This offer was calculated by using the following figures:

Total Repurchase Amount	\$25,711.10
Down Payment	\$2,000.00
Payments	\$2,544.40
Registration/License/Title Fees	\$110.50
Tax	\$140.00
GMAC fee	\$595.00
Less Incentives	\$2,000.00
Less Payoff of Original Vehicle-Good until 5/2/06	\$22,321.20
Total Amount to Customer	\$3,389.90

****AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

The requirements of the straight repurchase are as follows.

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (used only for titling purposes)
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** - needs to be intact and functional.
- ⇒ **Title** - if no lien, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives** - no cash backs rebates or incentives of any kind are applicable towards this transaction

Voluntary/ Mandatory Repurchase☐ BBB Case☐ Trade

OR

Straight

☐ State Case

Lease

COMPLIANCE DATE

3/10/06ADR REQUEST
NUMBER1-384 914 058

CUSTOMER NAME



LAST SIX OF VIN



ADR CRM

Brittany Griffin

EXT.

56627

AVM

John Hauran

PHONE

6300925179

DATE ACCEPTANCE RECEIVED

2/10/06

NUMBER OF DAYS FOR COMPLIANCE

30

TEAM MANAGERS SIGNATURE

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

14605

Ver.4-9/25/2002

electronic Preliminary Repurchase Authorization (ePRA)(**To go from field to field, use the **TAB KEY**)

- 1.Date (mm/dd/yyyy): 02/15/2006
2.Customer Name: [REDACTED]
3.Customer Address: [REDACTED]
4.Customer City, State, and Zip: Fairborn, Oh [REDACTED]
5.Primary Customer Phone #: [REDACTED] Work
6.Additional Customer Phone #: [REDACTED] Mobile
7.Customer fax #: n/a
8. Cust Drivers Licenses #: n/a
9. State tax % rate: n/a

Customer Vehicle Information

- 10.Year/Make/Model: 2006 Pontiac G6
11.VIN (17 Digits): 1G2ZH558064 [REDACTED] 12.Current Mileage: 4,000
13.Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

- 14.Dealership Name: Arbogast Buick-Pontiac-GMC Truck, Inc.
15.Dealership Phone #: (937) 335-0068
16.Dealership Contact Name and TITLE: David Trabert, Sales Manager
17.Dealership Contact Phone # (if different than Dealership #): x232
18.Dealership Contact Fax #: (937) 335-0471
19.Dealership BAC: 118418 Region: Northeast

20.What **GOODWILL TOOLS** were offered?

- | | | | |
|-------------------------------------|---------------------------|--------------------------|-----------------------------|
| <input checked="" type="checkbox"/> | Component Coverage Letter | <input type="checkbox"/> | Miscellaneous Reimbursement |
| <input type="checkbox"/> | Maintenance Letter | <input type="checkbox"/> | American Express Check |
| <input type="checkbox"/> | Owner Loyalty Certificate | <input type="checkbox"/> | Other |
| <input checked="" type="checkbox"/> | GM SmartCare | <input type="checkbox"/> | NOTHING OFFERED |
| <input type="checkbox"/> | GMPP | | |

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? n/a**TAC case number is required and if not available, Please explain why not?**

- 23.CAC Case Number: 1-384914058 24.TAC Case Number: 8669966
25.If no TAC number, Explain: N/a

26.Reason for Repurchase (Include specific mechanical failure): Power steering Inoperative27.This case was resolved by: Field Decision working with open case in Tampa ADR

28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? TRADE REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): No Damage**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** 2G2WP552461 [REDACTED]33.New Vehicle Year/Make/Model: 2006 Pontiac Grand Prix34..Upgrade ☐ Downgrade ☒ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): \$200**35.Usage/Depreciation Amount:**

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: Usage waived due to extremely low mileage

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): no
aftermarket items

37. Lease Termination Terms: n/a

38. Who will be responsible for the **Taxes and/or Fees**? General Motors

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain: GM will be responsible for taxes and fees

39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

**NO Rebates are to be applied to the replacement vehicle*

**GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle*

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40. General Comments/Special Instructions: _____

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/10/2006

42. Authorizer Name: Brittany Griffin/ John Havran

43. GM Position: BRC CRM/ AVM

44. VoiceMail Node: 630092 Mailbox Number: 8179

45. Email Address: n/a

Save this document using the customers last name plus the last 8 of the VIN as the Filename.

Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com

Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.



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.

February 14, 2006

Re: [REDACTED] vs Pontiac/GMC Division # PGM0634563 VIN: 1G2ZH558064 [REDACTED]

[REDACTED]
FAIRBORN OH [REDACTED]

Dear [REDACTED]:

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Sincerely,

Lateshia Bland at Extension 533

cc: Brittany Griffin

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

FAIRBORN GREENE OH

Garaging address (if different)

Principal driver (if business use)

LESSOR (Retailer)

DAVE ARBOGAST BUICK PONTIAC GMC INC.
3540 S. COUNTY 25A
TROY OH 45373

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

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

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

☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to GMAC

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

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6	GT S04	1622H5C8064	143	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural
Dealer Installed Options:						<input checked="" type="checkbox"/> GVW (if truck) <input type="checkbox"/> Public Conveyance

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ 2508.05	2. Monthly Payments Your first monthly payment of \$ 318.05 is due on 09/03/05 followed by 4 payments of \$ 318.05 due on the 3rd of each month. The total of your monthly payments is \$ 16266.40	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ N/A \$ Total \$	4. Total of Payments (The amount you will have paid by the end of the lease.) 0 0 0 \$ 17456.40
--	--	--	---

Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	\$ 2000.00
b. First monthly payment	\$ 318.05
c. Refundable security deposit	\$ 0
d. Title fees	\$ 10.00
e. Registration fees	\$ 40.00
f. Sales/use tax	\$ 140.00
g.	\$ 0
h.	\$ 0
i.	\$ 0
j. Total	\$ 2508.05

6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ 0
b. Rebates and noncash credits	\$ 2000.00
c. Amount to be paid in cash	\$ 508.05
d. Total	\$ 2508.05

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 24653.54) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 26242.16
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ 2000.00
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ 24242.16
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ 11899.80
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ 12342.36
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ 2924.04
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ 15266.40
h. Lease payments. The number of payments in your lease	48

Early Termination. You may have to pay a substantial charge if you
The actual charge will depend on when the lease is terminated.

This lease early. The charge may be up to several thousand dollars.
If you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ 15 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 1899.00, plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of this vehicle	\$	24653.64
b. GMAC administrative fee	+	595.00
c. License/registration/title fees	+	0
d. Sales tax	+	993.52
e. Other tax (describe)	+	0
f. Optional service contract	+	0
g. Optional maintenance contract	+	0
h. Optional life insurance	+	0
i. Optional disability insurance	+	0
j.	+	0
k.	+	0
l. Gross Capitalized Cost	=	26242.15

12. THE VEHICLE YOU ARE TRADING	N/A	N/A	N/A
	(year)	(make)	(model)
Gross trade-in value			\$ 0
Payoff			\$ 0
Net trade-in value			= \$ 0

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1333.52
The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$	0
b. Registration fees/taxes	\$	0
c. License fees/taxes	\$	200.00
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	1133.52
e. Excise taxes	\$	0
f. Property taxes	\$	0
g. Other (describe)	\$	0
h. Other (describe)	\$	0
i. Other (describe)	\$	0

14. MILEAGE.

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

Extra Miles. You are buying 0 extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 60143 miles.
Starting odometer mileage 143 miles
Base mileage allowance + 60000 miles

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

17. SCHEDULED LEASE END DATE. This lease is scheduled to end on 10/31/09
You are scheduled to return the vehicle on this date. (month) (day) (year)

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

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: SAFE CO. INC.
Insurance agency name: Auto Club Insurance Agency
Agency address: 1550 N. Main St., Dayton, OH 45415
Agency phone no.: 937 224 2535
Agent's name: Auto Club Insurance Agency
Policy no.: 100,000 ☐ Liability ☐ Physical damage
Deductibles: Collision \$ 250 Comprehensive \$ 100

Insurance company name: OK 100,000
Insurance agency name: 300,000
Agency address: OK 100,000
Agency phone no.: OK 100,000
Agent's name: OK 100,000
Policy no.: OK 100,000 ☐ Physical damage
Deductibles: Collision \$ OK 100,000 Comprehensive \$ OK 100,000

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: _____
Address: _____
☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ _____
Coverage limit \$ _____
☐ Disability Insurance (Lessee only) Premium \$ _____
Monthly coverage limit \$ _____
☒ UNINSURED MOTORIST X Age _____
☒ UNDERINSURED MOTORIST X Age _____

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

☒ Standard manufacturer's warranty.
☐ _____

Warranty papers that are separate from this lease state any coverage limits.
The law gives you a warranty that the vehicle conforms to the description in this lease.
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

your most payment it taxes charge. we may bill you separately for taxes.

TOTAL DEDUCTIBLE FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1333.52

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

a. Title/lien fees	\$	0
b. Registration fees/taxes	\$	0
c. License fees/taxes	\$	200.00
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	1133.52
e. Excise taxes	\$	0
f. Property taxes	\$	0
g. Other (describe)	\$	0
h. Other (describe)	\$	0
i. Other (describe)	\$	0

14. MILEAGE

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

Extra Miles. You are buying 0 extra miles at \$ 11.4 per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ 11.4 per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 60143 miles.

Starting odometer mileage	<u>143</u> miles
Base mileage allowance	+ <u>60000</u> miles
Purchased extra miles	+ <u>0</u> miles

Excess Mileage Charge. The excess mileage charge is \$ 15 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

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

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

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

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

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT TROY, OH (city) (state) ON SEPTEMBER 30th 2004

DAVE ARBOGAST BUICK PONTIAC GMC INC. (Signature) (Name)

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

DAVE ARBOGAST BUICK PONTIAC GMC INC. (Signature) (Name)

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

671 MONTHLY 11/2001 (4)
 Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Lease Agreement 9

TRIPPLICATE ORIGINAL - DEALER

3. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: _____

Address: _____

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ _____
 Coverage limit \$ _____

☐ Disability insurance (Lessee only): Premium \$ _____
 Monthly coverage limit \$ _____

Age _____

Age _____

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

☒ Standard manufacturer's warranty.

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

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

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

7. Your monthly payment

determined as shown below:

a. Capitalized cost. The agreed upon value of the vehicle (\$ 24653.64)

insurance, and any outstanding prior credit or lease balance)

b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost

c. Adjusted capitalized cost. The amount used in calculating your base monthly payment

d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment

e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term

f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts

g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge

h. Lease payments. The number of payments in your lease

i. Base monthly payment

j. Monthly sales/use tax (estimated)

k.

l. Total monthly payment

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ 15 per mile.9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 11899.80, plus official fees and taxes.

10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle \$ 24653.64
 b. GMAC administrative fee + \$ 595.00
 c. License/registration/title fees + \$ 0
 d. Sales tax + \$ 993.52
 e. Other tax (describe) + \$ 0
 f. Optional service contract + \$ 0
 g. Optional maintenance contract + \$ 0
 h. Optional life insurance + \$ 0
 i. Optional disability insurance + \$ 0
 j. + \$ 0
 k. + \$ 0

l. Gross Capitalized Cost = \$ 26242.1512. THE VEHICLE YOU ARE TRADING. N/A N/A N/A

(year) (make) (model)
 Gross trade-in value \$ 0
 Payoff \$ 0
 Net trade-in value = \$ 0

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1333.52

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

a. Title/ten fees \$ 0
 b. Registration fees/taxes \$ 0
 c. License fees/taxes \$ 200.00
 d. Sales/use taxes (including tax on capitalized cost reduction) \$ 1133.52
 e. Excise taxes \$ 0

any items you pay for over the lease term (such as service contracts,

\$ 26242.15
 - \$ 2000.00
 = \$ 24242.15
 - \$ 11899.80
 = \$ 12342.35
 + \$ 2924.04
 = \$ 15266.40
 + 48
 = \$ 318.05
 + \$ 0
 + \$ 0
 = \$ 318.05

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

17. SCHEDULED LEASE END DATE. This lease is scheduled to end on 10/2/09
 You are scheduled to return the vehicle on this date. (month) (day) (year)18. LEASE END DAILY EXTENSION CHARGE \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: SAFE CO. of Ill
 Insurance agency name: Auto Club Ind Agency
 Agency address: 1450 N. Main St. DeKalb, IL 60115
 Agency phone no.: 815-724-2835
 Agent's name: Auto Club Ind Agcy
 Policy no.: 100,000
☐ Liability ☐ Physical damage
 Deductibles: Collision \$ 250 Comprehensive \$ 100

Insurance company name: 300,000
 Insurance agency name: OK 100,000
 Agency address: OK 100,000
 Agency phone no.: OK 100,000

Agent's name: OK 100,000
 Policy no.: OK 100,000
☐ Physical damage
 Deductibles: Collision \$ OK 100,000 Comprehensive \$ OK 100,000

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: OK 100,000
 Address: OK 100,000

☐ Life Insurance ☐ Lessee ☐ Co-Lessee ☐ Both Premium \$ OK 100,000
 Coverage limit \$ OK 100,000



3540 S Co Rd 25A - PO Box 219, Troy, Ohio 45373-0219

**FAX COVER SHEET**Date: 1/10/06Time: 9:30Pages (including this cover sheet): 12To: Brittany GriffinDepartment: BRC CRMFax Number: 866-215-8521From (FAX # 937.335.0471): Bill SicklenComments: Copies you Requested # 1 - 384914058This was a lease not trade

PLEASE NOTE: This fax was intended for the exclusive viewing of the previously indicated party. If for any reason this fax was received in error and/or you no longer wish to receive faxes from Dave Arbogast Buick-Pontiac-GMC, Inc., please call or fax the numbers below and provide the following information so we can process your request: name, name of your company (if applicable), fax number and that you no longer wish to receive faxes from Dave Arbogast Buick-Pontiac-GMC, Inc. **IF YOU DO NOT RECEIVE ALL COPIES, PLEASE CALL (937) 335-0068 or 1-800-860-6673**

Fax Server

1/9/2006 2:12

PAGE 002/002

Fax Server

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

01/09/06

Bill Sickler
Arhagast Buick-Pontiac-GMC Truck, Inc.
PO Box 219
Troy, OH 45373-0219
Re: [REDACTED]

Siebel Request: 1-384914058
2006 Pontiac G6
VIN # 1G2ZH558064 [REDACTED]

9/05

Dear Mr. Sickler:

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

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

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

Please fax them to the number found below within 24 hours. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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

Sincerely,

Brittany Griffin
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58627
FAX# 866-715-8521

238 252
232 383
230 880

94793

ARBOGAST

BUICK-PONTIAC-GMC TRUCK

3540 So. County Rd. • P.O. Box 219 • TROY, OHIO 45373-0219

Troy 335-0068 • 1-800-860-6673

PURCHASER'S NAME GMACAR			
STREET ADDRESS [REDACTED] 8 [REDACTED]			
CITY MIDVALE		STATE UT	ZIP [REDACTED]
SOCIAL SECURITY NUMBER [REDACTED]			
COUNTY		RES. PHONE	BUS. PHONE
ENTER MY ORDER FOR ONE <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> CONV. VAN <input type="checkbox"/> NEW <input type="checkbox"/> CAR <input type="checkbox"/> RENTAL VEHICLE <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> FACTORY OFFICIAL CAR AS FOLLOWS:			
YEAR 06	MAKE PONTIAC	MODEL G6	TYPE GT SDN
COLOR LIQUID SL	SERIAL NO. 1G2ZH558064 [REDACTED]		
CONVERSION PKG. 22918		SALESMAN EVERETT,	TO BE DELIVERED ON OR ABOUT 02 SEP 2005
ODOMETER MILEAGE STATEMENT THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 43 MILES/KILOMETERS AND IS ACCURATE UNLESS CHECKED BELOW <input type="checkbox"/> ODOMETER MILEAGE IS NOT ACCURATE REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE			
REMARKS			
[REDACTED]			
<input type="checkbox"/> SEE SPOT DELIVERY AGREEMENT ATTACHED <input type="checkbox"/> SEE DELIVERY REPORT ATTACHED <input type="checkbox"/> USED VEHICLE LIMITED WARRANTY APPLIES. SEE ATTACHED FOR DETAILS.			
CUSTOMER WILL PROCURE OWN INSURANCE THROUGH: CO. _____ AGENT _____ ADDRESS _____ TEL. # _____			
DESCRIPTION OF TRADE IN			
YEAR	MAKE AND MODEL		TYPE
COLOR	SERIAL NO.		
MILEAGE			
LIEN PAYOFF WHERE:			
ADDRESS:			
ACCOUNT NO.:			
PHONE:			
BY:			
TILL:			
CREDIT	LENDING INSTITUTION GMACAB		
BY		DATE	

[illegible]

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. IN THE EVENT THAT ANY SERVICE CONTRACT IS SOLD, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN DURATION TO THE TERM OF THE SERVICE CONTRACT.

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into or will be recognized. If this agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as it appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this order.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE ~~IS PART OF THIS CONTRACT~~ INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

ORDER IS NOT VALID UNLESS SIGNED AND
BY DEALER OR HIS AUTHORIZED REPRESENTATIVE

ACCEPTED
BY:

(DEALER OR AUTHORIZED REPRESENTATIVE)

your monthly payment if taxes change. We may bill you separately for taxes.
TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1333.52
The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$	0
b. Registration fees/taxes	\$	0
c. License fees/taxes	\$	200.00
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	1133.52
e. Excise taxes	\$	0
f. Property taxes	\$	0
g. Other (describe)	\$	0
h. Other (describe)	\$	0
i. Other (describe)	\$	0

14. MILEAGE.

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

Extra Miles. You are buying 0 extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

Total Allowed Mileage on the Odometer at Lease End is 60143 miles.
Starting odometer mileage 143 miles
Base mileage allowance 60000 miles
Purchased extra miles 0 miles

Excess Mileage Charge. The excess mileage charge is \$ 15 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

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

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

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

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

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT TROY, OH (city) (state) ON SEPTEMBER 30th (month) (day) 2004 (year)

LESSEE: X [Signature] BY: X [Signature] CO-LESSEE: X
LESSOR: DAVE ARBOGAST BUICK PONTIAC GMC INC SIGNATURE AND TITLE: X [Signature] TITLE: Agent

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

LESSOR: DAVE ARBOGAST BUICK PONTIAC GMC INC BY: X [Signature] TITLE: Agent

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

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: _____
Address: _____

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ _____
Coverage limit \$ _____

☐ Disability insurance (Lessee only) Premium \$ _____
Monthly coverage limit \$ _____

LESSEE'S SIGNATURE: X _____ Age _____

CO-LESSEE'S SIGNATURE: X _____ Age _____

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

☒ Standard manufacturer's warranty

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

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

22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

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

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

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

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ 15 per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 11899.80, plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$	24653.64
b. GMAC administrative fee	+	\$ 595.00
c. License/registration/title fees	+	\$ 0
d. Sales tax	+	\$ 993.52
e. Other tax (describe)	+	\$ 0
f. Optional service contract	+	\$ 0
g. Optional maintenance contract	+	\$ 0
h. Optional life insurance	+	\$ 0
i. Optional disability insurance	+	\$ 0
j.	+	\$ 0
k.	+	\$ 0
I. Gross Capitalized Cost	=	\$ 26242.16

12. THE VEHICLE YOU ARE TRADING. N/A N/A N/A

	(year)	(make)	(model)
Gross trade-in value			\$ 0
Payoff			- \$ 0
Net trade-in value			= \$ 0

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1333.52

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

a. Title/lien fees	\$	0
b. Registration fees/taxes	\$	0
c. License fees/taxes	\$	200.00
d. Sales/use taxes (including tax on capitalized cost reduction)	\$	1133.52
e. Excise taxes	\$	0
f. Property taxes	\$	0
g. Other (describe)	\$	0
h. Other (describe)	\$	0
i. Other (describe)	\$	0

14. MILEAGE.

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

Extra Miles. You are buying 0 extra miles at \$ N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. **There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.**

Total Allowed Mileage on the Odometer at Lease End is 60143 miles.

Starting odometer mileage		<u>143</u> miles
Base mileage allowance	+	<u>60000</u> miles

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

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 02/02/09. You are scheduled to return the vehicle on this date. (month) (day) (year)

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

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: SAFE CO 90 JILL
Insurance agency name: Auto Club Ind Agency
Agency address: 1550 N Main St Dayton OH 45415
Agency phone no.: 937 224 2835
Agent's name: Auto Club Ind Agency

Policy no. ☐ Liability ☐ Physical damage
Deductibles: Collision \$ 250 Comprehensive \$ 100

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

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name:
Address:

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

LESSEE'S SIGNATURE X Age

CO-LESSEE'S SIGNATURE X Age

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

☒ Standard manufacturer's warranty

☐

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

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

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>24653.64</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	= \$ <u>26242.15</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	= \$ <u>2000.00</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$ <u>24242.15</u>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	= \$ <u>11899.00</u>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$ <u>12342.36</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$ <u>2924.04</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$ <u>15266.40</u>
h. Lease payments. The number of payments in your lease	+ <u>48</u>
i. Base monthly payment	= \$ <u>318.05</u>
j. Monthly sales/use tax (estimated)	+ \$ <u>0</u>
k. _____	+ \$ <u>0</u>
l. Total monthly payment	= \$ <u>318.05</u>

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

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of \$ 15 per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 11899.00, plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ <u>24653.64</u>
b. GMAC administrative fee	+ \$ <u>595.00</u>
c. License/registration/title fees	+ \$ <u>0</u>
d. Sales tax	+ \$ <u>993.52</u>
e. Other tax (describe)	+ \$ <u>0</u>
f. Optional service contract	+ \$ <u>0</u>
g. Optional maintenance contract	+ \$ <u>0</u>
h. Optional life insurance	+ \$ <u>0</u>
i. Optional disability insurance	+ \$ <u>0</u>
j. _____	+ \$ <u>0</u>
k. _____	+ \$ <u>0</u>
l. Gross Capitalized Cost	= \$ <u>26242.15</u>

12. THE VEHICLE YOU ARE TRADING. N/A N/A N/A

(year)	(make)	(model)
Gross trade-in value	\$ <u>0</u>	
Payoff	- \$ <u>0</u>	
Net trade-in value	= \$ <u>0</u>	

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

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 1333.52

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

a. Title/lien fees	\$ <u>0</u>
b. Registration fees/taxes	\$ <u>0</u>
c. License fees/taxes	\$ <u>200.00</u>
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ <u>1133.52</u>
e. Excise taxes	\$ <u>0</u>
f. _____	\$ <u>0</u>

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

17. **SCHEDULED LEASE END DATE.** This lease is scheduled to end on 01/10/09. You are scheduled to return the vehicle on this date. (month) (day) (year)

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

19. **REQUIRED VEHICLE INSURANCE INFORMATION.** You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: SAFE CO 90 811

Insurance agency name: Auto Club Ins Agency

Agency address: 6550 N. ALMA ST. DUBLIN, OH 43015

Agency phone no.: 613-722-2435

Agent's name: Auto Club Ins Agency

Policy no.: 100,000

Deductibles: Collision \$ 250 Comprehensive \$ 100

Insurance company name: _____

Insurance agency name: _____

Agency address: _____

Agency phone no.: _____

Agent's name: _____

Policy no.: _____

Deductibles: Collision \$ _____ Comprehensive \$ _____

20. **OPTIONAL LIFE AND DISABILITY INSURANCE.** We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: _____

Address: _____

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ _____

Coverage limit \$ _____

GMAC SMARTLEASE® AGREEMENT – Monthly Payment

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

FAIRBORN GREENE OH

Garaging address (if different)

Principal driver (if business use)

LESSOR (Retailer)

 DAVE ARBOGAST BUICK PONTIAC GMC INC.
 3540 S. COUNTY 25A
 TROY OH 45373

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

- ☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to GMAC
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2006	PONTIAC G6	GT SDN	1G2ZH558064	143	<input checked="" type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural <input type="checkbox"/> Public Conveyance
Dealer Installed Options:						GVW (if truck)

FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <u>2508.05</u>	2. Monthly Payments Your first monthly payment of \$ <u>318.05</u> is due on <u>09/03/05</u> , followed by <u>4</u> payments of \$ <u>318.05</u> due on the <u>3RD</u> of each month. The total of your monthly payments is \$ <u>15266.40</u>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <u>0</u> <u>N/A</u> \$ <u>0</u> Total \$ <u>0</u>	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <u>17456.40</u>
---	---	---	---

Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery: a. Capitalized cost reduction \$ <u>2000.00</u> b. First monthly payment \$ <u>318.05</u> c. Refundable security deposit \$ <u>0</u> d. Title fees \$ <u>10.00</u> e. Registration fees \$ <u>40.00</u> f. Sales/use tax \$ <u>140.00</u> g. \$ <u>0</u> h. \$ <u>0</u> i. \$ <u>0</u> j. Total \$ <u>2508.05</u>	6. How the Amount Due at Lease Signing or Delivery will be paid: a. Net trade-in allowance \$ <u>0</u> b. Rebates and noncash credits \$ <u>2000.00</u> c. Amount to be paid in cash \$ <u>508.05</u> d. Total \$ <u>2508.05</u>
--	---

7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>24653.64</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ <u>26242.16</u>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	- \$ <u>2000.00</u>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	= \$ <u>24242.16</u>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	- \$ <u>11899.80</u>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$ <u>12342.36</u>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$ <u>2924.04</u>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	= \$ <u>15266.40</u>
h. Lease payments. The number of payments in your lease	+ <u>48</u>
i. Base monthly payment	= \$ <u>318.05</u>

GM

45114

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1G2ZH558064 [REDACTED] (or see attached list)**1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ☒ to the down payment of this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied), or (c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<u>Supplier</u>	<u>\$</u>	<u>GID</u>
<u>Lease Cash</u>	<u>\$ 500</u>	<u>XJC</u>
<u>Dealer Cash</u>	<u>\$ 500</u>	<u>DNC</u>
<u>Incremental CCR</u>	<u>\$ 1000</u>	<u>CGN</u>
<u>Other</u>	<u>\$</u>	
Total Incentive Amount Received	<u>\$ 2000</u>	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc..)

a. I elect to receive 48 MOS Lease Special
in lieu of _____ and/or _____

b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 9/2/05. I acknowledge receipt of incentive(s) as described in Item 1/2 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 9/2/2005

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item 1/2 have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors-

Authorized Dealer Signature: [Signature]

Date: 9/2/2005Dealership Name: Dave ArbogastDealer Code: 09-155

* List must include VIN, Delivery Date and Program Reference

Dealer Note This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File
CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC

238252



INVOICE

3540 South County Rd. 25-A

Troy, Ohio 45373

Sales: (937) 335-0068 * Service: (937) 335-0068

Parts: (937) 440-6773 * Toll Free: 800-860-6673

DUPLICATE 1

PAGE 1

FAIRBORN, OH

HOME BUS:

SERVICE ADVISOR: 485 CHRIS TRABERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/ OUT	TAG	
LIQUID SIL	06	PONTIAC G6	1G2ZH558064		3856/3856		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP05 IS			17:00 29DEC05		72.00	CASH	10JAN06
R.O. OPENED		READY	OPTIONS: STK:22918 DLR:41381				

13:52 29DEC05 16:28 03JAN06

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A VEHICLE TOWED IN FOR NOP POWER STEERING AND THE POWER STEERING LIGHT

COMING ON

CAUSE: NO STEERING

E7680 COLUMN ASSEMBLY, STEERING REPLACE

621 LESTER, MARK LIC#:

WP94

1 88967179 S/COL REM

1 15274511 F-WHEEL

ST TIME, STRAIGHT *

621 LESTER, MARK LIC#:

WP94

(N/C)

(N/C)

(N/C)

(N/C)

MISC OVERNIGHT CHG

WP94

FC:

SUBL CHRISTOPHERS TOW

PO#86383

WP94

(N/C)

(N/C)

3856 REPLACED STEERING COLUMN AND WHEEL STRAIGHT TIME #621 SCANNED FOR CODES AND FOUND C0545 AND C0460 STORED IN HISTORY. CALLED GM TAC AND TALKED TO JAMIE JASKULA AND STARTED CASE #8669966. THERE WAS NO CASES EVER FOR THIS CONCERN WITH TAC. TAC WANTED TO DUPLICATE CONCERN. CALLED ANOTHER GM PERSON AND WAS INSTRUCTED TO REPLACED STEERING COLUMN. RELPACED STEERING COLUMN AND STEERING WHEEL. CALIBRATED STEERING SENSORS AND CLEARED CODES. CHECKS GOOD ATTHI STIME.

B WARRANTY RENTAL 12/29/05 1:50PM

CAUSE: RENTAL

Z7906 RENTAL EXPENSE

621 LESTER, MARK LIC#:

WR

FC: PART#: COUNT:

CLAIM TYPE:

(N/C)

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMED IN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY FOR () MONTHS OR () THOUSAND () MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR () DAYS OR () THOUSAND () MILES WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP. EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR 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 SAID PARTS OR THIS REPAIR.

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SHOP SUPPLIES COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed \$10.00 to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

238252



INVOICE

3540 South County Rd. 25-A

Troy, Ohio 45373

Sales: (937) 335-0068 * Service: (937) 335-0068

Parts: (937) 440-5773 * Toll Free: 800-860-6673

FAIRBORN, OH

HOME: [REDACTED] BUS [REDACTED]

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 485 CHRIS TRABERT

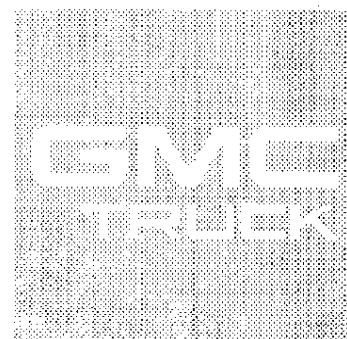
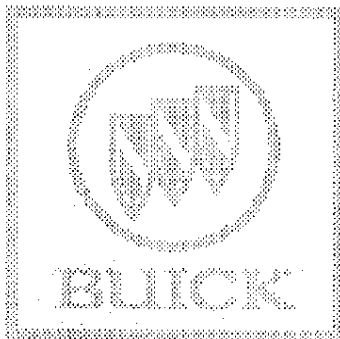
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/ OUT	TAG
LIQUID SIL	06	PONTIAC G6	1G2ZH558064		3856/3856	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
03SEP05 IS			17:00 29DEC05		72.00	CASH
R.O. OPENED	READY	OPTIONS: STK:22918 DLR:41381				
13:52 29DEC05	16:28 03JAN06					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
AUTH CODE:					TOTAL	

SUBL RENTAL

PO#238252

WR

(N/C)

Goodwrench
Service

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

232383



INVOICE

DUPLICATE 2
PAGE 1

3540 South County Rd. 25-A

Troy, Ohio 45373

Sales: (937) 335-0068 * Service: (937) 335-0068

Parts: (937) 440-5773 * Toll Free: 800-860-6673

FAIRBORN, OH

HOME BUS:

SERVICE ADVISOR: 485 CHRIS TRABERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/ OUT	TAG	
LIQUID SIL	06	PONTIAC G6	1G2ZH558064		678/678		
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
03SEP05 IS			17:00 19SEP05		72.00	CASH	10JAN06

R.O. OPENED READY OPTIONS: STK:22918 DLR:41381

07:06 19SEP05 14:21 20SEP05

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A VEHICLE TOWED IN FOR STEERING INOP

CAUSE: INOP

E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC
POWER STEERING REPLACE621 LESTER, MARK LIC#: [REDACTED]
WP94

1 15225637 MOTOR

ST TIME, STRAIGHT *

621 LESTER, MARK LIC#: [REDACTED]
WP94

(N/C)

(N/C)

(N/C)

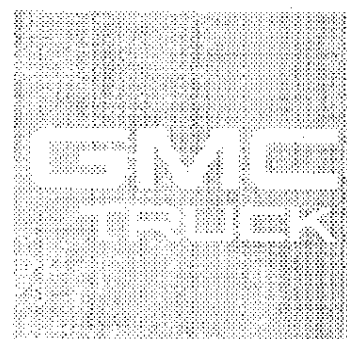
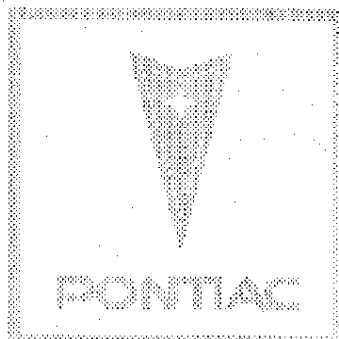
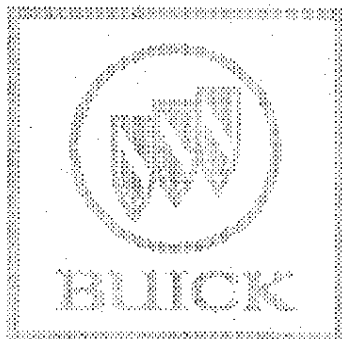
MISC OVN FREIGHT

WP94

(N/C)

FC:

678 C0545 AND C0460 STORED REPLACED POWER STEERING MODULE/MOTOR ASM ADD
TIME TO RECALIBRATE POSITION SENSOR REPROGRAM MODULE AND RECALIBRATE
TORQUE SENSRO HAS ADJUSTABLE FOOT PEDALS #621 FOUND POWER STEERING
MODULE/MOTOR ASM TO BE FAULTY. REPLACED AND REPROGRAMMED ALL SENSORS.
CHECKS GOOD AT THIS TIME.



WARRANTY STATEMENT AND DISCLAIMER: THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMED IN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY FOR 1 MONTHS OR THOUSAND (1,000), WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 1 DAYS OR THOUSAND (1,000) MILES WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP. EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR 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 SAID PARTS OR THIS REPAIR.

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

230880

INVOICE

DUPLICATE 1

PAGE 1



3540 South County Rd. 25-A

Troy, Ohio 45373

Sales: (937) 335-0068 * Service: (937) 335-0068

Parts: (937) 440-5773 * Toll Free: 800-860-6673

HOME:

BUS:

SERVICE ADVISOR: 485 CHRIS TRABERT

SERVICE ADVISOR: 485 CHRIS TRABER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/ OUT	TAG	
LIQUID SIL	06	PONTIAC G6	1G2ZH558064		160/160		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP05 IS			17:00 19AUG05		72.00	CASH	10JAN06

R.O. OPENED

READY

OPTIONS: STK:22918 DLR:41381

16:53 19AUG05 13:31 31AUG05

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A NO SOUND FROM RADIO SPEAKERS

CAUSE: NO SOUND

R0820 AMPLIFIER, RADIO REPLACE

390 BRENNER, BRYAN LIC#: 0548

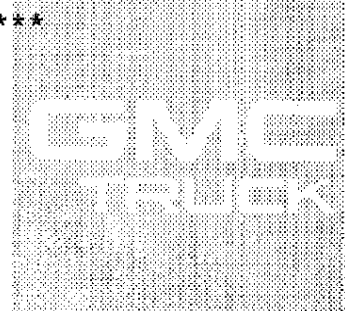
WP94

1 10381600 F-AMPLIFIER

(N/C)

(N/C)

160 FOUND THE RADIO ASSY WOULD LIGHT UP BUT THERE WAS NO SOUND FROM THE SPEAKERS= CHECKED FOR POWER AT THE REAR AMPLIFIER AND FOUND IT HAD POWER, GROUND BUT COULD NOT COMMUNICATE ON THE CLASS TWO SERIAL DATA LINE - AMPLIFIER HAD POWER ON BOTH CIRCUIT 1840 AND CIRCUIT 340 - CHECKED GROUND CIRCUIT 1250 AND HAD GOOD GROUND - CHECKED THE INTEGRITY OF CIRCUIT 5165 AND THAT CIRCUIT WAS GOOD AS WELL - CHECKED AUDIO SIGNALS TOO THE APLIFIER BY READING HERTZ ON AUDIO SIGNAL INPUT CIRCUITS AND HERTZ READING WERE WITHIN SPECIFICATIONS BUT STILL HAD NO POTPUT - PERFORMED A PIN TENSION TEST ON ALL THREE CONNECTORS AND ALL CONNECTORS AND PINS PASSED THE TEST - REMOVED APLIFIER CASE AND FOUND A FAULTY SOLDER JOINT IN THE AMPLIFIER ITSELF WHICH DID NOT HAVE THE CAMACITY TO REPAIR - THIS SOLDER WAS ON CIRCUIT 1840 OF THE INTERNAL AMPLIFIER CIRCUIT - ORDERED NEW AMPLIFIER AND INSTALLED - RADIO WORKS FLAWLESS



WARRANTY STATEMENT AND DISCLAIMER: THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMED IN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY FOR 1 MONTHS OR THOUSAND (1,000) MILES, WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR 7 DAYS OR THOUSAND (1,000) MILES WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP. EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR 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 ANY PARTS OR THIS REPAIR.

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CUSTOMER SIGNATURE

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

CUSTOMER COPY

Stephanie Wise

From: Tweraser, Ben [btweraser@cbbb.bbb.org]
Sent: Thursday, April 06, 2006 3:02 PM
To: Stephanie Wise
Subject: [REDACTED]

Stephanie, I have not heard back from anyone down in Tampa but it seems pretty clear to me that a repurchase per Ohio lemon law with no usage was on the table as well. On 3-29 Brittany Griffin from the Tampa BRC indicated to our Case Specialist that if the consumer wished to have a straight repurchase she should just let Stephanie at RVDC know and she would take care of it. I would go ahead and process the repurchase at this point.

Thanks, Ben

electronic Preliminary Repurchase Authorization (ePRA)(**To go from field to field, use the **TAB KEY**)

- 1.Date (mm/dd/yyyy): 02/15/2006
 2.Customer Name: (Redacted)
 3.Customer Address: (Redacted)
 4.Customer City, State, and Zip: Fairborn, Oh (Redacted)
 5.Primary Customer Phone #: (redacted) Work
 6.Additional Customer Phone #: (redacted) Mobile
 7.Customer fax #: n/a
 8. Cust Drivers Licenses #: n/a
 9. State tax % rate: n/a

Customer Vehicle Information

- 10.Year/Make/Model: 2006 Pontiac G6
 11.VIN (17 Digits): 1G2ZH558064XXXXXX 12.Current Mileage: 4,000
 13.Purchased: NEW

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

- 14.Dealership Name: Arbogast Buick-Pontiac-GMC Truck, Inc.
 15.Dealership Phone #: (937) 335-0068
 16.Dealership Contact Name and **TITLE**: David Trabert, Sales Manager
 17.Dealership Contact Phone # (if different than Dealership #): x232
 18.Dealership Contact Fax #: (937) 335-0471
 19.Dealership BAC: 118418 Region: Northeast

20.What **GOODWILL TOOLS** were offered?

- | | | | |
|-------------------------------------|---------------------------|--------------------------|-----------------------------|
| <input checked="" type="checkbox"/> | Component Coverage Letter | <input type="checkbox"/> | Miscellaneous Reimbursement |
| <input type="checkbox"/> | Maintenance Letter | <input type="checkbox"/> | American Express Check |
| <input type="checkbox"/> | Owner Loyalty Certificate | <input type="checkbox"/> | Other |
| <input checked="" type="checkbox"/> | GM SmartCare | <input type="checkbox"/> | NOTHING OFFERED |
| <input type="checkbox"/> | GMPP | | |

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? n/a**TAC case number is required and if not available, Please explain why not?**23.CAC Case Number: 1-384914058 24.TAC Case Number: 866996625.If no TAC number, Explain: N/a**26.Reason for Repurchase (Include specific mechanical failure):** Power steering Inoperative27.This case was resolved by: Field Decision working with open case in Tampa ADR

28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? TRADE REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): No Damage**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** 2G2WP552461XXXXXX33.New Vehicle Year/Make/Model: 2006 Pontiac Grand Prix34..Upgrade ☐ Downgrade ☒ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): \$200**35.Usage/Depreciation Amount:**(Standard Usage Formula = Current mileage/100,000 *multiplied* by purchase price; **NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)-Please show how you arrived at this usage amount: Usage waived due to extremely low mileage

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): no
aftermarket items

37.Lease Termination Terms: n/a

38.Who will be responsible for the **Taxes and/or Fees**? General Motors

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain:GM will be responsible for taxes and fees

39.I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

****NO Rebates are to be applied to the replacement vehicle***

****GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle***

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: _____

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 02/10/2006

42.Authorizer Name: Brittany Griffin/ John Havran

43.GM Position: BRC CRM/ AVM

44.VoiceMail Node: 630092 Mailbox Number: 8179

45.Email Address: n/a

Save this document using the customers last name plus the last 8 of the VIN as the Filename.

Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com

Forward any supporting documentation to FAX- 866-827-1129

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.

2006 GRAND PRIX SEDAN		PONTIAC/GMC DIVISION	
46U STEALTH GRAY METALLIC	/V6G	GENERAL MOTORS CORPORATION	
192 TRIM, EBONY		100 RENAISSANCE CENTER	
ORDER NO. JHMGMS/TRE	STOCK NO.	DETROIT MI 48243-1114	
VIN 2G2 WP55 24 6		ADJUSTMENT INVOICE 2XD04627376	
*****		*****16*09155S	
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2WP69 GRAND PRIX SEDAN	22330.00	20655.25	INVOICE 10/05/05
B34 FLOOR MATS, FRONT & REAR	80.00	66.40	SHIPPED 09/15/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 09/27/05
JL9 ABS W/ENHANCED TRACTION SYSTEM	600.00	498.00	INT COM 10/13/05
L26 3.8L SERIES III V6 ENGINE	0.00	0.00	PRC EFF 09/15/05
ELECTRONIC THROTTLE CONTROL			KEYS 06549 06549
MX0 FWD 4-SPEED AUTO TRANSMISSION	0.00	0.00	WFP-S QTR OPT-1
PCM PREFERRED PACKAGE:	965.00	800.95	CHG-TO 09-155
*FR BUCKET SEATS/DR PWR LUMBAR			SHIP WT: 3463
*FRONT PASSENGER FOLDING SEAT			HP: 34.7
*REMOTE VEHICLE START SYSTEM			GMS: 24220.85
*CARGO NET			SUPPLR: 25307.41
*TRIP COMPUTER			MRM: 27845.00
*INTERIOR CHROME ACCENTS			DAN: 1LMID
*PREMIUM LIGHTING PACKAGE			MEMO 1259.25
*STEERING WHEEL RADIO CONTROLS			
*LEATHER WRAPPED STEERING WHEEL			
AND SHIFT KNOB			
PCQ PREMIUM PACKAGE:	940.00	780.20	
*LEATHER APPOINTED SEATING			
*HEATED DRIVER & FRT PASS SEATS			
*AUTO DUAL ZONE A/C			
PDE SUN AND SOUND PACKAGE:	1590.00	1319.70	
*POWER SUNROOF			
(DELETES OVERHEAD CONSOLE)			
*PREMIUM SPEAKER SYSTEM			
*IN DASH 6 DISC CD CHANGER			
PDX SPORT PACKAGE:	680.00	564.40	
*DUAL EXHAUST TIPS			
*16" POLISHED ALUMINUM WHEEL			
(REPL STD/OPT/PKG WHEEL)			
*FOG LAMPS			
R6J CDN	0.00	16.50	
1SZ SUN & SOUND + PREMIUM PKG	500.00-	415.00-	
DISCOUNT			

New

** CONTINUED ON PAGE 2 **

ARBOGAST BUICK-PONTIAC-GMC TRUCK, IN

2006 GRAND PRIX SEDAN
 46U STEALTH GRAY METALLIC /V6G
 192 TRIM, EBONY
 ORDER NO. JHMGMS/TRE STOCK NO:
 VIN 2G2 WP55 24 61

 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK
 ** CONTINUED FROM PAGE 1 **

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 ADJUSTMENT INVOICE 2XD04627376
 *****16*09155S

BASE MODEL 2WP69 PRICE DECREASE

MSRP ADJUSTMENT	105.00-
DEALER INVOICE	98.70-
SPECIAL ACCT ADJ.	6.30
NET ADJUSTMENT	92.40-
TOTAL ADJUSTMENT	92.40-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	26685.00	24286.40	ACT 231	92.40-
DESTINATION CHARGE	660.00	660.00		
LAM DEALER CONTRIBUTION		133.43		
LAM GROUP CONTRIBUTION		266.85		

TOTAL	27345.00	25346.68	92.40-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		24211.18	

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

ARBOGAST BUICK-PONTIAC-GMC TRUCK, IN

new MSRP pricing
 26,395



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER

April 6, 2006

Fairborn, OH

Straight Lease Settlement Letter

Subject: **2006 Pontiac G6**
VIN: **1G2ZH558064**
RVDC Case Number: **14605**

Dear

We regret that you are dissatisfied with your **2006 Pontiac G6** and that our attempts to resolve your concerns have not met your expectations. General Motors will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied General Motors customer. General Motors will repurchase your vehicle for **\$25,711.10**. This offer was calculated by using the following figures:

Total Repurchase Amount	\$25,711.10
Down Payment	\$2,000.00
Payments	\$2,544.40
Registration/License/Title Fees	\$110.50
Tax	\$140.00
GMAC fee	\$595.00
Less Incentives	\$2,000.00
Less Payoff of Original Vehicle-Good until 5/2/06	\$22,321.20
Total Amount to Customer	\$3,389.90

****AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

The requirements of the straight repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ A **"Power of Attorney"** form - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*)
- ⇒ An **"Odometer Disclosure Statement"** form - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** - needs to be intact and functional.
- ⇒ **Title** - if no lien, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives** - no cash backs rebates or incentives of any kind are applicable towards this transaction



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN HUMMER


If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

If this offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number or the address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at (866) 802-6625 if you have any questions or concerns.

Please return this signed document to fax number 866-802-6668 by 4/10/06.

Sincerely,

General Motors RVDC
2717 Schust
Saginaw, MI 48603
Case # 14605

 _____ April 10, 2006
Customer's and Co-Customer's Signature(s) and Date

 _____
Customer's and Co-Customer's Printed Name(s)



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

01/09/06

Bill Sickler
Arbogast Buick-Pontiac-GMC Truck, Inc.
PO Box 219
Troy, OH 45373-0219
Re: [REDACTED]

Siebel Request: 1-384914058
2006 Pontiac G6
VIN # 1G2ZH558064 [REDACTED]

Dear Mr. Sickler:

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

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

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

Please fax them to the number found below within 24 hours. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

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

Sincerely,

Brittany Griffin
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 58627
FAX# 866-715-8521



Council of Better Business Bureaus, Inc.

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800

Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

AGREEMENT TO ARBITRATE

Date: 02/01/06

Case Number: PGM0634563

Customer: [REDACTED]

Business: Pontiac/GMC

Mfr-Info: 1712 OH 1G2ZH558064 [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : G6
Year : 2006

All parties named above submit to arbitration the following:

- * Power steering unit keeps going out while driving
- * CD player malfunctioning

The parties have come to agreement on the following:
N/A

Each party requests the arbitrator(s) render the following decision:

Consumer : Replacement/Repurchase
Manufacturer : Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: TDB

Jan 10 2006 9:33AM

HP LASERJET FAX

p. 3

94793

ARBOCAST
 BUICK PONTIAC GMC TRUCK

3540 So. County Rd. • P.O. Box 218 • TROY, OHIO 46073-0218
 Troy 335-0088 • 1-800-880-6673

PURCHASER'S NAME

GMACAB

STREET ADDRESS

CITY

STATE

ZIP

MIDVALE

ITT

SOCIAL SECURITY NUMBER

COUNTY

RES. PHONE

BUS. PHONE

ENTER MY ORDER FOR ONE ☐ DEMONSTRATOR ☐ CONV. VAN
☐ NEW ☐ CAR ☐ RENTAL VEHICLE
☐ USED ☐ TRUCK ☐ FACTORY OFFICIAL CAR

AS FOLLOWS:

YEAR 06 MAKE PONTIAC MODEL G6 TYPE GT SDN

COLOR LIQUID ST SERIAL NO. 1G2ZH558064

CONVERSION FACT. 22918 TO BE DELIVERED ON OR ABOUT 12 SEP 2005

ODOMETER MILEAGE STATEMENT

 THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 43
 MILES/KILOMETERS AND IS ACCURATE UNLESS CHECKED BELOW
☐ ODOMETER MILEAGE IS NOT ACCURATE

REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

REMARKS

☐ SEE SPOT DELIVERY AGREEMENT ATTACHED ☐ SEE DELIVERY REPORT ATTACHED

 USED VEHICLE LIMITED WARRANTY APPLIES.
 SEE ATTACHED FOR DETAILS.

CUSTOMER WILL PROCURE OWN INSURANCE THROUGH:

CO. AGENT

ADDRESS TEL #

DESCRIPTION OF TRADE IN

YEAR MAKE AND MODEL TYPE

COLOR SERIAL NO.

MILEAGE

LIEN PAYOFF

WHERE:

ADDRESS:

ACCOUNT NO.

PHONE:

BY:

TILL:

LENDING INSTITUTION GMACAB

BY DATE

DATE 03 SEP 2005

22998

937878014

CUSTOMER NO.

SUPPLIER/GID

\$24,653.64

CASH PRICE OF VEHICLE

N/A

SUB TOTALS

\$24,653.64

EXTENDED SERVICE CONTRACT

NEGATIVE EQUITY:

I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that \$ of negative equity from my trade-in be included in the cash price of the vehicle.

TOTAL

24653.64

DOC. FEES

TAX N/A

TITLE/PLING FEES

N/A

1. Cash Price (including Any Accessories, Services and Taxes imposed on cash sale.)

24653.64

2.

DEPOSIT ON ORDER

N/A

CASH DOWN PAYMENT

CASH ON DELIVERY

REBATE

2000.00

2000.00

3. TRADE IN

N/A

LESS BALANCE OWING TO

N/A

NA

4. TOTAL DOWN PAYMENT (2 + 3)

2000.00

5. UNPAID BALANCE OF CASH PRICE (1 - 4)

22653.64

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON ALL GOODS AND SERVICES SOLD BY DEALER. IN THE EVENT THAT ANY SERVICE CONTRACT IS SOLD, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED IN DURATION TO THE TERM OF THE SERVICE CONTRACT.

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into or will be recognized. If this agreement is for a used vehicle see contractual disclosure statement below. I hereby certify that no credit has been extended to me for the purchase of this motor vehicle except as it appears in writing on the face of this agreement. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this order.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

THIS ORDER IS NOT VALID UNLESS SIGNED AND
 BY OR HIS AUTHORIZED REPRESENTATIVE

ACCEPTED BY:

(DEALER OR AUTHORIZED REPRESENTATIVE)

PURCHASER'S SIGNATURE

DATE CO-PURCHASER'S SIGNATURE

DATE

Buyable and Reusable W03000 G (1001)

Overallowance/Incentives/Negative Equity Form (non-Florida)**Customer:** (REDACTED)**Request #:** 1-384914058**BBB#:** PGM0634563

This form may be used to identify possible overallowance or negative equity and to determine any customer incentives which were paid, but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any over allowance and/or incentives prior to arbitration or voluntary repurchase.

*** PLEASE NOTE: IF BALANCE OWED / LOAN CLOSEOUT AMOUNT IS HIGHER THAN ACV, THIS IS CONSIDERED NEGATIVE EQUITY!**

Purchase Price (from dealer Bill of Sale before tax, tag, etc)	\$24,653.64
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$26,545.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$-1,891.36

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

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

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$24,653.64
Incentives not included in Purchase Price (from BARS) minus <i>(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)</i>	\$2,000.00

Overallowance and/or Negative Equity minus	\$N/A
Actual price of Vehicle that should be presented to BBB for ATA	\$22,653.64

FROM :

PHONE NO. : 9372335992

JAN. 15 2006 07:24PM P7

OWNER'S COPY

STATE OF OHIO - BUREAU OF MOTOR VEHICLES

BICENTENNIAL
REGISTRATION CARD

APPLICATION NO.

TYPE PASSENGER	VEH. CLASS PC	CODE T	CODE (1) T	TYPE RESERVE	CODE 05	REG. DATE 05 12 06	LATE N	OFFLINE N	GVW 06
WEIGHT 1.00	DATE VEH. PURCHASED 09/08/05	TAX DIST. 3901	AGENCY NO. 5506	ISSUE DATE 05 12 06	EXPIRATION DATE 05 12 06	VALIDATION NO. 6031209875	LICENSE NO. [REDACTED]		
PER 1.00	REFL/CO. FEE 0.00	OWNER NAME GMAC AUTOMOTIVE BANK				VEH. SERIAL NO. 1G2ZH558064	REGISTRATION NO. [REDACTED]		
COUNTY GR29	NEW GR29	OWNER HOME ADDRESS [REDACTED]				CERTIFICATE TITLE NO. [REDACTED]	SEATING CAP. [REDACTED]	TOTAL STATE FEE 1.00	
CITY/TOWNSHIP FAIRBORN	LOCAL TAX 0.00	INSIDE CORP. LIMIT Y	POST OFFICE FAIRBORN	STATE OH	ZIP [REDACTED]	RESTRICTION CODE-APV ONLY 1. DAY	EQUIPMENT STANDARDS MET? APV ONLY Y/N		
IS YOUR LICENSE PLATE REGISTRATION UNDER SUSPENSION OR REVOCATION UNDER OHIO FINANCIAL RESPONSIBILITY LAW? N		HAS THE MOTOR VEHICLE BEEN OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO DATE OF THIS APPLICATION? Y		IF OPERATED BY THE OWNER ON PUBLIC ROADS OR HIGHWAYS PRIOR TO THIS DATE, HAVE THE REQUIRED REGISTRATION OR TRANSFER FEES BEEN PAID? Y		DEPUTY NAME PATRICIA GOSTOMSKY		DEPUTY TOWN TROY	
DOOMETER READING 143		DEPUTY TOWN TROY		DEPUTY TOWN KB		TEAR OFF - INFORMATION BELOW IS FOR YOUR RECORDS			

CONVERSION	FROM	TO
ADDITIONAL WT.	FM - FARM	TK - COMM TK
	NC - NON-COMM TK	NT - NON-COMM TL

EPA INSPECTION	REVERSAL
EMISSIONS	HVUT CODE
DATE	DATE
TEMPORARY	

DATE OF APP.	OLD EXP. DATE
NEW WT/FEE	
OLD WT/FEE	
ADDITIONAL FEE	
OLD GVW	

DATE VEH. FIRST USED 09/08/05	OLD VEH. YEAR 03	EVIDENCE OF PURCHASE [REDACTED]
NEW VEH. LIC. FEE 12.00	MAKE 45	DURING THE CURRENT REGISTRATION YEAR, HAVE YOU EVER PREVIOUSLY ISSUED A LICENSE PLATE REGISTRATION THAT COULD LEGALLY BE TRANSFERRED TO THIS VEHICLE? (Y/N) [REDACTED]
OLD VEH. LIC. FEE 12.00	TYPE 2505	
ADDITIONAL FEE 152NW52E43C		
OLD VEH. SER. NO.		

DUPLICATE

REG. APPLIED FOR YEAR
REG. CARD STOLEN, LOST, DAMAGED OR REQUESTED (Y/N)

REPLACEMENT

VAL. STICKER ONLY (Y/N)
LIC. PLATE (1) OR (2)
WERE PLATE(S) STOLEN, LOST, DAMAGED OR REQUESTED? (Y/N)
IF PLATES WERE LOST, WERE POLICE NOTIFIED? (Y/N)

IMPORTANT-TAX MONEY IS RETURNED FOR YOUR ROADS AND STREETS. IS YOUR TAXING DISTRICT SHOWN CORRECTLY?

OLD WT.	GVW
SOLD TO (TRANSFER) PURCHASED FROM (TEMP/REG. VEH.) OR OPERATOR NAME/ADDRESS (NON-RESIDENT, PERMIT)	
NAME TROY	STATE OH
CITY	ZIP 45373

PROOF OF FINANCIAL RESPONSIBILITY
I AFFIRM THAT THE OWNER(S) OR LESSEES OF LEASED VEHICLE NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY (FR PROOF) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF ANY VEHICLE WITHOUT FR PROOF. ALL PREVIOUS REGISTRATION FEES DUE HAVE BEEN PAID. THIS PLATE CATEGORY IS CORRECT AND THIS VEHICLE WILL NOT BE USED AS A COMMERCIAL OR FARM VEHICLE UNLESS SO REGISTERED.

SIGNATURE OF OWNER(S)
WARNING - APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION O.R.C. SEC. 2921.13
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.
Deputy Registrar fee is \$3.50
** TOTAL PAGE 01 **

ORIGINAL - B.M.V. RECORDS
RED - OWNER
GREEN - DEPUTY REGISTRAR

December 2, 2010

(REDACTED)
(REDACTED)
Pineville, WV (REDACTED)

Service Request: 1-384463394
Customer Relationship Manager: Joshua Elms

Dear (REDACTED):

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division
General Motors Corporation

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

December 2, 2010

(REDACTED)

(REDACTED)

Pineville, WV (REDACTED)

Service Request: 1-384463394

Customer Relationship Manager: Millie Tibbitts

Dear (REDACTED):

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division
General Motors Corporation

P

Staten Island, NY

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

FEB 08 2008

MR. Richard WAGNER
CEO, General Motors
P.O. Box 33170
Detroit, MI
48232



48232+0003-03 3001



To: Mr. Richard Wagner, CEO, General Motors

From: [REDACTED]

RE: Pontiac G6, Vehicle Identification Number #1G2ZH528X54 [REDACTED]

Date: February 2, 2006

Dear Mr. Wagner,

My name is [REDACTED], and I have been a loyal General Motors customer since I was Seventeen years old and able to drive. I am also a shareholder. My first car was the original Envoy, followed thereafter by a new 2002 Envoy. In the winter of 2005 my lease on my Envoy was up, and I decided to purchase a brand new Pontiac G6. Up until this purchase, I have never had a problem with any General Motors product before.

Ever since I purchased my G6 on March 15th 2005, there has been nothing but issues with it. The car has been into the dealer *seven* times since I purchased it *nine months* ago. (please see enclosed work orders) When I purchased the car the license plate was crooked, the cigarette lighter and cap were missing, the car was a dirty on the inside, and the rubber molding around the sunroof was hanging off. At that time, I figured it to be no big deal, as I could have those problems corrected rather simply. They were corrected, aside from my license plate, which to this day I tried to have straightened out four times with no success – I was told if they were to drill a new hole in the bumper, it is too close to the old one and would thus result in my license plate falling off. I asked for a new bumper, and was told that GM would never approve a new bumper for this issue. I don't understand that, as I wasn't the one who put on the license plate in the first place.

ONE DAY after bring the car home, the CD player jammed. I took it back to the dealer, and they told me there was no issue. **To this day** the CD player still jams, as recently as January 31st, 2006 when I took it back to the dealer again. They told me there

was not willing to swap my car for another GM vehicle. I spoke with Emma Mann in the corporate office who showed the same professionalism, and she also told me the same thing. I am now asking you Mr. Wagner, what you can do to help a very loyal GM customer who does not feel safe driving one of your cars. I understand the terms of the warranty, and I understand how it works. In my gut, I know this car isn't right and I am fearful of what could happen. How would you feel if you had to drive a car with all these issues after paying your hard earned money to buy it? I am in the midst of planning a wedding, so money is limited to begin with. I could have gotten a better deal when my lease was up on my envoy from another manufacturer, but I decided to stick with GM because I enjoyed their cars. Further, I am concerned that if I had these issues in the last nine months, what issues will I incur in the next three years and three months?

I work full time, and share my car with my family. Over the last two weeks I have been arriving to work late, as I have had to drop off and pick up my car from the dealer. I cannot continue to do this, as it is affecting me at my job. The options of continually bringing my car in for service could be very detrimental to my career.

I loved my Envoy very much, and miss it as such. Up until my Pontiac G6, chances are I would have purchased another Envoy at the end of my lease in 2009. Unfortunately, after these many frustrating issues, I do not plan on purchasing a General Motors product ever again. I have no problem looking at Ford's, Nissan's, or Honda's. I am a very loyal client, even when a company's financials are suffering the way General Motors is.

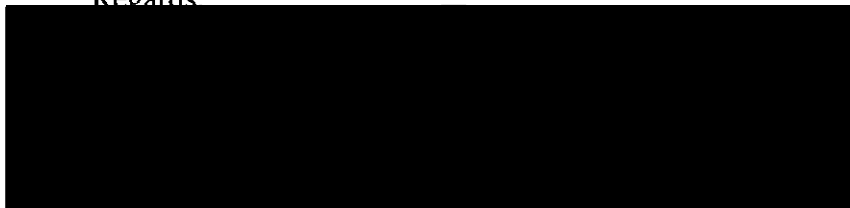
I will say this: The service at the dealership is impeccable – the gentleman who sold me the car at Villa Marin in Staten Island, Al Lambert, was a true professional. I

have purchased all my GM cars from Al since I was Seventeen, and gladly would have continued that tradition had I not had such a poor experience dealing with my Pontiac G6.

I recently read an article in the Pontiac performance magazine written by a Mr. Steve Krause, where he spoke about the G6 winning a "Total Quality" award in its first year. I find that ironic considering the "Quality" of my G6.

I truly wish I never had to right this letter, but I feel the quality of this car is inferior to both my previous cars, and other comparable cars on the market. It is unfortunate that I am locked into my lease until 2009, as I am very disappointed in my vehicle. I would more than likely never recommend a General Motors Car to anyone in the future.

Regards



Staten Island, NY, [REDACTED]
1-917-533-2977

Vehicle Identification Number #1G2ZH528X54 [REDACTED]
Case # 1388438220

was no issue. The CD player jammed again on my way out of the dealership. ***Following that,*** I noticed the trunk was not closing properly, and the car pulled to the right when I drove, and once again had to bring the car in for service. Three days later, the part finally arrived for the trunk (broken to begin with from the manufacturer), the car had a wheel alignment, and it was fixed.

As the spring months came around and the rain became more frequent, I noticed there was condensation inside my car. There was a drip from what appeared to be the roof, so I took it in and had a leak specialist look at it, and I lost my car for another day. After careful observation, I was told that there was no leak to be found, and the car was fine. There is still water that drips inside of my car to this day as well as a massive condensation buildup on the windshield, and I fear I am starting to smell mildew develop inside. This was all in a period of three months.

Following that, The power steering was not working properly, and I have once again brought this car in for more work in less than NINE months of ownership. ***Twice*** I brought the car in for power steering issues in the last two weeks, and the dealer could not duplicate the issue. I also brought it in for the power steering (again), the CD player (again), and the condensation (again), and they once again could not duplicate any issues. I drive my car everyday. I know something is not right. I do not feel safe in my car; in fact, I don't even feel comfortable when I drive it. It is a shame to feel this way after being such a loyal customer since I was seventeen.

I spoke with Yvonne Trapenstine from GM customer service over the last two weeks, and she was friendly and courteous. However, she kept telling me that if the dealer could not duplicate an issue, then I would have to just keep bringing it in, as GM

**VILLA
MARIN**2582 Hylan Boulevard
Staten Island, NY 10306
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Fax: (718) 667-4969Great Deals And Service
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INVOICE**

Pontiac-Buick-GMC-Cadillac, Inc.

Co. # 0

Sold To:		Service Order Number		Service Advisor		VIN	
		142098		RICHARD VICIOSO		1G2Z-528X54	
Color		Year	Make/Model	License	Engine	Stk. #	
GRAY		2005	PONTIAC GAGT		1.8L	6047	
Mileage In/Out		Tag	Delivery Date	Rate	Doc. Count	Plan	
9497/ 9498		0226	3/15/2005		4	N0666	
Tax Exempt		Date/Time In		Date/Time Out			
		1/19/2006 10:54		1/25/2006 16:47			

STATEN ISLAND NY
Business Phone:
Home Phone:

LINE 1 OA CUSTOMER STATES POWER STEERING IS VERY TIGHT
(RIGHT OR LEFT)-CHECK/REPORT
TECH COMM: CHECKED POWER STEERING SYSTEM FOR CUSTOMERS
CONCERN-CHECKED AND TESTED POWER STEERING SYSTEM-
NO PROBLEM FOUND AT THIS TIME.

REPAIR 1 WHEELS FRT END SUSP REPAIR
OPCODE: E0000
PRIMARY TECH: EDWARD HASSELMAN

SALE TYPE: C

\$0.00

LINE 2 FRONT PLATE BRACKET IS NOT STRAIGHT-CHECK/REPORT
TECH COMM: CHECKED FRONT PLATE BRACKET FOR CUSTOMERS CONCERN-
FOUND RIGHT SIDE ON PLATE BRACKET IS SLIGHTLY
LOWER THAN THE LEFT SIDE-IN ORDER TO CORRECT THE
TECH WILL HAVE TO PUT MORE HOLES IN THE BUMPER
AND CAN NOT BE SURE THAT IT WILL HOLD-
CUSTOMER IS AWARE

REPAIR 1 CHECK FRONT PLATE
OPCODE: GEN
PRIMARY TECH: EDWARD HASSELMAN

SALE TYPE: C

\$0.00

INVOICE PRINTED FROM CLOSED SO: 1/30/06

mcm Following the line number denotes added operation.

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL .00000

\$0.00

VILLA MARIN 24 HOUR TOWING (718) 273-0765

Page 1

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SAVE REPLACED PARTS →

YES

INITIALS

Storage Charge \$10.00 Per Day 48 Hours After Work Completion

NYS-MV-R/S REG. NO.
R-707 7033
643000

NYS-C.F.I.D. NO.
524097

CUSTOMER
COPY

Date:	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
01/30/06	1G2ZH528X54	9720	03/15/05	10	03/15/05		05	PONTIAC	G6 GT

These repairs are covered by a limited warranty, labor and parts for 90 days or 4000 miles, whichever comes first. Warranty repairs to be performed at seller's place of business. Seller hereby limits implied warranties to the period stated. The title of items listed above remains vested in seller and are on consignment until invoice is fully satisfied by payment in cash or certified funds.

Name	Eng	Transmission	Color	SA#	SO#
	1.8L		GRAY	379	142375
Address				Tac#	Ref SO#
				0330	03
City / State / Zip	Customer Number	Stock #	Labor Rate		
STATEN ISLAND NY		6047	97.02		

PRINTED: 8:32:05 Attention:
Comments:

Doc Cnt: 1
Prk Lot:
Payment Type: CASH
Diag Codes:
Promise Date / Time: 01/30/06 17:00:00

L# Codes

1 CUSTOMER STATES C.D. PLAYER WILL NOT WORK-CHECK/REPORT

2 CUSTOMER STATES CONDENSATION WILL BUILD UP FROM THE ROOF/TOP OF THE VEHICLE-AND BUILDS UP ON THE WINDSHIELD-CHECK/REPORT

3 CUSTOMER STATES POWER STEERING IS VERY TIGHT WHEN PARKING AND AS WELL AS RIGHT AND LEFT TURNS-CHECK/REPORT

4 CUSTOMER STATES LICENSE PLATE IS CROOKED-CHECK/REPORT

ORIGINAL

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

X

CASH OR CHARGE

SA: RICHARD VICIOSO

HOURS LABOR

HAZDS DISC

ESTIMATE TOTAL:

NT ITEM MISC

TAXES TOTAL

PARTS

DEDCT

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CUSTOMER
INVOICE

Co. # 0

Sold To:	Service Order Number	Service Advisor	VIN
STATEN ISLAND NY	135433	RICHARD DAUB	1G2Z-528Y54
Business Phone:	Color	Year	Model
Home Phone:	GRAY	2005	GENVUE
	Wheels in O/R	Engine	Trans
	3588/ 3569	1200	3/15/2005
	Tax Exempt	Date/Time In	Date/Time Out
		6/22/2005 8:53	7/21/2005 16:47

LINE 1 ON CUSTOMER STATES FRONT UNDERCARRIAGE SHIELD IS COMING APART-CHECK/REPORT

CAUSE: LOOSE

TECH COMM: CHECKED AND FOUND UNDERCARRIAGE SHIELD IS COMING APART-REINSTALLED AND RECHECKED, O.K. AT THIS TIME.

REPAIR 1 SHIELD AND/OR LINER - FRONT WHEELHOUSE PANEL - RIG

OPCODE: B0764

HRS: 40

PRIMARY TECH: ROBERT HILL

WARR PARTS: 4

PARTS	DESC	EP	QTY	PRICE	SALE TYPE
GM	10120502 RETAINER	V	4		W

LINE 2 OG CUSTOMER STATES TRUNK NEEDS TO BE SLAMMED A FEW TIMES BEFORE IT LOCKS-CHECK/REPORT

CAUSE: COMPONENT - INOPERATIVE

TECH COMM: CHECKED AND REPLACED TRUNK LATCH ASSEMBLY NOT LOCKING. RECHECKED, O.K. AT THIS TIME.

REPAIR 1 R&R TRUNK/LID LOCK

OPCODE: B5500

HRS: 50

PRIMARY TECH: ROBERT HILL

WARR PARTS: 1

PARTS	DESC	EP	QTY	PRICE	SALE TYPE
GM	15147009 LATCH	V	1		W

LINE 3 CUSTOMER STATES FRONT LICENSE PLATE IS NOT STRAIGHT-CHECK/REPORT

TECH COMM: CHECKED AND REALIGNED FRONT LICENSE PLATE FRAME

REPAIR 1 GENERAL REPAIRS

OPCODE: GEN

PRIMARY TECH: ROBERT HILL

SALE TYPE: C

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Page 1

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Co.# 0

Sold To:	Service Order Number	Service Advisor	VIN
	135433	RICHARD DAUB	1G2ZH528X54
	Tag	Doc. Count	Date/Time In
	1299	5	6/22/2005 8:53
			Date/Time Out
			7/21/2005 16:47

LINE 4 00

CUSTOMER STATES STEERING WHEEL IS OFFLINE-PULLING TO THE RIGHT WHEN STEERING STRAIGHT-CHECK/REPORT MISADJUSTED/MISALIGNED

EC: 3A

CAUSE:

TECH COMM:

CHECKED AND FOUND VEHICLE NEEDS AN ALIGNMENT PERFORMED 4 WHEEL ALIGNMENT...SUBLET ALIGN. ROAD TESTED AND RECHECKED...OK AT THIS TIME.

REPAIR

1

WHEEL ALIGNMENT - CHECK AND/OR ADJUST

OPCODE: E2020

SALE TYPE: W

WHY

NET ITEM: S

WILLJOHN TERE EMPIRE

SALE TYPE

PO#: 26374

LN#: 4

W

WHY

INVOICE PRINTED FROM CLOSED SO: 1/30/06

CUSTOMER SIGNATURE

CUSTOMER TOTAL

\$.00

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Page 2

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INVOICE**

Co. # 0

Sold To:		Service Order Number		Service Advisor		VIN	
STATEN ISLAND NY		133789		RICHARD DAUB		1G2Z-528X54	
Business Phone:		Color	Year	Make/Model	License	Engine	Stk #
Home Phone:		GRAY	2005	PONTIAC G3GT		1.8L	6047
		Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
		1862 / 1863	195	5/15/2005		4	N0666
		Tax Exempt		Date/Time In		Date/Time Out	
				5/06/2005 8:55		5/11/2005 9:36	

LINE 1 CUSTOMER STATES WATER IS LEAKING INTO THE VEHICLE-
CHECKED AND REPORT (D/S FRONT)
TECH COMM: CK OUT NO PROBLEM FOUND

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: C

\$0.00

PRIMARY TECH: LUIGI ARNONE

LINE 2 CUSTOMER STATES MOLDING ON THE SUNROOF IS COMING
UP-CHECK AND REPORT
TECH COMM: NO PROBLEM FOUND

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: C

\$0.00

PRIMARY TECH: LUIGI ARNONE

LINE 3 CUSTOMER STATES C.D. CHANGER WILL NOT WORK AT
TIMES (DOES NOT PLAY C.D.S-MUST SHUT OFF AFTER
AWHILE AND THEN IT WORKS-CHECK AND REPORT

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: C

\$0.00

PRIMARY TECH: LUIGI ARNONE

LINE 4 MA RECALL (04088)
COND: L/F DOOR WATER INTRUSION
CAUSE: CAMPAIGN
TECH COMM: PERFORM RECALL 04088
REPROGRAM BCM

EQ: 96

REPAIR 1 RECALL 04088 - WATER INTRUSION

OPCODE: Y0014

SALE TYPE: W

WAV

HRS: 20

PRIMARY TECH: LUIGI ARNONE

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Page 1

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Co. # 0

Sold To	Service Order Number	Service Advisor	VIN
	133789	RICHARD DAUB	1G2ZK528X54
Tag	Doc Count	Date/Time In	Date/Time Out
195	4	5/06/2005 8:55	5/11/2005 9:36

LINE 5* MA RECALL (05005)
COND: MAJAL UPDATE, CHILD RESTRAINT
CAUSE: CAMPAIGN
TECH COMM: RECALL 05005
MANUAL UPDATE

EC: 96

REPAIR 1 RECALL 05005/R CHILD RESTRAINT
OPCODE: V1327
HRS: 20
PRIMARY TECH: LUIGI ARNONE

SALE TYPE: W

WHY

INVOICE PRINTED FROM CLOSED SO: 1/30/06
Following the line number denotes added operation.

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL

\$4.00

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2582 Hylan Boulevard
Staten Island, NY 10306
Phone: (718) 351-3300
Fax: (718) 667-4989**CUSTOMER
INVOICE**

Co.# 0

Sold To:		Service Order Number		Service Advisor		VIN	
STATEN ISLAND NY		142375		RICHARD VICIOSO		1G2ZL528X54	
Color	Year	Make/Model		License	Engine	Sk #	
GRAY	2005	PONTIAC G6GT			1.8L	6047	
Mileage In/Out	Tag	Delivery Date		Rate	Doc Count	Plan	
9720//	0380	3/15/2005			1	N0366	
Tax Exempt		Date/Time In		Date/Time Out			
		1/30/2006 6:32		1/30/2006 11:00			

LINE 1 CUSTOMER STATES C.D. PLAYER WILL NOT WORK -
CHECK/REPORTTECH COMM: WENT TO VEHICLE FOUND THAT CD CHANGER IS WORKING
PROPERLY AT THIS TIME ALSO NOTICED THERE WERE
HOMEMADE CD IN CHANGER BUT THE CD PLAYER WAS WORKI
NG FINE

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: W

WTV

PRIMARY TECH: JAMES WAYSON

LINE 2 CUSTOMER STATES CONDENSATION WILL BUILD UP FROM
THE ROOF/TOP OF THE VEHICLE AND RUNS UP ON THE
WINDSHIELD-CHECK/REPORTTECH COMM: CK OUT FOR PROBLEM WITH CONDENSATION
WATER TESTED VEHICLE AND FOUND NO SIGNS OF WATER
LEAK IN VEHICLE ALSO CK RUG IN VEHICLE BUT CARPET
IS DRY. NO PROBLEM FOUND WITH VEHICLE.

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: W

WTV

PRIMARY TECH: JAMES WAYSON

LINE 3 CUSTOMER STATES POWER STEERING IS VERY TIGHT WHEN
PARKING AND AS WELL AS RIGHT AND LEFT TURNS-
CHECK/REPORTTECH COMM: CK OUT CUST CONCERN WITH VEHICLE FOR STEERING RES
EACHED CUST COMPLAINT ON GM COMPUTER AND FOUND THA
T THERE IS A BULLETIN WHICH IS NORMAL FOR THE
EPS STEERING WHICH COMES ON THE G6 AND VERIFIED CU
ST COMPLAINT IN TIGHT SPOTS.

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: W

WTV

PRIMARY TECH: JAMES WAYSON

VILLA MARIN 24 HOUR TOWING (718) 2/3 0785

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INVOICE

Co.# 0

Inc.

Service Order Number		Service Advisor	VIN
142375		RICHARD VIGOSO	1G27H528X54
Tag	Doc Count	Date/Time In	Date/Time Out
0380	1	1/30/2006 8:32	1/30/2006 17:00

LINE 4

CUSTOMER STATES LICENSE PLATE IS CROOKED-
CHECK/REPORT

TECH COMM:

LICENSE PLATE BRACKET SHOW SIGNS OF BEING HIT AND
THE BRACKET IS INSTALL ON BUMPER WITH PLASTIC RIVETS
THAT GO INTO HOLES SET FROM FACTORY.

REPAIR

1

MAINTENANCE

OPCODE:

MAIN

SALE TYPE: W

WTV

PRIMARY TECH:

JAMES WAYSON

CUSTOMER SIGNATURE

CUSTOMER TOTAL

\$0.00

VILLA MARIN 24 HOUR TOWING (718) 273-0766

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Staten Island, NY



MR. GARY COWGER
President, General Motors, N.A.
P.O. Box 33172
Detroit, MI
48232-5172



48232-5172-72 8051



To: Mr. Gary Cowger, President, General Motors North America

From: [REDACTED]

RE: Pontiac G6, Vehicle Identification Number #1G2ZH528X54 [REDACTED]

Date: February 2, 2006

Dear Mr. Cowger,

My name is [REDACTED] and I have been a loyal General Motors customer since I was Seventeen years old and able to drive. I am also a shareholder. My first car was the original Envoy, followed thereafter by a new 2002 Envoy. In the winter of 2005 my lease on my Envoy was up, and I decided to purchase a brand new Pontiac G6. Up until this purchase, I have never had a problem with any General Motors product before.

Ever since I purchased my G6 on March 15th 2005, there has been nothing but issues with it. The car has been into the dealer *seven* times since I purchased it *nine months* ago. (please see enclosed work orders) When I purchased the car the license plate was crooked, the cigarette lighter and cap were missing, the car was a dirty on the inside, and the rubber molding around the sunroof was hanging off. At that time, I figured it to be no big deal, as I could have those problems corrected rather simply. They were corrected, aside from my license plate, which to this day I tried to have straightened out four times with no success – I was told if they were to drill a new hole in the bumper, it is too close to the old one and would thus result in my license plate falling off. I asked for a new bumper, and was told that GM would never approve a new bumper for this issue. I don't understand that, as I wasn't the one who put on the license plate in the first place.

ONE DAY after bring the car home, the CD player jammed. I took it back to the dealer, and they told me there was no issue. **To this day** the CD player still jams, as recently as January 31st, 2006 when I took it back to the dealer again. They told me there

was no issue. The CD player jammed again on my way out of the dealership. *Following that*, I noticed the trunk was not closing properly, and the car pulled to the right when I drove, and once again had to bring the car in for service. Three days later, the part finally arrived for the trunk (broken to begin with from the manufacturer), the car had a wheel alignment, and it was fixed.

As the spring months came around and the rain became more frequent, I noticed there was condensation inside my car. There was a drip from what appeared to be the roof, so I took it in and had a leak specialist look at it, and I lost my car for another day. After careful observation, I was told that there was no leak to be found, and the car was fine. There is still water that drips inside of my car to this day as well as a massive condensation buildup on the windshield, and I fear I am starting to smell mildew develop inside. This was all in a period of three months.

Following that, The power steering was not working properly, and I have once again brought this car in for more work in less than NINE months of ownership. *Twice* I brought the car in for power steering issues in the last two weeks, and the dealer could not duplicate the issue. I also brought it in for the power steering (again), the CD player (again), and the condensation (again), and they once again could not duplicate any issues. I drive my car everyday. I know something is not right. I do not feel safe in my car; in fact, I don't even feel comfortable when I drive it. It is a shame to feel this way after being such a loyal customer since I was seventeen.

I spoke with Yvonne Trapenstine from GM customer service over the last two weeks, and she was friendly and courteous. However, she kept telling me that if the dealer could not duplicate an issue, then I would have to just keep bringing it in, as GM

was not willing to swap my car for another GM vehicle. I spoke with Emma Mann in the corporate office who showed the same professionalism, and she also told me the same thing. I am now asking you Mr. Cowger, what you can do to help a very loyal GM customer who does not feel safe driving one of your cars. I understand the terms of the warranty, and I understand how it works. In my gut, I know this car isn't right and I am fearful of what could happen. How would you feel if you had to drive a car with all these issues after paying your hard earned money to buy it? I am in the midst of planning a wedding, so money is limited to begin with. I could have gotten a better deal when my lease was up on my envoy from another manufacturer, but I decided to stick with GM because I enjoyed their cars. Further, I am concerned that if I had these issues in the last nine months, what issues will I incur in the next three years and three months?

I work full time, and share my car with my family. Over the last two weeks I have been arriving to work late, as I have had to drop off and pick up my car from the dealer. I cannot continue to do this, as it is affecting me at my job. The options of continually bringing my car in for service could be very detrimental to my career.

I loved my Envoy very much, and miss it as such. Up until my Pontiac G6, chances are I would have purchased another Envoy at the end of my lease in 2009. Unfortunately, after these many frustrating issues, I do not plan on purchasing a General Motors product ever again. I have no problem looking at Ford's, Nissan's, or Honda's. I am a very loyal client, even when a company's financials are suffering the way General Motors is.

I will say this: The service at the dealership is impeccable – the gentleman who sold me the car at Villa Marin in Staten Island, Al Lambert, was a true professional. I

have purchased all my GM cars from Al since I was Seventeen, and gladly would have continued that tradition had I not had such a poor experience dealing with my Pontiac G6.

I recently read an article in the Pontiac performance magazine written by a Mr. Steve Krause, where he spoke about the G6 winning a "Total Quality" award in its first year. I find that ironic considering the "Quality" of my G6.

I truly wish I never had to right this letter, but I feel the quality of this car is inferior to both my previous cars, and other comparable cars on the market. It is unfortunate that I am locked into my lease until 2009, as I am very disappointed in my vehicle. I would more than likely never recommend a General Motors Car to anyone in the future.

Regards,

[REDACTED]
Staten Island, NY, [REDACTED]
[REDACTED]

Vehicle Identification Number #1G2ZH528X54 [REDACTED]

Case # 1388438220

VILLA MARIN

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Fax: (718) 667-4969



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SAVE REPLACED PARTS →

YES

INITIALS

Storage Charge \$10.00 per Day 48 Hours After Work Completion

NYS-MV-R/S REG. NO.

R-707 7063

6430005

N.Y.C. C/A LIC. NO.

524097

CUSTOMER
COPY

Date	VIN	Mileage	Del. Date	Miles	In-Serv-Date	License No.	Yr	Make	Model
01/30/06	1G2ZH528X54	9720	03/15/05	10	03/15/05		05	PONTIAC	G6 GT
<p>These repairs are covered by a limited warranty, labor and parts for 90 days or 4000 miles, whichever comes first. Warranty repairs to be performed at seller's place of business. Seller hereby limits implied warranties to the period stated. The title of items listed above remains vested in seller and are on consignment until invoice is fully satisfied by payment in cash or certified funds.</p>		Name	1.8L		Eng	Transmission	Color	SA#	SO#
		Address					GRAY	379	142375
		City / State / Zip	STATEN ISLAND NY			Customer Number	Business Phone	Tac#	Ref SO#
									03
							Stock #	Labor Rate	
							6047	97.02	
						Payment Type	Promise Date / Time		
						CASH	01/30/06 17:00:00		
					Doc Cnt: 1	Diag Codes			
					Prk Lot:				

PRINTED: 8:32:05 Attention:

Comments:

L#	Codes	ST	Hrs	Labor	Parts	Total
1	CUSTOMER STATES C.D. PLAYER WILL NOT WORK-CHECK/REPORT	W				
2	CUSTOMER STATES CONDENSATION WILL BUILD UP FROM THE ROOF/TOP OF THE VEHICLE-AND BUILDS UP ON THE WINDSHIELD-CHECK/REPORT	W				
3	CUSTOMER STATES POWER STEERING IS VERY TIGHT WHEN PARKING AND AS WELL AS RIGHT AND LEFT TURNS-CHECK/REPORT	W				
4	CUSTOMER STATES LICENSE PLATE IS CROOKED-CHECK/REPORT	W				

COPY

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

CASH OR CHARGE

SA: RICHARD VICIOSO	ESTIMATE TOTAL:
HOURS LABOR	NT ITEM MISC
HAZDS DISC	DEDCT TAXES TOTAL

X

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Co.# 0

Sold To:		Service Order Number		Service Advisor		VIN					
[REDACTED]		142098		RICHARD VICOSO		1G2Z4528X54					
Color		Year		Make/Model		License		Engine		Stk.#	
GRAY		2005		PONTIAC		G6 GT		1.8L		6047	
Mileage In/Out		Tag		Delivery Date		Rate		Doc. Count		Plan	
9497/ 9498		0226		3/15/2005				4		N0666	
Tax Exempt				Date/Time In				Date/Time Out			
				1/19/2006 10:54				1/25/2006 16:47			

STATEN ISLAND NY
Business Phone:
Home Phone:

LINE 1 OA CUSTOMER STATES POWER STEERING IS VERY TIGHT
(RIGHT OR LEFT)-CHECK/REPORT
TECH COMM: CHECKED POWER STEERING SYSTEM FOR CUSTOMERS
CONCERN-CHECKED AND TESTED POWER STEERING SYSTEM-
NO PROBLEM FOUND AT THIS TIME.

REPAIR 1 WHEELS FRNT END SUSP REPAIR
OPCODE: E0000
PRIMARY TECH: EDWARD HASSELMAN

SALE TYPE: C

\$0.00

LINE 2 FRONT PLATE BRACKET IS NOT STRAIGHT-CHECK/REPORT
TECH COMM: CHECKED FRONT PLATE BRACKET FOR CUSTOMERS CONCERN-
FOUND RIGHT SIDE ON PLATE BRACKET IS SLIGHTLY
LOWER THAN THE LEFT SIDE-IN ORDER TO CORRECT THE
TECH WILL HAVE TO PUT MORE HOLES IN THE BUMPER
AND CAN NOT BE SURE THAT IT WILL HOLD-
CUSTOMER IS AWARE

REPAIR 1 CHECK FRONT PLATE
OPCODE: GEN
PRIMARY TECH: EDWARD HASSELMAN

SALE TYPE: C

\$0.00

INVOICE PRINTED FROM CLOSED SO: 1/30/06
Following the line number denotes added operation.

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$0.00

\$0.00

VILLA MARIN 24 HOUR TOWING (718) 273-0765

Page 1

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Co. # 0

Sold To:	Service Order Number		Service Advisor		VIN	
STATEN ISLAND NY	135433		RICHARD DAUB		1G2ZL528X54	
Business Phone:	Color	Year	Make/Model	License	Engine	Stk #
Home Phone:	GRAY	2005	PONTIAC G6GT		1.8L	6047
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	6588 / 3589	1299	9/15/2005		6	N0666
	Tax Exempt		Date/Time In		Date/Time Out	
			6/22/2005 8:53		7/21/2005 16:47	

LINE 1 ON CUSTOMER STATES FRONT UNDERCARRIAGE SHIELD IS
COMING APART-CHECK/REPORT
CAUSE: LOOSE
TECH COMM: CHECKED AND FOUND UNDERCARRIAGE SHIELD IS COMING
APART, REINSTALLED AND RECHECKED, O.K. AT THIS TIME.

EC: 2W

REPAIR 1 SHIELD AND/OR LINER - FRONT WHEELHOUSE PANEL - RIG
OPCODE: B0764 SALE TYPE: W
HRS: 40
PRIMARY TECH: ROBERT HILL
WARR PARTS: 4

WTFY

PARTS	DESC	EP	QTY	PRICE	SALE TYPE
GM	10121502 RETAINER	Y	4		W

WTFY

LINE 2 OG CUSTOMER STATES TRUNK NEEDS TO BE SLAMMED
A FEW TIMES BEFORE IT LOCKS-CHECK/REPORT
CAUSE: COMPONENT - INOPERATIVE
TECH COMM: CHECKED AND REPLACED TRUNK LATCH ASSEMBLY
NOT LOCKING, RECHECKED, OK AT THIS TIME.

EC: 6C

REPAIR 1 R/R TRUNK/LTD LOCK
OPCODE: B5500 SALE TYPE: W
HRS: 50
PRIMARY TECH: ROBERT HILL
WARR PARTS: 1

WTFY

PARTS	DESC	EP	QTY	PRICE	SALE TYPE
GM	15147009 LATCH	Y	1		W

WTFY

LINE 3 CUSTOMER STATES FRONT LICENSE PLATE IS NOT
STRAIGHT-CHECK/REPORT
TECH COMM: CHECKED AND REALIGNED FRONT LICENSE PLATE FRAME.

REPAIR 1 GENERAL REPAIRS
OPCODE: GEN SALE TYPE: C
PRIMARY TECH: ROBERT HILL

6.00

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Co. # 0

Sold To:	Service Order Number	Service Advisor	VIN
	135433	RICHARD DAUB	1G2ZL528X54
Tag	Doc. Count	Date/Time In	Date/Time Out
1299	5	6/22/2005 8:53	7/21/2005 16:47

LINE 4 00 CUSTOMER STATES STEERING WHEEL IS OFFLINE-PULLING TO THE RIGHT WHEN STEERING STRAIGHT-CHECK/REPORT CAUSE: MISADJUSTED/MISALIGNED
TECH COMM: CHECKED AND FOUND VEHICLE NEEDS AN ALIGNMENT PERFORMED 4 WHEEL ALIGNMENT...SUBSET ALIGN. ROAD TESTED AND RECHECKED...OK AT THIS TIME.

PG: 3A

REPAIR 1 WHEEL ALIGNMENT - CHECK AND/OR ADJUST
OPCODE: E2020

SALE TYPE: W

WMTV

NET ITEM: S WILLJOHN TERE EMPIRE
PO# 26374 I# 4

SALE TYPE

W

WMTV

INVOICE PRINTED FROM CLOSED SO: 1/30/06

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL *****

\$ 0.00

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Co. # 10

Sold To:	Service Order Number		Service Advisor		VIN	
	133789		RICHARD DAUB		1G2ZL528X54	
STATEN ISLAND NY	Color	Year	Make/Model	License	Engine	Stk. #
	GRAY	2005	PONTIAC G6GT		1.8L	6047
Business Phone:	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
Home Phone:	1862// 1863	195	3/15/2005		4	N0666
	Tax Exempt		Date/Time In		Date/Time Out	
			5/06/2005 8:55		5/11/2005 9:36	

LINE 1 CUSTOMER STATES WATER IS LEAKING INTO THE VEHICLE-
CHECKED AND REPORT (D/S FRONT)
TECH COMM: OK OUT NO PROBLEM FOUND

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: C

\$.00

PRIMARY TECH: LUIGI ARNONE

LINE 2 CUSTOMER STATES MOLDING ON THE SUNROOF IS COMING
UP-CHECK AND REPORT
TECH COMM: NO PROBLEM FOUND

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: C

\$.00

PRIMARY TECH: LUIGI ARNONE

LINE 3 CUSTOMER STATES C.D. CHANGER WILL NOT WORK AT
TIMES (DOES NOT PLAY C.D.S-MUST SHUT OFF AFTER
AWHILE AND THEN IT WORKS-CHECK AND REPORT

REPAIR 1 NO PROBLEM FOUND

OPCODE: NPF

SALE TYPE: C

\$.00

PRIMARY TECH: LUIGI ARNONE

LINE 4* MA RECALL (04088)
COND: L/F DOOR WATER INTRUSION
CAUSE: CAMPAIGN
TECH COMM: PERFORM RECALL 04088
REPROGRAM BCM

FC: 96

REPAIR 1 RECALL 04088 - WATER INTRUSION

OPCODE: Y0014

SALE TYPE: W

WHY

HRS: 20

PRIMARY TECH: LUIGI ARNONE

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Co.# 0

Sold To	Service Order Number	Service Advisor	VIN
	133789	RICHARD DAUB	1G2Z-528X54
Tag	Doc. Count	Date/Time In	Date/Time Out
195	4	5/06/2005 8:55	5/11/2005 9:36

LINE 5 MA RECALL (05005)
COND MAINT UPDATE, CHILD RESTRAINT
CAUSE CAMPAIGN
TECH COMM: RECALL 05005
MANUAL UPDATE

EC: 96

REPAIR 1 RECALL 05005/R CHILD RESTRAINT
OPCODE: V1327
HRS: 20
PRIMARY TECH: LUCI ARNONE

SALE TYPE: W

WHY

INVOICE PRINTED FROM CLOSED SO: 1/30/06
*** Following the line number denotes added operation.

CUSTOMER SIGNATURE _____

CUSTOMER TOTAL \$0.00

\$0.00

VILLA MARIN 24 HOUR TOWING (718) 273-0765

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Co. # 0

Sold To: STATEN ISLAND NY Business Phone: Home Phone:	Service Order Number		Service Advisor		VIN	
	142375		RICHARD VICIOSO		1G22H528X54	
	Color	Year	Make/Model	License	Engine	St. #
	GRAY	2005	PONTIAC G6 GT		1.8L	6047
	Mileage In/Out	Tag	Delivery Date	Rate	Doc. Count	Plan
	9720//	0380	3/15/2005		1	N0666
Tax Exempt		Date/Time In		Date/Time Out		
		1/30/2006 6:32		1/30/2006 17:00		

LINE 1 CUSTOMER STATES C.D. PLAYER WILL NOT WORK-
CHECK/REPORTTECH COMM: WENT TO VEHICLE FOUND THAT CD CHANGER IS WORKING
PROPERLY AT THIS TIME ALSO NOTICED THERE WERE
HOMEMADE CD IN CHANGER BUT THE CD PLAYER WAS WORKI
NG FINEREPAIR 1 NO PROBLEM FOUND
OPCODE: NPF

SALE TYPE: W

WIV

PRIMARY TECH: JAMES WAYSON

LINE 2 CUSTOMER STATES CONDENSATION WILL BUILD UP FROM
THE ROOF/TOP OF THE VEHICLE AND BUILDS UP ON THE
WINDSHIELD-CHECK/REPORTTECH COMM: CK OUT FOR PROBLEM WITH CONDENSATION
WATER TESTED VEHICLE AND FOUND NO SIGNS OF WATER
LEAK IN VEHICLE ALSO CK RUG IN VEHICLE BUT CARPET
IS DRY. NO PROBLEM FOUND WITH VEHICLE.REPAIR 1 NO PROBLEM FOUND
OPCODE: NPF

SALE TYPE: W

WIV

PRIMARY TECH: JAMES WAYSON

LINE 3 CUSTOMER STATES POWER STEERING IS VERY TIGHT WHEN
PARKING AND AS WELL AS RIGHT AND LEFT TURNS-
CHECK/REPORTTECH COMM: CK OUT CUST CONCERN WITH VEHICLE FOR STEERING RES
EACHED CUST COMPLAINT ON CM COMPUTER AND FOUND THAT
THERE IS A BULLETIN WHICH IS NORMAL FOR THE
EPS STEERING WHICH COMES ON THE CG AND VERIFIED CUS
ST COMPLAINT IN TIGHT SPOTSREPAIR 1 NO PROBLEM FOUND
OPCODE: NPF

SALE TYPE: W

WIV

PRIMARY TECH: JAMES WAYSON

VILLA MARIN 24 HOUR TOWING (718) 273-0768

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Staten Island, NY 10310
Phone: (718) 350-3300
Fax: (718) 667-4989



General Motors Service
Authorized Dealer

CUSTOMER
INVOICE

Co. # 0

Inc., Inc.

Service Order Number		Service Advisor	VIN
142376		RICHARD VICOSO	1G27H528X54
Tag	Doc Count	Date/Time In	Date/Time Out
0380	1	1/30/2006 8:32	1/30/2006 17:00

LINE 4
TECH COMM:

CUSTOMER STATES LICENSE PLATE IS CROOKED-
CHECK/REPORT
LICENSE PLATE BRACKET SHOW SIGNS OF BEING HIT AND
THE BRACKET IS INSTALL ON BUMPER WITH PLASTIC RIVETS
IS THAT GO INTO HOLES SET FROM FACTORY.

REPAIR 1 MAINTENANCE
OPCODE: MAIN

SALE TYPE: W

WBY

PRIMARY TECH: JAMES WAWSON

CUSTOMER SIGNATURE

CUSTOMER TOTAL 0.0000

\$.00

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December 2, 2010

(REDACTED)
(REDACTED)
Staten Island, NY (REDACTED)

Service Request: 1-388438220
Executive Office Deborah Palmer

Dear (REDACTED):

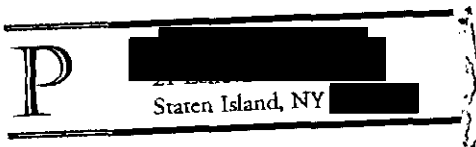
Thank you for your recent letter regarding your 2005 Pontiac G6. We are sorry to learn of your continued dissatisfaction. Although we would prefer that these matters be resolved on a mutually satisfactory basis, differences of opinion do sometimes arise. When considering such matters, we must rely upon our established field organization to conduct the proper investigation and handle each individual case considering the facts involved. I can assure you the personnel of our Northeast Regional office and Villa Marin Pontiac-Buick-GMC-Cadillac are very capable. Owner satisfaction is of prime importance to them, as it is to all of us at Pontiac.

Based on your comments, we reviewed your file and find we are in agreement with the position previously stated to you. We believe every consideration was given and all available information was carefully evaluated before this decision was reached. We understand that you are sincere in the position you have taken. Unfortunately, there are occasions when complete agreement can not be reached. The Northeast Regional office is best informed on your specific situation and we hope that you will understand our supporting their decision.

If you have any future questions or concerns, 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 Managers will be happy to assist you.

Sincerely,

Pontiac Division
General Motors Corporation



JAN 23 2006

PONTIAC
P.O. Box 33172
DETROIT, MI 48232-5172



48232+5172



To: Pontiac Customer Service

From: [REDACTED]

RE: Pontiac G6, Vehicle Identification Number #1G2ZH528X54 [REDACTED]

Date: January 18, 2006

To Whom It May Concern:

My name is [REDACTED] and I have been a loyal General Motors customer since I was Seventeen years old and able to drive. My first car was the original Envoy, followed thereafter by a new 2002 Envoy. In the winter of 2005 my lease on my Envoy was up, and I decided to purchase a brand new Pontiac G6. Up until that purchase, I have never had a problem with any General Motors product before.

Ever since I purchased my G6 on March 15th 2005, there has been nothing but issues with it. When I purchased the car the license plate was crooked, the cigarette lighter and cap were missing, the car was a dirty on the inside, and the rubber molding around the sunroof was hanging off. At that time, I figured it to be no big deal, as I could have those problems corrected rather simply. They were, aside from my license plate, which I tried to have straightened out four times with no success to this day.

Following that, I noticed the trunk was not closing properly, and had to bring the car in for service. Three days later, the part finally arrived for the trunk (broken to begin with from the manufacturer) and it was fixed.

As the spring months came around and the rain became more frequent, I noticed there was condensation inside my car. There was a drip from what appeared to be the roof, so I took it in and had a leak specialist look at it, and I lost my car for another day. After careful observation, I was told that there was no leak to be found, and the car was

fine. There is still water that drips inside of my car to this day, and I fear I am starting to smell mildew develop inside. This was all in a period of three months.

Shortly there after, I couldn't help but notice that the car pulled to the right whenever I drove. Consequently, after yet another trip to the dealership I was told that I needed a wheel alignment. Once again I was out of a car for two days. When you work full time, and share your car with your family, that is no small thing. Now I once again find an issue with my car. The power steering is not working properly, and I once again have to bring this car in for more work in less than NINE months of ownership.

I loved my Envoy very much, and miss it as such. Up until my Pontiac G6, chances are I would have purchased another Envoy at the end of my lease in 2009. Unfortunately, after these many frustrating issues, I do not plan on purchasing a General Motors product ever again. I have no problem looking at Ford's, Nissan's, or Honda's. I am a very loyal client, even when a company's financials are suffering the way General Motors is.

I will say this: The service at the dealership is impeccable – the gentleman who sold me the car at Villa Marin in Staten Island, Al Lambert, was a true professional. I have purchased all my GM cars from Al since I was Seventeen, and gladly would have continued that tradition had I not had such a poor experience dealing with my Pontiac G6.

I recently read an article in the Pontiac performance magazine written by a Mr. Steve Krause, where he spoke about the G6 winning a "Total Quality" award in its first year. I find that ironic considering the "Quality" of my G6.

I truly wish I never had to right this letter, but I feel the quality of this car is inferior to both my previous cars, and other comparable cars on the market. It is

Regards, [REDACTED]

Staten Island, NY,

Vehicle Identification Number #1G2ZH528X54

December 2, 2010

(REDACTED)

(REDACTED)

Staten Island, NY (REDACTED)

Service Request: 1-388438220

Customer Relationship Manager: Evonne Traffanstedt

Dear (REDACTED):

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division
General Motors Corporation

P

Staten Island, NY

A09



GENERAL MOTORS CORPORATION

CUSTOMER CARE DEPARTMENT

100 Renaissance Center
Detroit, M.I.

48265

JAN 26 2008

48243+1114



To: General Motors Customer Service

From: [REDACTED]

RE: Pontiac G6, Vehicle Identification Number #1G2ZH528X54 [REDACTED]

Date: January 18, 2006

To Whom It May Concern:

My name is [REDACTED], and I have been a loyal General Motors customer since I was Seventeen years old and able to drive. My first car was the original Envoy, followed thereafter by a new 2002 Envoy. In the winter of 2005 my lease on my Envoy was up, and I decided to purchase a brand new Pontiac G6. Up until that purchase, I have never had a problem with any General Motors product before.

Ever since I purchased my G6 on March 15th 2005, there has been nothing but issues with it. When I purchased the car the license plate was crooked, the cigarette lighter and cap were missing, the car was a dirty on the inside, and the rubber molding around the sunroof was hanging off. At that time, I figured it to be no big deal, as I could have those problems corrected rather simply. They were, aside from my license plate, which I tried to have straightened out four times with no success to this day.

Following that, I noticed the trunk was not closing properly, and had to bring the car in for service. Three days later, the part finally arrived for the trunk (broken to begin with from the manufacturer) and it was fixed.

As the spring months came around and the rain became more frequent, I noticed there was condensation inside my car. There was a drip from what appeared to be the roof, so I took it in and had a leak specialist look at it, and I lost my car for another day. After careful observation, I was told that there was no leak to be found, and the car was

fine. There is still water that drips inside of my car to this day, and I fear I am starting to smell mildew develop inside. This was all in a period of three months.

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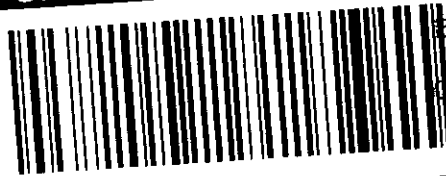
unfortunate that I am locked into my lease until 2009, as I am very disappointed in my vehicle. I would more than likely never recommend a General Motors Car to anyone in the future.

Regards

[REDACTED]
Staten Island, NY, [REDACTED]
[REDACTED]

Vehicle Identification Number #1G2ZH528X54 [REDACTED]

CERTIFIED MAIL™

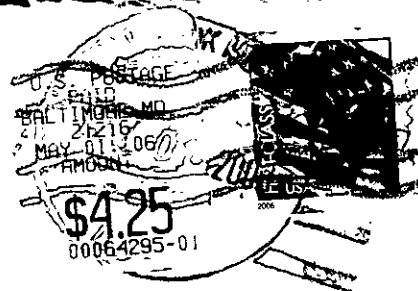


7005 1820 0001 3402 3590



0000

48232



Baltimore, Maryland

Chevrolet Division

General Motors Corporation

P.O. Box 33170

Lemon

Detroit, MI 48232-5178

4-27-06

PAGE I

Dear Sir or Madam

I am writing to notify you of the problems I have been having with my 2005 Chevrolet / Malibu / 4DR SDN. I request that you correct this problem within 30 day of your receipt of this letter.

I purchased my car from Fox Chevrolet on July 27th 2005. I took my car back to the dealer for repairs on 11-15-05, 02-06-06, 03-13-06 And 04-17-06. But to date, the dealer has been unable to correct the ~~problems~~ problems. My car is unsafe.

The Steering Lock At time when Driving And MAKING TURN. This problem substantially impairs both the use And Value of my car. Therefore, IF you And your dealer ARE UNABLE to correct this problem,

Another Side

PAGE 11

In A " Reasonable number of Attempts "

As that phrase is defined in Maryland's

Auto motive WarrantY ENFORCEment Act (M.d.
Code Ann. Com. Law 11, § 14-1502 (d), I WILL

~~YOU~~ expect YOU to (Repurchase or Replace) the
Vehicle pursuant to § 14-1502 (c) of the Act

Please Contact me at the

Avenue Baltimore Maryland [REDACTED] OR

Telephone Number [REDACTED] . TO

ARRANGE A mutually convenient date

A time for you to inspect my CAR AND make

THE NECESSARY REPAIRS

Sincerely

P.S.

MY CAR IS UNSAFE. A steering that

LOCK when Driving could take SOMEONE LIFE.

PLEASE STOP THIS FROM HAPPENING

December 3, 2010

(REDACTED)
(REDACTED)
Baltimore, MD (REDACTED)

Service Request: 1-398541913
Customer Relationship Manager: Raymond Steptoe

Dear (REDACTED):

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54855FXXXXXX. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until July 27, 2010, or 60,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item are covered:

Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Malibu. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

Chevrolet Division
General Motors Corporation

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	3/30/06	Service Request #	1-399819326
Customer Name			
VIN	1G2ZG528954		
In-Service Date	3/31/05	Service Contract?	No
Current Mileage	26454	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	CHUCK NICHOLSON		
Dealer Svc Mgr	RANDY HILL	Dir Warranty Admin:	
Dealer Phone	330-343-7781	Dealer Fax	(330) 364-4879
Dealer BAC	116016		
Dealer Division and Code	16-Pont-09112		
Repair Order Number	100430		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	469.72	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	469.72		
DO NOT ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
STEERING FAILURE			
Cause:			
NONE			
Correction:			
NONE			
Justification:			
PAR CRM			
L DUBOSE			

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

PAR GMWA

Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	3/30/06	Service Request #	1-399819326
Customer Name	(Redacted)		
VIN	1G2ZG528954XXXXXX		
In-Service Date	3/31/05	Service Contract?	No
Current Mileage	26454	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	CHUCK NICHOLSON		
Dealer Svc Mgr	RANDY HILL	Dir Warranty Admin:	
Dealer Phone	330-343-7781	Dealer Fax	(330) 364-4879
Dealer BAC	116016		
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Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	STEERING FAILURE		
Cause:			
	NONE		
Correction:			
	NONE		
Justification:			
PAR CRM	L DUBOSE		

The information contained in this facsimile may contain privileged and/or confidential information intended only for the use of the individual listed below. If the reader of this transmission is not the intended recipient, you are hereby notified that any dissemination or copying of this transmission is strictly prohibited. If you have received this transmission in error, please immediately notify this sender by telephone and return the original of this transmission to the sender at the address below via regular United States Mail without making a copy. Thank you.

To: Randy Hill
Dealership: Chuck Nicholson Pontiac-GMC Truck, Inc.
Phone:
Fax:

From: Doretha Holder
Phone: 800-231-1841 ext.10049
Fax: 866-215-6747

DATE: 11/09/00
Pages including this
cover page: 3
Case Number: (File Number)
Owner's Name: (Customer's Name)
(Year, Make and Model of vehicle)

The following Material is being forwarded to aid in obtaining facts, measurements, and photo documentation that will assist General Motors in a product investigation. **Please use the enclosed section(s) from the GM PAR Investigation Forms.**

If you have a question, before or during the inspection, please contact the individual sending this document at the number listed. Please call when you have completed the inspection, before the vehicle is removed from the shop, for final review. **Do not under any circumstances, remove or replace parts from this vehicle unless instructed to do so.**

No opinions or conclusions should be drawn or communicated to the customer. It will be GM'S responsibility to give a position directly to the claimant.

Using 2-Day Priority Mail, please return completed investigation packet to:

General Motors
Product Allegation Resolution Team
5701 E. Hillsborough Ave.
Suite 2300
Tampa, Florida 33610
Attn: (CRM Name)

GM appreciates your assistance in this matter, as our greatest concern is the safety and satisfaction of our owners.

GUIDELINES FOR PRODUCT INVESTIGATION

CAMERA - Purchase a 35mm disposable **flash** camera. (Do not buy a panoramic, Polaroid, or Kodak Advantix camera.) Take **four** exterior pictures. The pictures are to be taken from the front, rear, and each side of the vehicle. Take **two** interior pictures. One picture from driver's door opening and the other from outside the right front door opening. Use the entire roll of film taking extra pictures of all damaged areas and/or alleged defects. **HAVE FILM PROCESSED AT A LOCAL RETAILER AND OBTAIN DOUBLE PRINTS. GENERAL MOTORS WILL PAY .5 HOURS ADMINISTRATIVE TIME IN ADDITION TO THE STANDARD INSPECTION TIME.** The original receipt will be returned with an invoiced copy of the repair order and completed investigation package. Retain all receipts since you will be applying for payment per our instructions through the warranty system (WINS) after the inspection is complete.

REPAIR ORDER - A repair order is to be generated for the inspection. The repair order, in the complaint section, must read... "**PRODUCT INVESTIGATION PERFORMED FOR GENERAL MOTORS ON ***/98.**" Make sure it is in the owner's name and the heading is filled out. You should include a copy of the **INVOICED** (totaled) repair order with the rest of the completed investigation package before a claim can be processed (SEE INSTRUCTIONS SHEET).

DO NOT MAKE ANY NOTES ABOUT FINDINGS OF INSPECTION ON THE REPAIR ORDER!

PHOTOCOPY THE SALES AND SERVICE FILE - Sales file if this vehicle was sold at your dealer.

COPY THE SERVICE FILE - Hard copies, front and back, and accounting copies for **ALL** service visits.

SCAN DATA - Print out or record vehicle scan data if relevant to this investigation. (Prom ID, DTCs, etc.)

INVESTIGATIVE AIDS - If provided, complete all areas, filling in the measurements and answering questions. Note anything out of the ordinary or areas of concern. **DO NOT MAKE ANY NOTES ON THE REPAIR ORDER. If you have any additional comments that may support a decision, but is perhaps not factual in nature, please report these comments separately or discuss with us over the phone.**

REPORTS - If possible obtain a copy of the police/fire report from the owner. If available, include a body shop estimate in the packet.

GENERAL MOTORS WILL NOT PAY FOR TOWING OR RENTAL CARS !!!

DO NOT INCLUDE IN REPAIR ORDER !!! THESE ARE THE OWNER'S RESPONSIBILITY.

The following items need to be mailed to myself at General Motors at the address on the cover sheet: (Use \$3:00 U.S. Mail 2-Day priority if possible.)

- _____ **Completed Investigative Sheets**
- _____ **35 mm photos (Disposable Flash Camera)**
- _____ **Copy of Invoiced Repair Order (Totaled)**
- _____ **Additional notes/comments**
- _____ **Estimate of vehicle damage**
- _____ **All applicable copies of police/fire/sales/service records**

PLEASE DISCARD ALL INFORMATION RELATING TO THIS INVESTIGATION UPON THE ACKNOWLEDGMENT THAT GENERAL MOTORS HAS RECEIVED ALL THE MATERIALS.

POSTED
DATE SELLING
 5556-9K-800
 DOVER, OH 44622
 (330) 602-1103

CUSTOMER ORDER NO.		DATE <u>March 3 06</u>	
NAME <u>Chuck nicholson</u>			
ADDRESS <u>Pontiac GMC March</u>		PHONE	
SOLD BY	CASH	C.O.D.	CHARGE
ON ACC'T	MISC. FEE	PAID OUT	
QUAN.	DESCRIPTION	PRICE	AMOUNT
	<u>Sublet</u>		
	<u>R.O. 100430</u>		
<u>2005</u>	<u>Pontiac Grand Prix</u>		
	<u>122NE52E15M</u>		<u>90 00</u>
	<u>22521</u>		
<u>05</u>	<u>Pontiac G6</u>		
	<u>122NE52E15M</u>		
	<u>Flat bed to Sleepy SW of</u>		<u>90 00</u>
	<u>P.O. 21783</u>		
All claims and returned goods MUST be accompanied by this bill.			
003171		TAX	
RECEIVED BY X		TOTAL <u>180 00</u>	

GRF-2

AC 508790-002

ALABAMA BUSINESS FORMS INC. 534-8038
OUTSIDE HUNTSVILLE 1 (800) 633-2960

POSTED**CHAD'S TOWING**

5556 SR 800
DOVER, OH 44622
(330) 602-1103

CUSTOMER ORDER NO.		DATE <i>March 17 06</i>	
NAME <i>Chuck Nicholson</i>			
ADDRESS <i>Pontiac Ave MA 204</i>		PHONE	
SOLD BY	CASH	C.O.D.	CHARGE
ON ACCT	MOSE REF ID	PAID OUT	
QUAN	DESCRIPTION	PRICE	AMOUNT
<i>2005</i>	<i>Pontiac & L</i>		
	<i>1st 228528954</i>		
	<i>Dkt - 7792</i>		
	<i>26 459</i>		
<i>2005</i>	<i>Pontiac Grand Am</i>		
	<i>Flat bed to Grand Haven</i>		
	<i>Sublet RO# 100430</i>		
	<i>PG 21775</i>		
All claims and returned goods MUST be accompanied by this bill.		TAX	
003165 RECEIVED BY X		TOTAL	<i>152.00</i>

369617

100430

INVOICE



Big City Selection - Small Town Touch

CAMBRIDGE, OH

PAGE 1

135 West Broadway, Dover, Ohio 44622

HOME BUS:

Phone: 343-7781

SERVICE ADVISOR: 7 JAMES SHAEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	PONTIAC G6	1G2ZG528954		26454/26454	T719	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR05 IS			20:00 17MAR06		0.00	CASH	23MAR06
R.O. OPENED		READY	OPTIONS: STK:DP05264				
17MAR06		23MAR06					

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

A CUSTOMER STATES STEERING LOCKED UP ON HER CAUSING HER TO HAVE AN ACCIDENT

CAUSE: N.P.F.

E7631 RUN ALL SYSTEM CHECK ON ELECTRONIC POWER

STEERING. CHECK ALL BALL JOINTS, TIE RODS AND CONTROL MODULE

8 WP4

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: E

MJ

T2020 TOWED CAR TO SHOP THEN HAD TO TOW VEHICLE TO CUSTOMERS HOUSE

8 WP4

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

SUBL CHADS TOWING

PO#F

WP4

PRODUCT ALLEGATION GROUP ATT.DORETHA HOLDER CASE#1-399819326 PHONE 866]790-5600 X10049

B CUSTOMER WANTS ALIGNMENT CHECKED

CDW CUSTOMER DECLINED WORK AT THIS TIME

8 CPC

0.00 0.00

BOTH FRONT TIRES ARE WORN DOWN PAST THE WEAR SENSORS. STEERING WHEEL IS OFF CENTER, AND THE TECH 2 SHOWS THE STEERING IS OUT OF ALIGNMENT B Y 2 DEG.L/FRONT TIRE HAD 25PSI R/FRONT TIRE HAD 40 PSI. VEHICLE HAS A CODE C0176 SYPTOM 54. WE PERFORM DIAG. PER TSE #1755919 AND #1239311. NO PROBLEM FOUND AT THIS TIME IN STEERING.

SERVICE HOURS

MONDAY 8:00 AM - 8:00 PM

TUESDAY - FRIDAY 8:00 AM - 5:00 PM

CLOSED SATURDAY

Approved
Auto RepairCertified
Technicians

STATEMENT OF DISCLAIMER

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

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

469.72

CUSTOMER COPY

369617

100430

INVOICE



CAMBRIDGE, OH

PAGE 2

135 West Broadway, Dover, Ohio 44622

HOME: [REDACTED] BUS:

Phone: 343-7781

SERVICE ADVISOR: 7 JAMES SHAEFFER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	PONTIAC G6	1G2ZG528954		26454/26454	T719	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
30MAR05 IS			20:00 17MAR06		0.00	CASH	23MAR06
R.O. OPENED		READY		OPTIONS: STK:DP05264			
17MAR06		23MAR06					

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

C SEE ATTACHED NOTE

CAUSE: F

Z7906 RENTAL CAR FOR 7 DAYS

1 WP4

(N/C)

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

HAD A RENTAL CAR TOWED TO CUSTOMER AND HER CAR TOWED TO THE DEALERSHIP. ALSO HAD TO TOW CUSTOMER CAR TO HER HOUSE AND HAVE RENTAL CAR TOWED BACK TO THE DEALERSHIP.

YOUR COMPLETE SATISFACTION IS THE FINAL STEP TO EVERY REPAIR. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT US IMMEDIATELY.

THANK YOU FOR YOUR BUSINESS

SERVICE HOURS

MONDAY 8:00 AM - 8:00 PM

TUESDAY - FRIDAY 8:00 AM - 5:00 PM

CLOSED SATURDAY



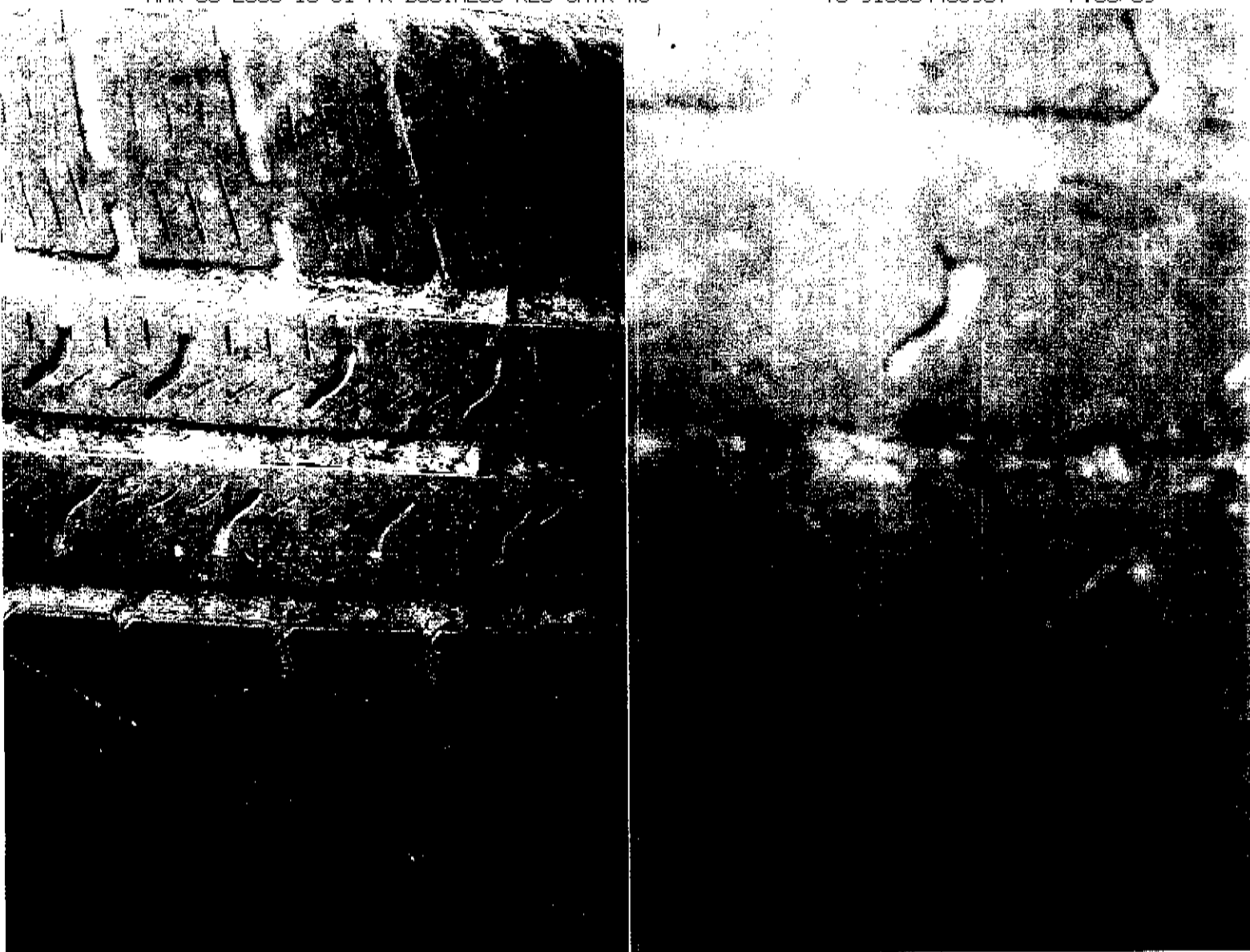
STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY



Both Front Tires Are Bald. Doesn't Reg.
On Thread Depth Gauge.

~~Has~~ Steering Wheel Is Off Center By 2° Deg.
Alignment Is Out Of G.M. Specs.

Tire Pressure L/F 25
R/F 40

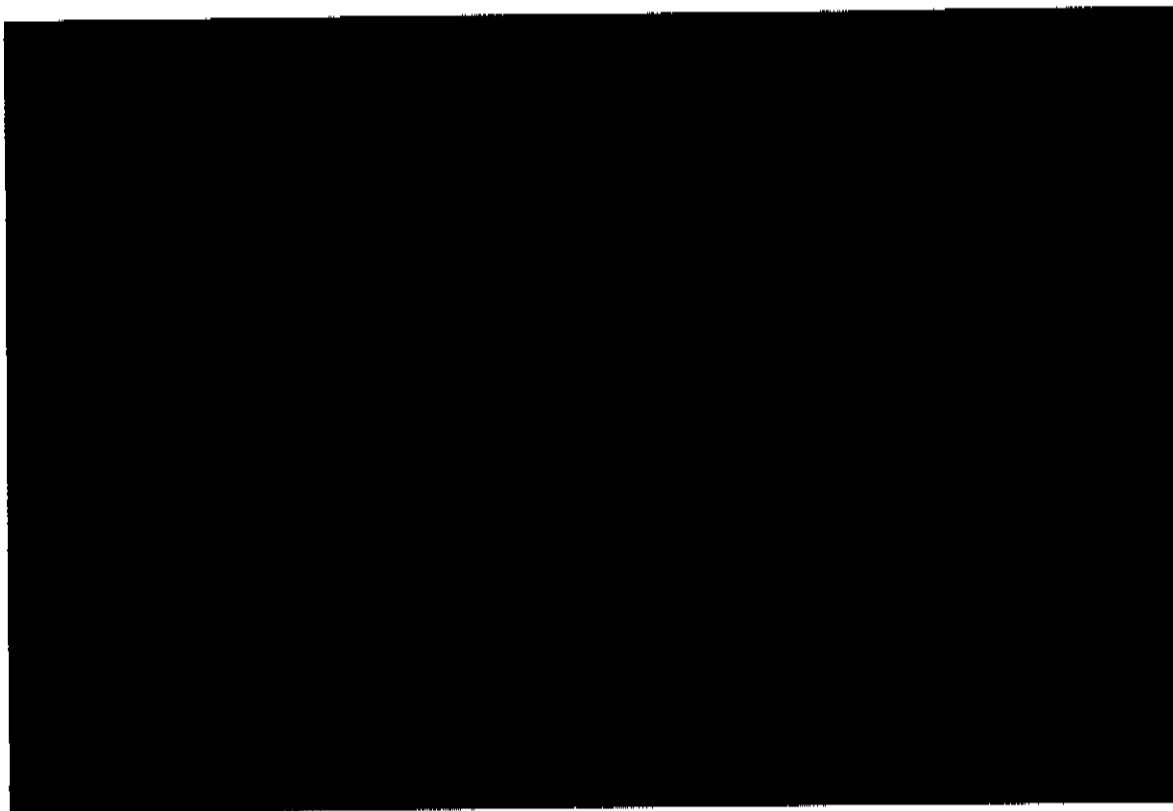
Has Codes C0176 Syptom 54

See Document ID #1 [REDACTED]

#1 [REDACTED]

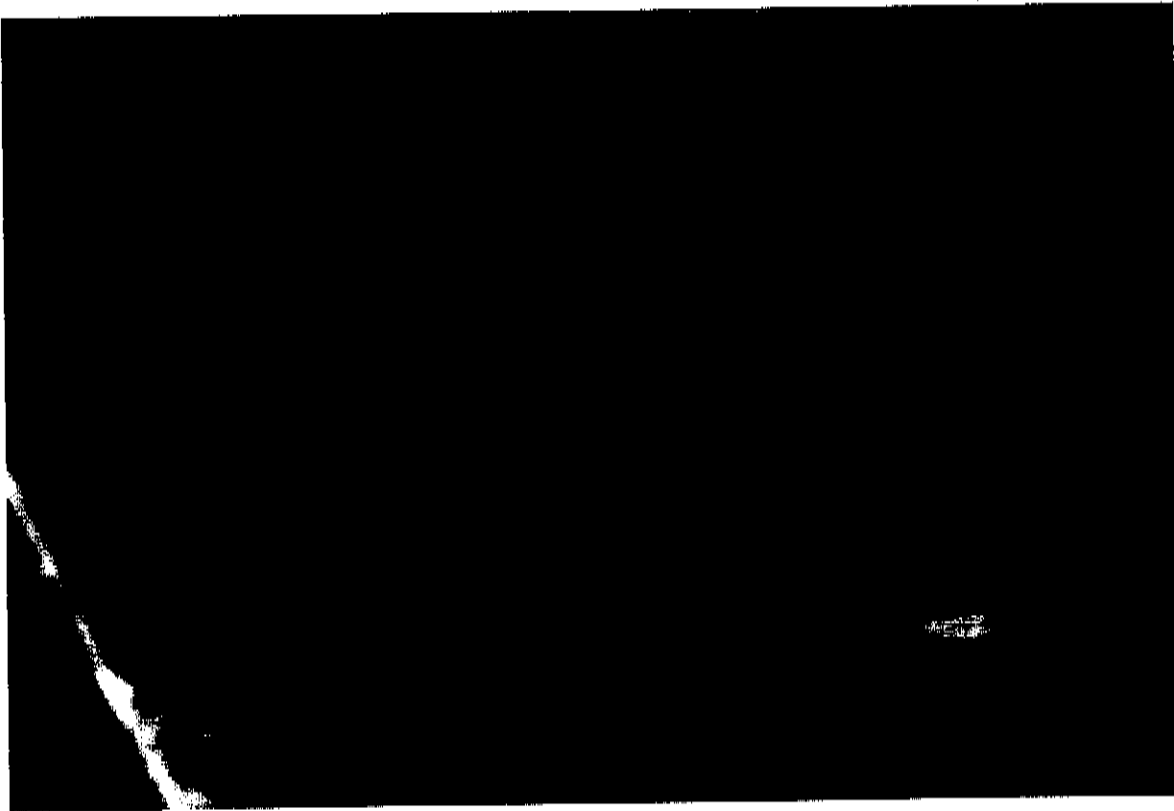












Has A Few Scratches And Paint Scuffs
In R/Front.