

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

November 18, 2010

[REDACTED]  
[REDACTED]  
Kingston, PA [REDACTED]

Service Request: 1-417485424  
Customer Relationship Specialist: Brenda Santos

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2005 Pontiac G6, which resulted in an unexpected repair expense to you.

We value you as a Pontiac owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$369.72. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Pontiac Customer Assistance Center

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

[REDACTED]  
Kingston, PA  
[REDACTED]

WILKES-BARRE  
PA 187.1 T  
30 AUG 2006 PM



SEP 01 2008

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

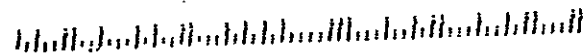
Pontiac

P.O. Box 33172

Detroit, Michigan

48232-5172

48232+5172



COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: JAN 31, 2007 VALID: 01/28/06

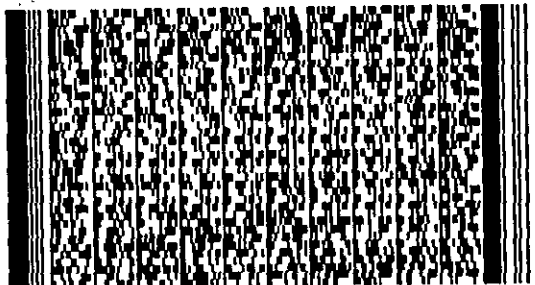
PLATE: [REDACTED]  
TITLE: [REDACTED] VA  
VIN: 1G2ZH528254 [REDACTED]  
YR/MAKE: 2005 PONTIAC  
TYPE: SDN  
WID: 06028 2600 023444-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: LUZERNE

[REDACTED]  
KINGSTON PA  
[REDACTED]

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

Case # 1-417485424

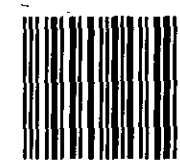


Change your address online at: [www.state.pa.us](http://www.state.pa.us) Pa Keyword "DMV"

Kingston, PA



0000



48232

U.S. POSTAGE  
PAID  
DALLAS, PA  
18612  
AUG 14, '06  
AMOUNT  
**\$4.55**  
00027857-04



Pontiac  
P.O. Box 33172  
Detroit, Michigan  
48232-5172

United States Postal Service®  
**DELIVERY CONFIRMATION™**

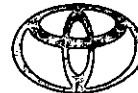


0305 2710 0001 2306 8051

# ALEXANDER FAMILY DEALERSHIPS

MAUREEN ALEXANDER  
CHEVROLET-PONTIAC-BUICK

2225 Sans Souci Parkway Wilkes Barre, Pa. 18706  
570-735-2600 800-845-8414



CUSTOMER NO. <b>101725</b>	ADVISOR <b>JAY GREENBERG</b>	TAG NO. <b>4173</b>	INVOICE DATE <b>09/26/05</b>	INVOICE NO. <b>PNCS74479</b>
[REDACTED] <b>KINGSTON, PA</b>	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE <b>7,178</b>	COLOR <b>ELECTRIC BL</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SDN</b>	DELIVERY DATE <b>02/22/05</b>		STOCK NO. <b>35107</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 2 8 2 5 4</b>	SELLING DEALER NO.		DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/26/05</b>	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
			<b>MO: 7178</b>	

LABOR & PARTS-----  
J# 1 11PNZ ENGINE MECHANICAL TECH(S):46 WARRANTY  
CUSTOMER STATES VEHICLE WAS TOWED IN BY FALZONES  
BATTERY DEAD AND WOULD NOT ACCEPT CHARGE...CODE 575RM-RL  
REPLACE BATTERY AND CHECK SYSTEM  
NOW FUNCTIONING PROPERLY

PARTS-----	QTY-----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-----	WARRANTY
JOB # 1	1	755YR	75-60 BAT		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS-----

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

IF FOR ANY REASON, YOU ARE NOT  
"COMPLETELY SATISFIED", CONTACT DAVID HORNLEIN.  
SERVICE MGR. YOUR SATISFACTION IS OUR NUMBER 1 CONCERN.  
THANK YOU VERY MUCH FOR YOUR PATRONAGE.

\*\*\*\*\*

\$ [ ] CASH [ ] CHARGE [ ] CHECK #.....

\$ [ ] MASTERCARD [ ] VISA AUTH #.....

\$ DATE: REC'D BY:

\*\*\*\*\*

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

**ORIGINAL**

Case # 1-417485424

# ALEXANDER FAMILY DEALERSHIPS

MAUREEN ALEXANDER  
CHEVROLET-PONTIAC-BUICK

2225 Sans Souci Parkway Wilkes Barre, Pa. 18706  
570-735-2600 800-845-8414



CUSTOMER NO. <b>101725</b>	ADVISOR <b>DAVID J HORNLEIN J</b>	TAG NO. <b>21 4618</b>	INVOICE DATE <b>10/17/05</b>	INVOICE NO. <b>PNCS74857</b>
<b>KINGSTON, PA</b>	LABOR RATE	MILEAGE <b>7,681</b>	COLOR <b>ELECTRIC BL</b>	STOCK NO. <b>35107</b>
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/SDN</b>		DELIVERY DATE <b>02/22/05</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G2ZH528254</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>10/10/05</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
<b>MO: 7682</b>				

## TOTALS

### IMPORTANT

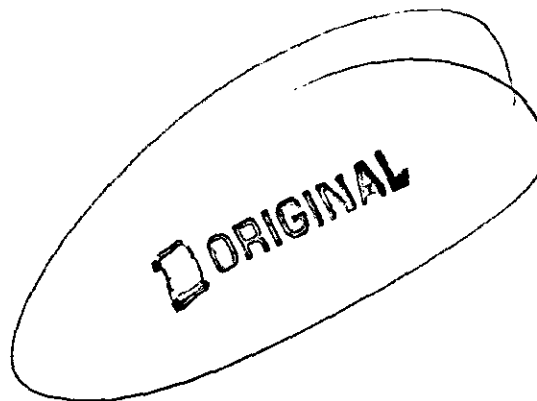
IF FOR ANY REASON, YOU ARE NOT  
"COMPLETELY SATISFIED", CONTACT DAVID HORNLEIN,  
SERVICE MGR. YOUR SATISFACTION IS OUR NUMBER 1 CONCERN.  
THANK YOU VERY MUCH FOR YOUR PATRONAGE.

TOTAL LABOR....	27.55
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.40
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.79

**TOTAL INVOICE \$ 31.74**

\$ [ ] CASH [ ] CHARGE [ ] CHECK #.....  
 \$ [ ] MASTERCARD [ ] VISA AUTH #.....  
 \$ DATE: REC'D BY:  
 \$

CUSTOMER SIGNATURE

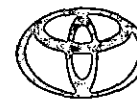


Case # 1-417485424

# ALEXANDER

## FAMILY DEALERSHIPS

MAUREEN ALEXANDER  
CHEVROLET-PONTIAC-BUICK  
2225 Sans Souci Parkway Wilkes Barre, Pa. 18706  
570-735-2600 800-845-8414



CUSTOMER NO. <b>101725</b>		ADVISOR <b>DAVID J HORNLEIN J</b>	TAG NO. <b>21 4618</b>	INVOICE DATE <b>10/17/05</b>	INVOICE NO. <b>PNC574857</b>	
[REDACTED] <b>KINGSTON, PA</b>		LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE <b>7,681</b>	COLOR <b>ELECTRIC BL</b>	
		YEAR / MAKE / MODEL <b>05/PONTIAC/G6/SDN</b>			DELIVERY DATE <b>02/22/05</b>	STOCK NO. <b>35107</b>
		VEHICLE I.D. NO. <b>1 G 2 Z H 5 2 8 2 5 4</b>			SELLING DEALER NO.	DELIVERY MILES
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE [REDACTED]		COMMENTS	MO: 7682	

LABOR & PARTS  
J# 1 12PNZ DRIVEABILITY TECH(S):46 WARRANTY  
CUSTOMER STATES VEHICLE BEING TOWED IN ...CUTS OUT WHILE  
DRIVING. GIVES IT GAS AND IT WILL GO AND THEN CUT OUT  
CONNECTOR C206 SATURATED WITH WATER  
DRIED CONNECTOR...LUBRICATED TO SEAL OUT MOISTURE  
RECONNECTED..ROAD TESTED

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+01PNZPASI PA STATE INSPECTION TECH(S):266 INTERNAL  
CUSTOMER STATES SERVICE NECESSARY  
FT BRAKES ( / ), REAR BRAKES ( / ), TIRES ( /32)  
FT BRAKES,REAR BRAKES,TIRES....STICKER#  
9B 9B 11

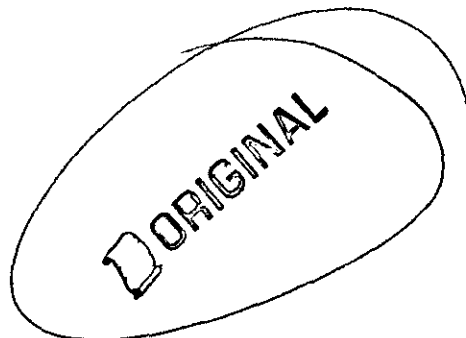
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+01PNZZ PA EMISSION TEST TECH(S):266 27.55  
PA EMISSION TEST  
CHECKED REQUIRED COMPONENTS FOR TEST  
PASSED EMISSIONS TEST

JOB # 3 TOTAL LABOR & PARTS 27.55

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
JOB # 1 26705 32598 10/17/05 WATERLEAK REPAIR  
TOTAL - SUBLET WARRANTY 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
JOB # 2 PSI STATE INSPECTION STICKER INTERNAL 2.40  
JOB # 3 MCI CONNECTION FEE 2.40  
TOTAL - MISC 2.40



Case # 1417485424

# ALEXANDER

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CHEVROLET-PONTIAC-BUICK

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570-735-2600 800-845-8414



### RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOF 01PNZTRANS 01PNZTIRE 01PNZINJSERVICE	LUBE OIL FILTER SERVICE TRANS AUTO TIRE ROTATION FUEL INJECTION SERV	MO MI MI MI		01PNZPASI 01PNZCOOLING 01PNZTUNE 01PNZFILTER	PA STATE INSPECTION SERVICE COOLING SYS TUNE-UP FILTER(AIR,FUEL)	MI MI MI MI	

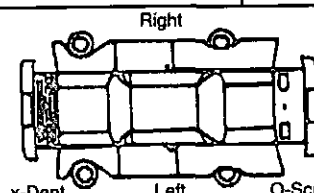
### SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/26/05 07/13/05	74479 72299	7178 5171	165 214	46 262 262 262	W C I I I	11PNZ 01PNZLOF 45PNZ 37PNZ 12PNZ 01PNZPASI	ENGINE MECHANICAL LUBE OIL FILTER TRIM EXTERIOR ACCESSORIES DRIVEABILITY PA STATE INSPECTION
02/21/05 11/23/04	68025 65702	3 2	214 21	316 316	I I		

SALESPERSON NO. 321 MICHAEL J FLYNN SERVICE STATE REG# 0

CUSTOMER WAITING <input type="checkbox"/> YES <input type="checkbox"/> NO	VEHICLE ID NO. <b>1G2ZH528254</b>	YEAR/MAKE/MODEL <b>05/PONTIAC/G6/SDN</b>	PRODUCTION DATE <b>35107</b>	STOCK NO. <b>35107</b>	LICENSE NO. <b>74857</b>
TERMS: <input type="checkbox"/> CASH <input type="checkbox"/> CHARGE TYPE		CUSTOMER NO. <b>101725</b>	SERVICE CONTRACT	DELIVERY DATE <b>02/22/05</b>	DELIVERY MILES
KINGSTON, PA		COLOR <b>ELECTRIC BLUE/EBO</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
BUSINESS PHONE		TURBO <b>PNZZ</b>	M/MC <b>PNZZ</b>	AIR COND.	P. S.
INTERNAL APPROVED BY:		TRANS	MILEAGE <b>7,681</b>	ADVISOR NO. <b>21</b>	ADVISOR <b>DAVID J HORNLEIN JR</b>
TIME RECEIVED <b>11:02am</b>		DATE/TIME PROMISED <b>10/10/05 06:00pm</b>		PRIORITY	
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		LABOR RATE		<input type="checkbox"/> I AUTHORIZE YOU TO COMPLETE REPAIRS WITHOUT AN ESTIMATE <input type="checkbox"/> I AUTHORIZE REPAIR WORK UP TO \$ <input type="checkbox"/> I ACCEPT THE ESTIMATE AND AUTHORIZE REPAIRS	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in 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.		CHECK HERE TO SAVE PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	

LABOR INSTRUCTIONS		ESTIMATE	
JOB 1 <b>W 12PNZ DRIVEABILITY</b> <b>CUSTOMER STATES VEHICLE BEING TOWED IN ...CUTS OUT WHILE DRIVING..GIVES IT GAS AND IT WILL GO AND THEN CUT OUT</b>  <i>APPT 10/17/05 for waterleak to get fixed</i>  <div style="border: 1px solid black; border-radius: 50%; padding: 20px; display: inline-block;">                     ORIGINAL                 </div>	YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.  WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE _____	ORIGINAL ESTIMATE \$ _____ AUTHORIZED ADDITIONS \$ _____ TOTAL \$ _____	CUSTOMER'S ACCEPTANCE INITIAL HERE _____ DATE _____ TIME _____ BY _____ DATE _____ TIME _____ BY _____
ANY WARRANTIES ON THE ITEM / ITEMS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER ALEXANDER FAMILY OF DEALERSHIPS HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ALEXANDER FAMILY OF DEALERSHIPS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM / ITEMS.		REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD Parts replaced pursuant to manufacturer's warranty are retained by Alexander Family of Dealerships for inspection by manufacturer. <input type="checkbox"/> CASH <input type="checkbox"/> WARRANTY <input type="checkbox"/> CUSTOMER PAY DEDUCT \$ _____ # _____ AUTH: _____ DAYS _____ RENTAL _____	
ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE RENTAL NUMBER _____		x-Dent Left O-Scratch	



Case # 1-411485424

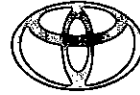
74857



# ALEXANDER

## FAMILY DEALERSHIPS

MAUREEN ALEXANDER  
CHEVROLET-PONTIAC-BUICK  
2225 Sans Souci Parkway Wilkes Barre, Pa. 18706  
570-735-2600 800-845-8414



CUSTOMER NO. <b>101725</b>	ADVISOR <b>JAY GREENBERG</b>	TAG NO. <b>2193</b>	INVOICE DATE <b>05/23/06</b>	INVOICE NO. <b>PNCS80522</b>
<b>KINGSTON, PA</b>	LABOR RATE	LICENSE NO.	COLOR <b>ELECTRIC BL</b>	STOCK NO. <b>35107</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SDN</b>	MILEAGE <b>12,261</b>	DELIVERY DATE <b>02/22/05</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G2ZH528254</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>05/22/06</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
			<b>MO: 12264</b>	

LABOR & PARTS-----  
J# 1 03PNZ STEERING TECH(S):237 WARRANTY  
CUSTOMER STATES VEHICLE WAS TOWED IN DUE TO LACK OF  
POWER STEERING  
POWER STEERING MOTOR INTERMITTENT  
REPLACE POWER STEERING MOTOR

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

G.O.G. & SUPPLIES-----	WARRANTY
JOB # 1 FREIGHT (PARTS)	
TOTAL - GOG	0.00

TOTALS-----

IMPORTANT

IF FOR ANY REASON, YOU ARE NOT  
"COMPLETELY SATISFIED", CONTACT DAVID HORNLEIN,  
SERVICE MGR. YOUR SATISFACTION IS OUR NUMBER 1 CONCERN.  
THANK YOU VERY MUCH FOR YOUR PATRONAGE.

\*\*\*\*\*

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

TOTAL INVOICE \$ 0.00

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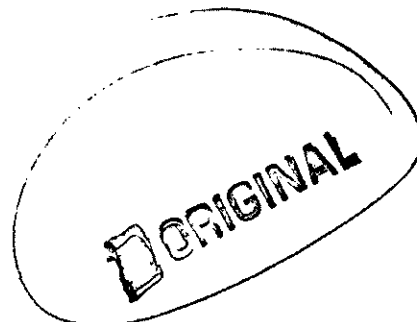
\$ [ ] CASH [ ] CHARGE [ ] CHECK #.....

\$ [ ] MASTERCARD [ ] VISA AUTH #.....

\$ DATE:--- REC'D BY: (signature)

\*\*\*\*\*

CUSTOMER SIGNATURE



Case # 1-417485424

# ALEXANDER FAMILY DEALERSHIPS

MAUREEN ALEXANDER  
CHEVROLET-PONTIAC-BUICK

2225 Sans Souci Parkway Wilkes Barre, Pa. 18706  
570-735-2600 800-845-8414



CUSTOMER NO. <b>101725</b>	ADVISOR <b>JAY GREENBERG</b>	TAG NO. <b>165 2771</b>	INVOICE DATE <b>06/21/06</b>	INVOICE NO. <b>PNCS81259</b>
<b>KINGSTON, PA</b>	LABOR RATE	MILEAGE <b>13,225</b>	COLOR <b>ELECTRIC BL</b>	STOCK NO. <b>35107</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SDN</b>		DELIVERY DATE <b>02/22/05</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 2 8 2 5 4</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/19/06</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
			MO: 13337	

LABOR & PARTS  
J# 1 03PNZ STEERING TECH(S):237 WARRANTY  
CUSTOMER STATES POWER STEERING WAS NOT OPERATIONAL  
REPEAT CONCERN  
INTERMITTENT  
REPLACE STEERING COLUMN PER GM TECHNICAL ASSISTANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88967179	S/COL REM 6.518		0.00
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

TOTALS

IMPORTANT	TOTAL LABOR....	0.00
IF FOR ANY REASON, YOU ARE NOT	TOTAL PARTS....	0.00
"COMPLETELY SATISFIED", CONTACT DAVID HORNLEIN,	TOTAL SUBLET....	0.00
SERVICE MGR. YOUR SATISFACTION IS OUR NUMBER 1 CONCERN.	TOTAL G.O.G....	0.00
THANK YOU VERY MUCH FOR YOUR PATRONAGE.	TOTAL MISC CHG....	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

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\$ [ ] CASH [ ] CHARGE [ ] CHECK #.....

\$ [ ] MASTERCARD [ ] VISA AUTH #.....

\$ DATE: REC'D BY:

\*\*\*\*\*

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

GMC



ORIGINAL

Case # 1- 417485424

Thank You. We appreciate your business!

# ALEXANDER FAMILY DEALERSHIPS

MAUREEN ALEXANDER  
CHEVROLET-PONTIAC-BUICK  
2225 Sans Souci Parkway Wilkes Barre, Pa. 18706  
570-735-2600 800-845-8414



CUSTOMER NO. <b>101725</b>	ADVISOR <b>JAY GREENBERG</b>	TAG NO. <b>165 2880</b>	INVOICE DATE <b>06/26/06</b>	INVOICE NO. <b>PNCS81375</b>
[REDACTED] <b>KINGSTON, PA</b>	LABOR RATE	LICENSE NO.	COLOR <b>ELECTRIC BL</b>	STOCK NO. <b>35107</b>
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/SDN</b>	MILEAGE <b>13,254</b>	DELIVERY DATE <b>02/22/05</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1G2ZH528254</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O.	R.O. DATE <b>06/26/06</b>	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS <b>MO: 13255</b>		

LABOR & PARTS-----  
J# 1 42PNZ WATER LEAK TECH(S):159 0.00  
CUSTOMER STATES LF FLOOR GETS WET-REPEAT CONCERN  
A/C DRAIN HOSE DISCONNECTED CAUSING CONDENSATION TO ENTER  
RECONNECT HOSE AND TIE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # 1 TOTAL PARTS 0.00  
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01PNZLOF LUBE OIL FILTER TECH(S):266 10.80  
CUSTOMER STATES SERVICE NECESSARY  
CHECKED & FILLED ALL FLUID LEVELS & TIRE PRESSURE  
VISUALLY INSPECTED UNDERCARRIAGE. CHANGED OIL & OIL FILTER  
AND LUBRICATED AS NECESSARY.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # 2 1 25010792 OIL FLTR 1.836 4.90  
JOB # 2 TOTAL PARTS 4.90  
JOB # 2 TOTAL LABOR & PARTS 15.70

G.O.G. & SUPPLIES-----  
JOB # 2 5.0 1 QUART OIL @ 2.250 /UNIT 11.25  
TOTAL - GOG 11.25

TOTALS-----

## IMPORTANT

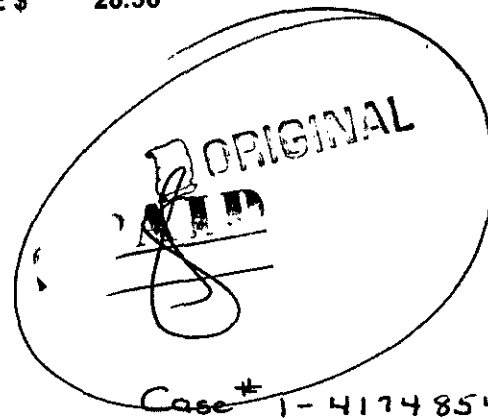
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"COMPLETELY SATISFIED", CONTACT DAVID HORNLEIN,  
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THANK YOU VERY MUCH FOR YOUR PATRONAGE.

\*\*\*\*\*  
\$ [ ] CASH [ ] CHARGE [ ] CHECK #.....  
\$ [ ] MASTERCARD [ ] VISA AUTH #.....  
\$ DATE: REC'D BY:  
\*\*\*\*\*

TOTAL LABOR.... 10.80  
TOTAL PARTS.... 4.90  
TOTAL SUBLET.... 0.00  
TOTAL G.O.G.... 11.25  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 1.61

TOTAL INVOICE \$ 28.56

CUSTOMER SIGNATURE



Case # 1-417485424

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2225 Sans Souci Parkway Wilkes Barre, Pa. 18706  
570-735-2600 800-845-8414



CUSTOMER NO. <b>101725</b>	ADVISOR <b>DAVID J HORNLEIN J</b>	21	TAG NO. <b>3304</b>	INVOICE DATE <b>07/18/06</b>	INVOICE NO. <b>PNC581933</b>
[REDACTED] <b>KINGSTON, PA</b>	LABOR RATE	[REDACTED]	MILEAGE <b>13,760</b>	COLOR <b>ELECTRIC BL</b>	STOCK NO. <b>35107</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / SDN</b>			DELIVERY DATE <b>02/22/05</b>	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 2 8 2 5 4</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>07/18/06</b>
BUSINESS PHONE		COMMENTS			<b>MO: 13760</b>

LABOR & PARTS  
J# 1 42PNZ WATER LEAK TECH(S):46 INTERNAL  
CUSTOMER STATES WATER LEAKING IN TO REAR FLOOR AREA  
ONLY DURING RAIN  
LEFT AND RIGHT ROCKER SEAMS AND TRUNK COMPARTMENT  
SEAMS LEFT AND RIGHT LEAKING  
RESEALED ROCKER AND TRUNK COMPARTMENT SEAMS  
WATERLEAK EXPERTS

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

IMPORTANT	TOTAL LABOR....	0.00
IF FOR ANY REASON, YOU ARE NOT	TOTAL PARTS....	0.00
"COMPLETELY SATISFIED", CONTACT DAVID HORNLEIN,	TOTAL SUBLET....	0.00
SERVICE MGR. YOUR SATISFACTION IS OUR NUMBER 1 CONCERN.	TOTAL G.O.G....	0.00
THANK YOU VERY MUCH FOR YOUR PATRONAGE.	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

\$ [ ] CASH [ ] CHARGE [ ] CHECK #.....  
\$ [ ] MASTERCARD [ ] VISA AUTH #.....  
\$ DATE: REC'D BY:  
\*\*\*\*\*

CUSTOMER SIGNATURE

DUPLICATE INVOICE \*\*\*\*\*

ORIGINAL

Case # 1-4174 85424

CUSTOMER COPY. We appreciate your business. (END OF INVOICE) 03:08pm

**GMAC**

Case # 1-417485 424

PO BOX 3100  
MIDLAND TX 79702

THANK YOU FOR LEASING WITH YOUR DEALER AND GMAC.

FOR ASSISTANCE CALL: 800-200-4622

KINGSTON PA

MAKE/MODEL: 05 PONT G6  
VIN: 1G2ZH528254

PAGE 1 OF 1

ACCOUNT NUMBER:

STATEMENT REFLECTS PAYMENT(S) RECEIVED  
FROM:02/22/05 THROUGH:08/01/06**PAYMENT HISTORY - - - PAYMENTS APPLIED AS FOLLOWS**

DUE DATE	SCHEDULED PAYMENT	DATE PAID	BASE PAYMENT	SALES/USE TAX	PER. PROP. TAX	OTHER SCHEDULED	LATE CHARGES	EXTENSION FEES	OTHER CHARGES	TOTAL PAID
02/22/05	369.72	02/22/05	339.19	30.53						369.72
03/22/05	369.72	03/28/05	339.19	30.53						369.72
04/22/05	369.72	04/14/05	339.19	30.53						369.72
05/22/05	369.72	05/13/05	339.19	30.53						369.72
06/22/05	369.72	06/22/05	339.19	30.53						369.72
07/22/05	369.72	07/22/05	339.19	30.53						369.72
08/22/05	369.72	08/22/05	339.19	30.53						369.72
09/22/05	369.72	09/22/05	339.19	30.53						369.72
10/22/05	369.72	10/24/05	339.19	30.53						369.72
11/22/05	369.72	11/22/05	339.19	30.53						369.72
12/22/05	369.72	12/22/05	339.19	30.53						369.72
01/22/06	369.72	01/23/06	339.19	30.53						369.72
02/22/06	369.72	02/22/06	339.19	30.53						369.72
03/22/06	369.72	03/22/06	339.19	30.53						369.72
04/22/06	369.72	04/24/06	339.19	30.53						369.72
05/22/06	369.72	05/22/06	339.19	30.53						369.72
06/22/06	369.72	06/22/06	339.19	30.53						369.72
07/22/06	369.72	07/24/06	339.19	30.53						369.72
TOTALS	6,654.96		6,105.42	549.54						6,654.96

#REMAINING PAYMENTS: 30

SCHEDULED END DATE: 02/21/09

**MESSAGES**

THIS STATEMENT WAS ISSUED ON YOUR REQUEST.



**CBU**  
**LISTED**  
**NYSE**



**First Liberty**  
**Bank & Trust**  
*A division of Community Bank, N.A.*

|||||.....  
\*\*\*\*\*AUTO\*\*SCH 5-DIGIT 18704

670 0.8080 AV 0.293 13 1 167

KINGSTON PA

Account Number [REDACTED]  
Page Number 1  
Statement Period 06/12/06 to 07/10/06  
Number of Enclosures 0

Direct  
Inquiries To: COMMUNITY BANK, N.A.  
& FIRST LIBERTY BANK & TRUST  
520 3RD AVENUE  
KINGSTON PA 18704-5803  
Telephone: (570) 714-5700

For Your Convenience, 24 Hour Phone Banking: 800-991-4280.

Visit us on the Web at  
[www.communitybankna.com](http://www.communitybankna.com) or [www.firstlibertybank.com](http://www.firstlibertybank.com)

NOW OFFERING COMPLETELY FREE CHECKING AND A FREE  
GIFT...SIGN UP TODAY!!

**FREE LIBERTY CHECKING - PA**

Account # [REDACTED]

**Account Summary**

Beginning Balance on 06/12/06	\$ 804.50
Additions to Your Account	1,294.81
Checks and Other Deductions	<u>1,349.24</u>
Ending Balance on 07/10/06	\$ 750.07

**Transactions**

Posting Date	Description	Credits/Deposits	Debits/Withdrawals	Balance
Jun 12	BEGINNING BALANCE			\$ 804.50
Jun 13	CHECK 1208		50.00	754.50
Jun 14	CHECK 1207		100.00	654.50
Jun 15	WEGMANS FOOD MKT PAYROLL 060610 121313	334.31		988.81
Jun 15	ATM CASH W/D 003826 FIRSTLIBE 520THIRDAV KINGSTON PA		60.00 ✓	928.81
Jun 19	ATM CASH W/D 003890 FIRSTLIBE 520THIRDAV KINGSTON PA		20.00	908.81
Jun 21	POS PURCHASE 005762 WEGMANS HIGHLANDPKBL WILKES-BARRE PA		20.00	888.81
Jun 22	WEGMANS FOOD MKT PAYROLL 060617 121313	330.98		1,219.79
Jun 22	GMAC GMAC PAYMT 062206 61190760718857S		369.72	850.07

ORIGINAL

Case # 1-417485424

**North American Operations**

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

**GM**

CHECK No. [REDACTED]

50-937  
213DATE  
09/12/06

\*\*\*\*\*369 DOLLARS

\*\*\*\*\*72 CENTS

AMOUNT

\*\*\*\*\*369.72

KINGSTON PA [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account

PAY  
TO THE  
ORDER  
OF

SIGNATURE

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

AUDIT

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE

09/12/06

VENDOR  
DUNS NO. BB 000000079

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	--------	----------------	--------------	------------

1G2ZH528254

09/11/06

1-417485424.1-74M1GE

VM 1-74M1GE

00.0000

369.72

.00

369.72

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

**TOTAL**

369.72

.00

369.72

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

November 18, 2010

[REDACTED]  
[REDACTED]  
Kingston, PA [REDACTED]

Service Request: 1-417485424  
Customer Relationship Specialist: Brenda Santos

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2005 Pontiac G6, which resulted in an unexpected repair expense to you.

We value you as a Pontiac owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$369.72. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Pontiac Customer Assistance Center

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



RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 03/11/06  
PROCESSING SOURCE: CHEVROLET 12:49:02  
PAGE: 1

VIN: 1G1ZS52FX 5F [REDACTED] SELLG SCE: 13 MDL YR: 05 ORD NO: HKMDZT

ODATE: 06/24/04 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 24006  
DDATE: 01/15/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 01/19/05 ORDER BY:  
CANC:  
CANC DOE:  
TRADE: DLVY TO: JE ODOM  
TRD DOE: 452 RAILROAD STREET  
SRVC IN: PERDIDO AL 36562  
SRVC OUT: CANC SRVC IN:  
BFSO ORD DT: BFSO CUST:  
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CSE	01	13 24006	00027466842	01/20/05	2,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLR INC MEMO NO: 00027466842 AUTH PUR CD:  
MISC DATE: MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DCD	01	13 24006	00027473431	01/21/05	1,500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLR INC MEMO NO: 00027473431 AUTH PUR CD:  
MISC DATE: MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 24006	00027466842	01/20/05	24.20	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:  
DATA SCE: DLVY INC MEMO NO: 00027466842 AUTH PUR CD:  
MISC DATE: MISC:  
POLICY PYMT CMNT: ACTV TYPE: 6

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

VIN: 1G1ZS52FX 5F [REDACTED] SELLG SCE: 13 MDL YR: 05 ORD NO: HKMDZT  
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 24006	00027473431		01/21/05	DCD	1,500.00	
INCTV PAYMENT	13 24006	00027473431		01/21/05	DCD	1,500.00	
INCTV APPLICATN	13 24006	00027473431		01/20/05	DCD	1,500.00	
INCENTIVE MEMO	13 24006	00027466842		01/20/05	FFC	24.20	
INCTV PAYMENT	13 24006	00027466842		01/20/05	FFC	24.20	
INCTV APPLICATN	13 24006	00027466842		01/20/05	FFC	24.20	
INCENTIVE MEMO	13 24006	00027466842		01/20/05	CSE	2,000.00	
INCTV PAYMENT	13 24006	00027466842		01/20/05	CSE	2,000.00	
INCTV APPLICATN	13 24006	00027466842		01/20/05	CSE	2,000.00	
DELIVERY D.O.E.	13 24006			01/19/05		0.00	
DELIVERY TO CUS	13 24006			01/15/05		0.00	
APPLICATION DAT				09/02/04		0.00	
EXPIRATION TRAN	13 24006	1AD47360929		09/01/04		0.00	
SETTLEMENT DATE	13 24006	1AD47360929		09/01/04		18,363.56	CR
ORIGINAL INVOIC	13 24006	1AD47360929		08/17/04		18,363.56	
COV/NVIS DATE	13 24006	1AD47360929		08/17/04		0.00	
SHIPMENT DATE	13 24006			08/17/04		0.00	
PRODUCTION (BUI	13 24006			08/17/04		0.00	
PREFERENCE TO P	13 24006			06/29/04		0.00	
GM ORDER ACCEPT	13 24006			06/24/04		0.00	
GM ORDER ACCEPT				06/24/04		0.00	

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

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

November 19, 2010

[REDACTED]  
Austell, GA [REDACTED]

Service Request: 1-421475905  
Customer Relationship Specialist: Tony Muniz

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2006 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

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

November 19, 2010

[REDACTED]  
Columbus, GA [REDACTED]

Service Request: 1-421478305  
Customer Relationship Specialist: Bernard Glaser

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548754 [REDACTED] is for the following:

- 60 months or 75,000 miles, whichever occurs first, beginning on 07/17/2006 and ending on 07/17/2011, and begins with 7,483 and ends with 82,483 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

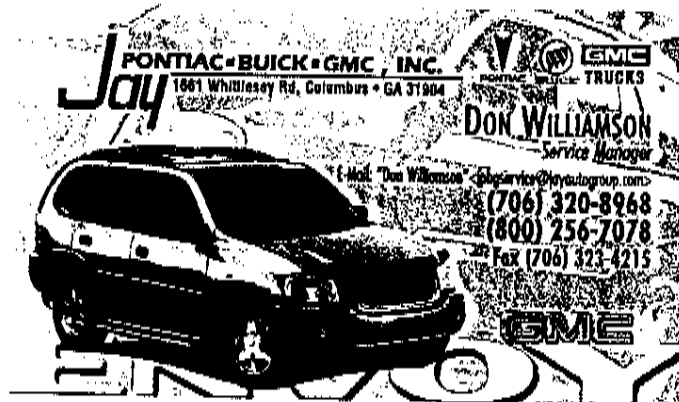
Sincerely,

Pontiac Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



# Jay Auto Group Pontiac Buick GMC



To: AVM TEAM

From: [REDACTED]

Pages: 4

Fax#: 866-430-2718

Comments: Enuff for  
customer

1

### Enhanced Dealership Empowerment Template

1. Please complete this template by either typing or legibly writing in all required information.
2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com  
(It is not necessary to fax in all eleven pages of the template, only those that apply.)
3. Place the template in the service file for future reference

Questions pertaining to the status of the processing can be directed to the AVM Team  
@ 1-800-231-1841 prompt 2, prompt 2

Region	<input type="checkbox"/> NE	<input checked="" type="checkbox"/> SE	<input type="checkbox"/> NC	<input type="checkbox"/> SC	<input type="checkbox"/> W
Field Rep's Name Field Rep's Number					
Requestor's Name Requestor's Number					
Dealership Name Dealership BAC	JAY PONTIAC, BUICK, GMC 116371				
Customer Name (Mr., Ms., Mrs., Last, First, MI)					
Customer Complete Mailing Address	COLUMBUS, GA.				
Daytime phone number					
Evening phone number					
FULL VIN	1G2ZH546754				
Current Mileage (at least within a 2 week window)					
Short explanation as to why the goodwill tool was offered to the customer (Mechanical reasons i.e. specific failed components, etc.)	Customer Lost power steering on 2 occurrences. Provide customer with Gapp to Restore Auth in Vech. Customer Satisfaction. RO# 338052 - PENDING Payment				
If subsequent owner, indicate date & mileage at time of purchase	N/A				

## Model years 2003 – Current

### Available GMPP parameters for any vehicle(s) appearing on the Vehicle Model Group Classification Guide, Rate Classes 1 -8.

In service up to 12 months and 12,000 miles.

**Note:** GMPP Major Guard, Value Guard, & Basic Guard 36/45,000, 36/54,000, & 48/48,000 plans are unavailable for Rate Classes 3A, 4A, 6 & 7 vehicles, which are currently the 2006 LaCrosse, 2006 Lucerne, 2006 Rainier, 2006 Rendezvous, 2006 Terraza, H3, and all Cadillac vehicles.

<input checked="" type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard				
36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 45,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 54,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 50,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 70,000
<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 84,000
<input type="checkbox"/> 75,000	<input type="checkbox"/> 80,000	<input checked="" type="checkbox"/> 75,000	<input type="checkbox"/> 90,000	
<input type="checkbox"/> 100,000	<input type="checkbox"/> 100,000	<input type="checkbox"/> 90,000	<input type="checkbox"/> 100,000	
		<input type="checkbox"/> 100,000		
Available Deductible				
<input checked="" type="checkbox"/> \$0 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200				

Model years 2003 – Current, 0 – 36,000 Odometer miles						
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard						
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 50,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 70,000
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 75,000		
	<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000	<input type="checkbox"/> 72,000			
		<input type="checkbox"/> 60,000				
		<input type="checkbox"/> 75,000				
Available Deductible						
<input type="checkbox"/> \$0 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200						

Model years 2003 – Current, 36,001 – 50,000 Odometer miles						
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard						
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 50,000		
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000			
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 45,000				
	<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000				
Mandatory Deductible						
<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200						

TECHNICIAN COPY





GENERAL MOTORS BUSINESS RESOURCE CENTER

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

{April 28, 2006}

**Service Manager Mr. Delmar  
Pete Moore Chevrolet**  
406 E. Nashville Ave  
Atmore AL 36502  
**Fax 1-850454-2878**

Re: [REDACTED]  
Siebel Request 1-417630913  
2005 Chevrolet Malibu  
VIN # 1G1ZS52FX5f [REDACTED]

Dear Mr. Delmar :

This is a letter of notification regarding a {Better Business Bureau case/State 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
- 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. 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,

Mary Sewell  
BRC Agent Relations Manager  
Ph# 866-790-5600ex 11282  
FAX# 866-{432-1689}

PETE MOORE  
AUTOMOTIVE

FAX 850-453-6811

Phone 850-456-7000

To:

Mary Sewell

From:

Sam Smith@PMC

Fax:

850-432-1689

Pages:

4

Phone:

Date:

7/21/06

Re:

CC:

VIN# 1G1Z8523X5

☐ Urgent☐ For Review☐ Please Comment☐ Please Reply☐ Please Recycle•  
Comments:

I hereby authorize the below repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto. I understand that pursuant to said express mechanic's lien I have no right of possession to the below vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me. Buyer hereby agrees to pay a reasonable attorney fee and all costs incurred for collection of said indebtedness or other legal process under the constitution and laws of the State of Florida, if legal action is necessary.

SIGNED

LUBRICATION	OIL CHANGE	OIL FILTER	PACK WHEEL BROS.	REPLACE PCV	CHECK BRAKES	SERVICE TRANSMISSION	ROTATE TIRES	BALANCE WHEELS	2 WHEEL ALIGNMENT	USED CAR INSPECTION	MAJOR TUNE	SPARK PLUG SERVICE	CHECK ELECTRICAL SYS.	FUEL SYSTEM FILTER	POLISH	VISUAL INSPECTION	SERVICE COOLING SYS.	QUALITY CONTROL	3,000 MILE SERVICE	6,000/7,500 MILE SERVICE	15,000 MILE SERVICE	30,000 MILE SERVICE
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

## INSTRUCTIONS ON WORK TO BE DONE

422 PAY TYPE: 1

FLAT REPAIR

SCREW IN L.E. Patched hole.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☒ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

Signed:

Date:

TECH

OPERATION

HRS

OLH

FLG

FAILED PART

RC

NET

CND

AUTH

TECH

OPERATION

HRS

OLH

FLG

FAILED PART

RC

NET

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FAILED PART

RC

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CND

AUTH

TECH

OPERATION

HRS

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FAILED PART

RC

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CND

AUTH

\*\*\*PRO 1653133 \*\*\*TAG 40823 LIC: OF194270

SVC ADV: 345 VIRGIL MARINICH  
05 \*\*VIN: 1G1Z852FX 5F12

CHEVROLET

COL CD: 330

LICENSE:

4DR SD

TRIM: 52D

TAN/BEIGE

CAP

SVC DLR: 24-006

STOCK NUMBER: OF134270 INV ACCT: 281

ODMETER:

CURRENT:

AVG PER DAY:

PER MONTH:

DIST CODE: 101

12/08/04 13:38:04

\*\*\*PROMISED DATE: 12/08/04 TIME: 1800 \*\*\*

I hereby authorize the below repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on below vehicle to secure the amount of repairs thereto. I understand that pursuant to said express mechanic's lien I have no right of possession to the below vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me. Buyer hereby agrees to pay a reasonable attorney fee and all costs incurred for collection of said indebtedness or other legal process under the constitution and laws of the State of Florida, if legal action is necessary.

SIGNED

LUBRICATION	OIL CHANGE	OIL FILTER	PACK WHEEL EGGS	REPLACE PCV	CHECK BRAKES	SERVICE TRANSMISSION	ROTATE TIRES	BALANCE WHEELS	2 WHEEL ALIGNMENT	USED CAR INSPECTION	MAJOR TUNE	SPARK PLUG SERVICE	CHECK ELECTRICAL SYS.	FUEL SYSTEM FILTER	POLISH	VISUAL INSPECTION	SERVICE COOLING SYS.	QUALITY CONTROL	3,000 MILE SERVICE	6,000/7,500 MILE SERVICE	15,000 MILE SERVICE	30,000 MILE SERVICE
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23

## INSTRUCTIONS ON WORK TO BE DONE

44 PAY TYPE: I  
FREP AND CLEAN

44 PAY TYPE: I  
ETCH WINDOWS

45 PAY TYPE: 1A  
AAP PROTECT

\*\*\*PO 7111444\*\* ATAG \*\*\* LIC: FL  
OF194270

CHEVROLET

MALIBU

LICENSE: FL

STOCK NUMBER: OF194270

ODOMETER:

CURRENT:

DIST CODE: 101

MODEL# 12369

08/30/04 08:12:35

\*\*\*PROMISED DATE: 08/30/04 TIME: 1800 \*\*\*

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☒ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$\_\_\_\_\_. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

Signed

Date:

TECH

OPERATION

HRS

OLH

FLG

FAILED PART

RC

NET

CND

AUTH

TECH

OPERATION

HRS

OLH

FLG

FAILED PART

RC

NET

CND

AUTH

TECH

OPERATION

HRS

OLH

FLG

FAILED PART

RC

NET

CND

AUTH

TECH

OPERATION

HRS

OLH

FLG

FAILED PART

RC

NET

CND

AUTH

SVC ADV: 1012952FX 5F13

COL CD: 38U

4DR SDN TRIM: 52D

TAN/BEIGE

CAR

SVC DLR: 24-006

INV ACCT: 231

BNA

# Parts and Accessories

## Dealer Disclosure of Non-GM Products Used

Dealer and customer acknowledge that if the dealer:

- modifies or sells a modified new or used Motor Vehicle
- installs any equipment, accessory, recycled part or part not supplied by General Motors (GM)
- sells any non-GM service contract for a new or used Motor Vehicle

the Dealer will disclose this fact listing the modifications, equipment, accessories or non-GM service contract on the space provided below. For modifications not developed by GM and non-GM equipment and accessories installed on the vehicle, GM will not be responsible for the warranty and will not cover any damage they cause to other parts on the vehicle.

For non-GM service contracts, customers must be aware that this contract is not warranted or marketed by GM, may not be accepted by all GM dealerships and may not cover normal wear and tear of covered components.

Dealer to indicate any use of non-GM products in the applicable area:

**Modifications – (i.e. conversion van, super charger, lift kit, lowering kit)**

*NA*

**Supplemental Equipment – (i.e. snow plow package)**

*NA*

**Non-GM Accessories – (i.e. running boards, spare tire covers, fog lamps, bed liners)**

*NA*

**Non-GM Extend Service Contract name and terms of contract**

*NA*

**VIN** *1G1ZS52FX5F* [REDACTED]

**Sales or Service Representative** *Linda - LEMAY*

**Customer Signature** [REDACTED]

**Date** *01-15-08*

Dealer must retain a copy of this form in the customer's service file.



**GMC**

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GENERAL MOTORS BUSINESS RESOURCE CENTER

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VIA FAX ONLY

{April 28, 2006}

**Darren Heineman Service Manager**

**Krystal Auto**

3456 S Dixi Hwy

Franklin OH 45005

1-513-424-6186

---

Re: Bob Wallace  
Siebel Request 14200638417  
2005 GMC Sierra  
VIN # 1GTEC14T25Z [REDACTED]

Dear Mr. Heineman

This is a letter of notification regarding a {Better Business Bureau case/State 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
- 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. 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,

Mary Sewell  
BRC Agent Relations Manager  
Ph# 866-790-5600ex 11282  
FAX# 866-{432-1689}

103 New Warrington Road  
Pensacola, FL 32506  
(850) 456-7000  
Fax (850) 453-8220

**PETE MOORE  
CHEVROLET, INC.**

# Fax

To: Mary Sewell From: Veronica Rodziewicz  
Fax: 866-432-1689 Pages: 8  
Phone: \_\_\_\_\_ Date: 7/20/06  
Re: Subel Request 1-417630913 CC: \_\_\_\_\_  
☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

---



Established 1981

103 NEW WARRINGTON RD (850) 458-7000  
106 NEW WARRINGTON RD (850) 457-1000  
P.O. BOX 18848 • PENSACOLA, FL 32523

## AGREEMENT TO PURCHASE

X

☐ CHEVROLET  
☐ IMPORTS  
☐ MITSUBISHI

CUSTOMER # 982989 STOCK # F134270  
SALESMAN LINDGREN # 681 DATE SOLD 01/15/05  
LEWIS, M # 616

DL#                      SS#                      DOB 11/03/53  
DL#                      SS#                      DOB 12/05/58

CITY PERDIDO STATE AL COUNTY BALDWIN ZIP 36562 H. PHO                      W. PH                     

☐ NEW CAR ☐ USED CAR ☐ DEMO  
☐ NEW TRUCK ☐ USED TRUCK ☐ FLEET / RENTAL / LEASE VEHICLE

**PURCHASED VEHICLE** **USED VEHICLE TRADE-IN**

SERIAL # 1 G 1 Z S 5 2 F X 5 SERIAL # 4 S 2 C K 5 8 V 7

YEAR 05 COLOR 33U WEIGHT                      YEAR 97 MAKE ISUZU MODEL RODEO

MAKE CHEVROLET TRIM 52D MILES 107519 CYL 6 COLOR GRY

MODEL MALIBU MILES 61 CYL 4 BALANCE OWED TO AMSOUTH BAN ACC#                     

BODY TYPE 4DR SDN MODEL#                      ADDRESS: DEALER DEPARTMENT 18F

BIRMINGHAM CONTACT PERSON AL 352370888

PHONE# (800) 283-516 PERSON                     

Upon verification buyer agrees to pay amount exceeding this figure. Initials                       
BALANCE OWED 0000 UNTIL: \$ 6,326.00

Please Initial to release payoff information from your financial institution.                     

**USED VEHICLE TRADE-IN #2**

SERIAL #                      YEAR                      MAKE                      MODEL                     

MILES                      CYL                      COLOR                     

OWED TO                      ACC#                     

ADDRESS:                     

PHONE#                      CONTACT PERSON                     

Upon verification buyer agrees to pay amount exceeding this figure. Initials                       
BALANCE OWED 0000 UNTIL: \$                     

Please Initial to release payoff information from your financial institution.                     

**TRADE ALLOWANCE MAY INCLUDE DEALER DISCOUNTS AND/OR REBATES**

**THE DEPOSIT WILL HOLD VEHICLE FOR A PERIOD OF 24 HOURS ONLY. ALL DEPOSITS REFUNDABLE UNLESS OTHERWISE STATED**

**CUSTOMER WILL OWN NOW IF FIGURES ARE AGREEABLE**

BASE PRICE:	20,862.64	Estimated Used Vehicle Allowance	\$ 3,826.00
DEALER OPTION: <u>N/A</u>	<u>N/A</u>	ESTIMATED PAYOFF	\$ 6,326.00
1.		Net Allowance on Used Vehicle	\$ 2,500.00
2.		Partial Payment with Order	\$ 1,500.00
Florida Low Wholesale & Load Add Battery Fee \$1.50 \$6.50	6.50	Cash on Delivery	\$ 1,500.00
DEALER SERVICES *	\$ 299.00		
SUB-TOTAL	\$ 21,168.14		
SALES TAX	546.84		
LOCAL SALES TAX			
Motor Vehicle Warranty Trust Fund	\$ 2.00		
Licenses, License Transfer, Title, Registration Fee	15.00	MPG REBATE #1	\$ 2,000.00
TOTAL OF ABOVE ITEMS	21,531.98	Total Credit (Transfer to left Column)	1,000.00
TOTAL CREDIT (Transferred from Right Column)	1,000.00		
BALANCE DUE ON DELIVERY IF CASH SALE	\$ 20,531.98		

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supercedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR AUTHORIZED REPRESENTATIVE. Purchaser by his execution of the Order acknowledges that he has read the terms and conditions and has received a true copy of the Order. I certify that I am eighteen years or older.  
I AUTHORIZE AN INVESTIGATION OF MY CREDIT AND EMPLOYMENT HISTORY AND THE RELEASE OF INFORMATION ABOUT MY CREDIT EXPERIENCE.  
I HAVE READ AND HEREBY AGREE TO ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE HEREOF

PURCHASER'S SIGNATURE                      DATE JANUARY 15, 2005

DEALER'S SIGNATURE                      ACCEPTED BY:                      Dealer or Authorized Representative



## BARS Document Display

2005 MALIBU BASE SEDAN  
 33U LIGHT DRIFTWOOD METALLIC /L4G  
 52D NEUTRAL CLOTH  
 ORDER NO. HKMDZT/TRE STOCK NO.  
 VIN 1G1ZS52FX5F

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD47360929  
 \*\*\*\*\*13\*24006S

MODEL & FACTORY OPTIONS  
 1ZS69 MALIBU BASE SEDAN  
 B37 FLOOR MATS  
 FE9 50-STATE EMISSIONS  
 L61 2.2L 4 CYL ENGINE  
 MX0 4-SPEED AUTO TRANSMISSION

MSRP  
 18995.00  
 80.00  
 N/C  
 0.00  
 0.00

INV AMT  
 17380.43  
 72.00  
 N/C  
 0.00  
 0.00

RETAIL - STOCK  
 INVOICE 08/17/04  
 SHIPPED 08/17/04  
 EXP I/T 09/01/04  
 INT COM 09/01/04  
 PRC EFF 08/17/04  
 KEYS G2779 G2779  
 WFP-F QTR OPT-1  
 BANK: GMAC - 029  
 CHG-TO 24-006

SHIP WT: 3023  
 HP: 18.4  
 GMS: 17580.18  
 SUPPLR: 18371.29  
 MRM: 19700.00  
 DAN: ADCAR  
 MEMO 878.75

TOTAL MODEL & OPTIONS	19075.00	17452.43	ACT 231	17505.18
DESTINATION CHARGE	625.00	625.00	H/B 261	572.25
LAM DEALER CONTRIBUTION		190.75	ADV 261	190.75
LAM GROUP CONTRIBUTION		95.38	EXP 65A	95.38

TOTAL 19700.00 18363.56 PAY 310 18363.56  
 MEMO: TOTAL LESS HOLDBACK AND  
 APPROX WHOLESALE FINANCE CREDIT 17506.38

\*\*\*\*\*  
 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.  
 \*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

PETE MOORE CHEVROLET, INC.

REMIT TO GMAC NO. 029  
 VIN 1G1ZS52FX5F



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

CUSTOMER NAME: \_\_\_\_\_

VIN: 1/G/1/Z/S/5/2/F/X/5/F/ \_\_\_\_\_ (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) X 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>GM <del>Lease</del> Rebate</u>	<u>\$2000</u>	<u>05339-4 CSE</u>
<u>GM Loyalty</u>	<u>\$1500</u>	<u>0533CF DCD</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	<u>\$3500</u>	

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

- a. I elect to receive \_\_\_\_\_  
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 identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use not resale and I took delivery of this vehicle on 5 JAN 05. I acknowledge receipt of incentive(s) as described in Item 1 and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: \_\_\_\_\_

Date: 01/15/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) as described in Item 1 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: \_\_\_\_\_

Date: 15 JAN 05

Dealership Name: \_\_\_\_\_

Pete Moore Chevrolet Inc.Dealer Code: 24-006

\* 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

**PETE  
MOORE****Chevrolet****Pete Moore Chevrolet, Inc.**

103 New Warrington Road Telephone 456-7000

P.O. Box 18848

Pensacola, Florida 32523

**VEHICLE INVOICE**

108815

CONTROL# 452904

STOCK# F134270

SOLD TO: [REDACTED]

ADDRESS: [REDACTED]


PERDIDO

AL [REDACTED]

DATE JAN 15TH, 2006

SALESMAN: LINDGREN, 681  
LEMAY, MIC 616

YEAR	MAKE	MODEL	NEW OR USED	SERIAL NUMBER (VIN NO.)	KEY NO.		
05	CHEVROLET	MALIBU	NEW	1G1ZS52FX5F [REDACTED]	G2779 G2779	PRICE OF VEHICLE OPTIONAL EQUIP/ACC.	20,882.04
<b>INSURANCE COVERAGE INCLUDES</b>						SETTLEMENT & CLOSING	299.00
<input type="checkbox"/> FIRE AND THEFT <input type="checkbox"/> PUBLIC LIABILITY - AMT.						FL TIRE WASTE	5.00
<input type="checkbox"/> COLLISION - AMT. DEDUCT. <input type="checkbox"/> PROPERTY DAMAGE - AMT.						FL BATT WASTE	1.50
<b>OPTIONAL EQUIPMENT and ACCESSORIES</b>						LEMON LAW	2.00
<u>GROUP</u>	<u>DESCRIPTION</u>				<u>PRICE</u>	SALES TAX	346.84
						LICENSE AND TITLE	15.00
						<b>TOTAL CASH PRICE</b>	21,531.98
						FINANCING INSURANCE	
						<b>TOTAL TIME PRICE</b>	
						<b>SETTLEMENT:</b>	
						DEPOSIT	3,500.00
						CASH ON DELIVERY	
						USED VEHICLE	5,826.00
						PAY-OFF	6,326.00
						PAY-OFF TO	2,500.00-
						TYPE 97 ISUZU	ROLEO
						SER. NO. (VIN NO.)	
						4S2LK58V774 [REDACTED]	
						PAYMENTS	
The Seller, "PETE MOORE CHEVROLET, Inc." hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and PETE MOORE CHEVROLET, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle.						<b>TOTAL</b>	20,531.98
LIEN TO AMERIKREDIT FINANCIAL SER ARLINGTON TX 760962673							
ALWAYS SHOW SERIAL, ENGINE AND KEY NUMBERS							

CUSTOMER			SALESMAN			#		
ADDRESS			DATE			TIME		
CITY/STATE/ZIP			HOME#					
OCCUPATION			WORK#					
MODEL <input type="checkbox"/> NEW <input type="checkbox"/> USED 1. 3.			TYPE OF BUYER <input type="checkbox"/> DISCOUNT <input type="checkbox"/> DIFFERENCE OTHER					
2. 5.			PAYMENT \$					
MEET AND GREET	INTERVIEW	DEMO WALK	DEMO RIDE	VALIDATION	APPRAISAL	WROTE	F&I T.O.	DELIVERY
SILVER MEDALLION	SHOP WALK	MANAGER CHECK	Is your odometer reading correct? <input type="checkbox"/> 5 Wheel <input type="checkbox"/> 6 Wheel No Tenth			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> Has your car had more than \$100.00 in body damage? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>		
COMMENTS:			If yes, explain X 					

DATE	RESULTS	DATE	RESULTS
1.		5.	
2.		6.	
3.		7.	
4.		8.	

## APPRAISAL

VIN# 4S2CK58V714		NAME		DATE 1-15-05	
ADDRESS		PHONE			
YEAR 97	MAKE 1500u	MODEL Rodeo	CYL 6		
MILEAGE 107815	AUTOM. MANUAL		POWER STEERING		
<input checked="" type="checkbox"/> AIR CONDITIONING	RADIO		<input type="checkbox"/> AM <input type="checkbox"/> AM/FM		<input type="checkbox"/> CD
<input type="checkbox"/> POWER WINDOWS	<input type="checkbox"/> POWER DR. LOCKS	<input checked="" type="checkbox"/> TILT WHEEL	<input checked="" type="checkbox"/> CRUISE CONTROL		<input type="checkbox"/> VINYL TOP
SALESMAN'S NAME LINDGREN					# 681
COMMENTS:					

APPRAISER

\$

1500  
OW

## SIMPLE FINANCE CHARGE

Dealer Number 24006Contract Number 00982905

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
<b>PERDIDO</b> AL 36562	<b>PETE MOORE CHEVROLET INC.</b> 103 NEW WARRINGTON ROAD PENSACOLA, FL 32506
Buyer's Month of Birth: <u>11/03/1953</u>	

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of 14.25 % per year. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	05	CHEVROLET MALIBU	03023	1G1LS52FXSF [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of <u>2,000.00</u>
14.25 %	\$ 10,346.21	\$ 20,604.43	\$ 30,950.64	\$ 31,950.64

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 429.87	Monthly beginning <u>MARCH 1, 2005</u>

Or As Follows:

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.

**Prepayment.** If you pay off all your debt early, you may have to pay a penalty.

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

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

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:  
Optional Credit Insurance
☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

Term \_\_\_\_\_

☐ Credit Disability (Buyer Only)

Term \_\_\_\_\_

Premium:

Credit Life \$ \_\_\_\_\_

Credit Disability \$ \_\_\_\_\_

Insurance Company Name \_\_\_\_\_

Home Office Address INSURANCE LIFE

## ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 21,523.48 sales tax) \$ 21,523.48 (1)2 Total Downpayment = ISUZU RODIO

Trade-In (Year) (Make) (Model)

4521V58774 [REDACTED]

Trade-In (VIN)

Gross Trade-In Allowance \$ 3,826.00Less Pay Off Made By Seller \$ 6,326.00Equals Net Trade In \$ 2,500.00+ Cash REBATES \$ 1,500.00+ Other \$ 2,000.00(If total downpayment is negative, enter "0" and see 4I below) \$ 1,000.00 (2)3 Unpaid Balance of Cash Price (1 minus 2) \$ 20,523.48 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.

Life \$ N/ADisability \$ N/A

B Vendor's Single Interest Insurance Paid to Insurance Company

C Other Insurance Paid to Insurance Company or Companies

D Official Fees Paid to Government Agencies

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

**X** Buyer \_\_\_\_\_ Date \_\_\_\_\_

**X** Co-Buyer \_\_\_\_\_ Date \_\_\_\_\_

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

**X** Buyer \_\_\_\_\_ Date \_\_\_\_\_

**H Government Certificate of Title Fees****I Other Charges (Seller must identify who is paid and describe purpose)**

to V/A for Prior Credit or Lease Balance \$ 177.2

to V/A for SALES TAX \$ 177.2

to V/A for SALES TAX \$ 177.2

to V/A for SALES TAX \$ 177.2

to V/A for SALES TAX \$ 177.2

to V/A for SALES TAX \$ 177.2

to V/A for SALES TAX \$ 177.2

to V/A for SALES TAX \$ 177.2

Total Other Charges and Amounts Paid to Others on Your Behalf

\$ 20.95 (4)**5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge)**\$ 177.2 (5)**6 Amount Financed (3 plus 4)**\$ 20,604.43 (6)

Payment Schedule: 10/72 Installments of \$ 429.67 each, monthly beginning 03/01/2005

or as follows \_\_\_\_\_

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

**X**

Buyer

Date

**X**

Co-Buyer

Date

**Other Insurance**☐

Type of Insurance

Term

Premium \$

Insurance Company Name

Home Office Address

I want the insurance checked above.

**X**

Buyer Signature

Date

**X**

Co-Buyer Signature

Date

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

**Returned Check Charge:** If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so. The charge will be \$25 if the check amount is \$50 or less; \$30 if the check is over \$50 but not more than \$300; \$40 if the check amount is over \$300, or such amount as permitted by law.

☐ **VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance):** If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ \_\_\_\_\_ and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

"You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer: \_\_\_\_\_ Co-Buyer: \_\_\_\_\_ Date: \_\_\_\_\_"

**OPTION:** ☐ You pay no finance charge if the amount financed, item 6, is paid in full on or before \_\_\_\_\_, Year \_\_\_\_ SELLERS INITIALS \_\_\_\_\_

**NO COOLING OFF PERIOD**

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs **X** \_\_\_\_\_ Co-Buyer Signs **X** \_\_\_\_\_

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

See back for other important agreements.

**NOTICE TO THE BUYER:** a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

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

Buyer Signs **X** \_\_\_\_\_ Date 01/15/2005 Co-Buyer Signs **X** \_\_\_\_\_ Date 01/15/2005

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

Other owner signs here **X** \_\_\_\_\_ Address \_\_\_\_\_  
 Seller signs \_\_\_\_\_ Date \_\_\_\_\_ By **X** \_\_\_\_\_ Title \_\_\_\_\_

Seller assigns its interest in this contract to \_\_\_\_\_ (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse☐ Assigned without recourse☐ Assigned with limited recourse

**PETE MOORE CHEVROLET INC.**

Seller

By

Title

---

AUTOMATIC COVER SHEET

---

DATE: JUL-20-2006 THU 02:56 PM

TO:

FAX #: 918664321689

FROM:

FAX #:

09 PAGES WERE SENT  
(INCLUDING THIS COVER PAGE)

**PETE MOORE  
AUTOMOTIVE**

**FAX 850-453-6811**

**Phone 850-456-7000**

To:

*Mary Sewell*

From:

*Timmy Ayers*

Fax:

Pages:

*5*

Phone:

Date:

Re:

CC:

☐ Urgent

☐ For Review

☐ Please Comment

☐ Please Reply

☐ Please Recycle

•  
Comments:







CHEVY: 103 NEW WARRINGTON ROAD  
IMPORTS: 106 NEW WARRINGTON ROAD  
PENSACOLA, FLORIDA 32506  
CHEVY: (850) 456-7000 • IMPORTS: (850) 457-1000  
(800) 477-2438 • (800) 846-7678  
www.petemoore.com

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YOUR BUSINESS

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X

CUSTOMER NO 982989	ADVISOR JAMES HAYES	214	DATE 07/28/06	INVOICE NO CVCS104633
	LABOR RATE	LICENSE NO XXXXXXX	31859	STOCK NO
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU 4DR SDN/4 DOOR S	DELIVERY DATE 01/15/05		
	VEHICLE ID NO 1 G 1 Z S 5 2 F X 5 F	SELLING OFFER NO		
	R.T.P. NO	H.O. NO	A.G. DATE 07/22/06	
AL. BUSINESS PHONE	BUSINESS PHONE	COMMENTS		

MO: 31862

LABOR-----  
J# 5 70CVZ03 RENTAL TECH(S):480  
ENTERPRISE RENTAL CUSTOMER LIVES TOO FAR AWAY FOR TAXI  
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
2681 D235778 07/28/06 ENTERPRISE D235778  
TOTAL - SUBLET  
JOB# 5 TOTALS-----  
JOB# 6 CHARGES----- JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00  
LABOR-----  
J# 6+46CVZFLAT FLAT REPAIR TECH(S):391  
FLAT REPAIR  
LEFT REAR TIRE HAS A NAIL IN IT  
R&R TIRE FROM RIM AND PATCH  
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
1 PATCH PATCH 2.00 2.00  
TOTAL - PARTS 2.00  
JOB# 6 TOTALS-----  
LABOR 12.99  
PARTS 2.00  
JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 14.99  
TOTALS-----  
\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*  
TOTAL LABOR.... 24.98  
TOTAL PARTS.... 15.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 3.07  
TOTAL INVOICE \$ 44.05

THANK YOU FOR YOUR BUSINESS!!  
PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATE LIMITED  
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY  
REPAIRS.

CUSTOMER SIGNATURE



CHEVY: 103 NEW WARRINGTON ROAD  
IMPORTS: 106 NEW WARRINGTON ROAD  
PENSACOLA, FLORIDA 32506  
CHEVY: (850) 456-7000 • IMPORTS: (850) 457-1000  
(800) 477-2438 • (800) 846-7678  
www.petemoore.com

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X

CUSTOMER NO 982989	ADVISOR JAMES HAYES	CARD NO 214	INVOICE DATE 07/28/06	INVOICE NO CVWS104633
	LABOR RATE XXXXXXX	MILEAGE IN 31859	COLOR LT DRIFTWD	STOCK NO
	YEAR / MAKE / MODEL 05 / CHEVROLET / MALIBU 4DR SDN/4 DOOR S	DELIVERY DATE 01/15/05	DELIVERY METHOD	
	VEHICLE ID NO 1G1ZS52FX5F	SELLING DEALER NO	PRODUCTION DATE	
PERDIDO, AL	F.I.E. NO	R.O. DATE 07/22/06		
RESIDENT PHONE	BUSINESS PHONE	COMMENTS		
				MO: 31862

R/O TAX 0.00  
R/O TOTALS 702.17

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#..... TOTAL.....  
104633 702.17  
-----  
CLAIM TOTALS 702.17

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

07/28/2006  
1633  
WARRANTY NEW CLAIM  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
104633 07/22/2006 1G1ZS52FX5F 3 24006 31859 XXX-XX-0330

CUSTOMER NAME: FIRST: MIDDLE: E  
LAST: PHONE;WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS NET-AMT.	LAB-TOT.
1	02		O4				01R01	H0127	1.6		110.32
LN-TOT:			110.32		TECH SSN:			AUTH CODE:		AUTH. AUTHOR..	
LN JOB CT CC PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS NET-AMT.	LAB-TOT.				
2	03		NP 2		15858368	222.53	2F	E9740	1.6		110.32
LN-TOT:			332.85		TECH SSN:			AUTH CODE:		AUTH. AUTHOR..	
MEMO PART NUMBERS:			89020661								

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS NET-AMT.	LAB-TOT.
3	05		MJ				98	Z7907		259.00	
LN-TOT:			259.00		TECH SSN:			AUTH CODE:		AUTH. AUTHOR..	

R.O. TOTAL: 702.17

\*\*\*\*\* PRE - INVOICE \*\*\*\*\*



**GREAT SERVICE  
STARTS HERE!**

**PETE  
MOORE**  
AUTOMOTIVE TEAM



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X

CUSTOMER NO. <b>982989</b>	ADVISOR <b>JAMES HAYES</b>	CARD NO. <b>214</b>	INVOICE DATE <b>07/28/06</b>	INVOICE NO. <b>CVWS104633</b>
	LABOR RATE <b>XXXXXX</b>	RELEASE IN <b>31859</b>	COLOR <b>LT DRIFTWD</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU 4DR SDN/4 DOOR S</b>	DELIVERY DATE <b>01/15/05</b>	DELIVERY MILE	
	VEHICLE ID. NO. <b>1G1ZS52FXSF</b>	SELLING DEALER NO.	PRODUCTION (A1)	
	RTE NO.	RQ NO.	R.O. DATE <b>07/22/06</b>	
REGISTRATION	COMMENTS			

MO: 31862

JOB# 2 CHARGES-----

LABOR-----

J# 2 40CVZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
480	07/24/06	8.10	8.10	0.00	0.00	HOLD OTHER
480	07/25/06	12.10	12.20	0.10	1.60	VERRIDE IN INVOICING
TOTAL TECH TIME				0.10	1.60	

110.32

PULSATION WHEN BRAKING  
PERFORMED DIAG FOUND NISS TO RESURFACE FRONT ROTORS  
PASS FRONT BEFORE RESURFACE 1.023 AFTER 1.005 DRIVERS BEFORE  
REFINISH 1.023 AFTER 1.008 LRO AFTER RESURFACE 0.001

JOB# 2 TOTALS-----

LABOR

110.32

JOB# 3 CHARGES-----

JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL

110.32

LABOR-----

J# 3 45CVZ

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	07/28/06	12.60	14.20	1.60	0.00	FINISHED
210	07/28/06	0.00	0.00	0.00	1.60	VERRIDE IN INVOICING
TOTAL TECH TIME				1.60	1.60	

110.32

POPPING, CLICKING NOISE IN STEERING WHEN TURNING. SEE SAM  
CHECK FOR BULLETINS  
STEERING RACK  
REPLACE STEERING RACK/ALIGN FRONT END

PARTS-----QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
1	15858368	GEAR 6.508	255.24	255.24	317.34
1	89020661	FLUID 8.800	3.71	3.71	5.19
-1	15858368	CORE RETURN	100.00	-100.00	100.00
COST TOTAL			158.95		-100.00
TOTAL - PARTS					222.53

JOB# 3 TOTALS-----

LABOR  
PARTS

110.32

222.53

JOB# 5 CHARGES-----

JOB# 3 JOURNAL PREFIX CVWS JOB# 3 TOTAL

332.85

LABOR-----

J# 5 70CVZ03

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
480	07/28/06	10.50	10.50	0.00	0.00	FINISHED
480	07/28/06	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

0.00

ENTERPRISE RENTAL CUSTOMER LIVES TOO FAR AWAY FOR TAXI  
SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----  
2681 D235778 07/28/06 ENTERPRISE D235778

TOTAL - SUBLET

259.00

259.00

JOB# 5 TOTALS-----

SUBLET

259.00

JOB# 5 JOURNAL PREFIX CVWS JOB# 5 TOTAL

259.00

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

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): 09/13/2006  
 2.Customer Name: [REDACTED]  
 3.Customer Address: [REDACTED]  
 4.Customer City, State, and Zip: Abingdon, Va [REDACTED]  
 5.Primary Customer Phone #: [REDACTED] Work  
 6.Additional Customer Phone #: [REDACTED] Home  
 7.Customer fax #: n/a  
 8. Cust Drivers Licenses #: [REDACTED]  
 9. State tax % rate: 3-1/2%

**Customer Vehicle Information**

10.Year/Make/Model: 2005 Pontiac G6 Gt Sedan  
 11.VIN (17 Digits): 1G2ZH528454 [REDACTED] 12.Current Mileage: 21,678  
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

14.Dealership Name: Ramey Automotive  
 15.Dealership Phone #: (276) 964-2511  
 16.Dealership Contact Name and TITLE: Ronnie Martin, Service Manager  
 17.Dealership Contact Phone # (if different than Dealership #): N/A  
 18.Dealership Contact Fax #: (276) 964-2222  
 19.Dealership BAC: 183562 Region: Southeast

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

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

21.Was a **TRADE** Repurchase offered? YES

22.If this will not be a Trade Repurchase, Please explain Why? Customer does not want to have another General Motors Vehicle

**TAC case number is required and if not available, Please explain why not?**

23.CAC Case Number: 1-420889107 24.TAC Case Number (N/A if TAC not contacted): 9072010

25.If no TAC number, Explain: N/a

**26.Reason for Repurchase (Include specific mechanical failure):** Power Loss

27.This case was resolved by: Field Voluntary Decision

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? STRAIGHT REPURCHASE

31.Vehicle Damage (explain what damage is present and who is responsible): to be determined

**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** N/A

33.New Vehicle Year/Make/Model: N/A

34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0

**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: \$2,500 - No Formula was used, the DVM recommended this figure as a fair amount for the customer to pay, based on the monthly payments for this vehicle.

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

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

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

Explain:n/a

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: n/a

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 09/13/2006

42.Authorizer Name: Mike Harris/Patricia Chandler

43.GM Position: DVM

44.VoiceMail Node: 404082 Mailbox Number: 8211

45.Email Address: chandlp1@gmexpert.com/1-8667905600x11552

**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](mailto: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 at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.**

2005 G6 - GT SEDAN  
63U SPORT RED METALLIC  
19C EBONY

/V6G

PONTIAC/GMC DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 2AD50132610

ORDER NO. HTGFZ7/TDC STOCK NO.  
VIN 1G2 ZH52 84 54

\*\*\*\*\*16\*04095S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 01/18/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 01/18/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 01/30/05
FR9 AXLE RATIO 3.29	N/C	N/C	INT COM 01/31/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	PRC EFF 01/18/05
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G3337 G3337
PCH PREMIUM VALUE PACKAGE INCLUDES	3145.00	2799.05	WFP-S QTR OPT-1
* (4) WHEELS, 17" CHROMETECH			BANK: GMAC - 023
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			CHG-TO 04-095
* PANORAMIC ROOF, POWER			SHIP WT: 3444
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			HP: 32.9
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	GMS: 23298.50
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	SUPPLR: 24343.56
			MRM: 27225.00
			DAN: 2
			MEMO 1205.00

OTAL MODEL & OPTIONS	25600.00	23366.50	ACT 231	23223.50
ESTINATION CHARGE	625.00	625.00	H/B 261	768.00
AM DEALER CONTRIBUTION		256.00	ADV 261	256.00
AM GROUP CONTRIBUTION		192.00	EXP 65A	192.00

OTAL	26225.00	24439.50	PAY 310	24439.50
------	----------	----------	---------	----------

EMO: TOTAL LESS HOLDBACK AND  
APPROX WHOLESALE FINANCE CREDIT 23322.00

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

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

INCAN PONTIAC-GMC

REMIT TO GMAC NO. 023  
VIN 1G2ZH528454

tps://www.autopartners.net/apps/gmexchange/bars/display\_doc.jsp

2/18/2005

05-5464

23,991.50  
w/o ADV



## VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-0 (REV 06/06)

Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date	
	1G2ZH528454	04/28/06		GS		07/31/07	
Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use	Axles
PONTIAC	G6 GT	4D SDN	2005	RED	GAS	PRIVATE	2
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GVWR	GCWR	Unit #
07/18/05	276 ACTUAL	Y	3444				

ABINGDON VA

WASHINGTON COUNTY

CMA 687

068714



DMV verifies insurance coverage of all registered vehicles. If you cancel your insurance, notify DMV and return the license plates. If you do not notify DMV, your driver's license will be suspended and all of your vehicle license plates will be cancelled.

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.



**RICHLANDS, VA 24641**  
**(276) 964-2511**

JAMES D DYE / HOLLY L HARMON

**BUYER'S**  
**OR**

07/18/2005

19246

SALESMAN'S NAME		DATE	
<b>VEHICLE BEING PURCHASED</b>			
PLEASE ENTER MY ORDER FOR THE FOLLOWING		055464	
<input type="checkbox"/> NEW	<input type="checkbox"/> CARS		
<input type="checkbox"/> USED	<input type="checkbox"/> TRUCK		
<input type="checkbox"/> DEMO	<input type="checkbox"/> OTHER		
YEAR 2005	MAKE PONTIAC	MILEAGE	276
MODEL OR SERIES 66	BODY TYPE GT SEDAN		
SPORT RED	EBONY		
SERIAL NO	1022115281111		
MAKER'S AGE 01/05/1972	CO-MAKER'S AGE		
FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #12 ON REVERSE SIDE)			
DATE	SIGNATURE		
<b>USED VEHICLE TRADED IN AND/OR OTHER CREDITS</b>			
YEAR	MAKE OF TRADE-IN		
MODEL OR SERIES	BODY TYPE		
COLOR	TRIM		
SERIAL NO			

**NO LIABILITY INSURANCE INCLUDED**

BALANCE OWED TO	
ADDRESS	
USED TRADE-IN ALLOWANCE	\$ N/A
BALANCE OWED ON TRADE-IN	\$ N/A
NET ALLOWANCE ON USED TRADE-IN	\$ N/A
DEPOSIT OR CREDIT BALANCE /REBATE	+ \$1000.00
CASH ON DELIVERY	+ \$ N/A
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)	1000.00
FINANCE SOURCE HSBC AUTO FINA	N/A
72 MO. 32	PMT. DAYS 13.19
% AMT. 476.96	

PURCHASER & TITLED TO		SS#
PURCHASER & TITLED TO		
HONAKER VA		
CITY	STATE	ZIP
BUS. PHONE		
SUGGESTED RETAIL PRICE	\$ 23124.00	
ACCESSORIES	N/A	
AFTERSALES	500.00	
Tax	\$ 701.21	
Title Fee	\$ 10.00	
Transfer	\$ 29.50	
Lien Fee	\$ N/A	
Add Wt. Fee	\$ N/A	
Tags	\$ 249.50	
Processing Fee For Consumer Services	\$ 990.21	
TOTAL	\$ 10.00	
Purchaser's On-Line Systems Filing Fee	\$ 23634.00	
Cash Price of Vehicle & Accessories	701.21	
STATE AND LOCAL TAXES	289.00	
License, License Transfer, Title, Registration Fee	\$ 24624.21	
TOTAL PRICE OF UNIT	1000.00	
TOTAL CREDIT (TRANSFERRED FROM LEFT COLUMN)	\$ 23624.21	
UNPAID CASH BALANCE DUE ON DELIVERY or AMOUNT FINANCED		

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

By executing this Order, Purchaser acknowledges he has read and agrees to be bound by all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail installment sale, this contract is not effective unless financed by a lender on terms satisfactory to the parties.

PURCHASER'S SIGNATURE *[Signature]*  
 ACCEPTED BY RAMEY AUTOMOTIVE INC. (DEALER)

PER

(NAME AND TITLE)

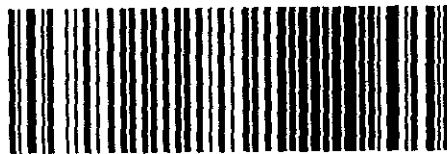
FOR SALES INVOLVING DEALER ARRANGED FINANCING/LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE 8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW.

"THANK YOU - WE APPRECIATE YOUR BUSINESS"

Reynolds and Reynolds R080846 0 (page)

**CERTIFIED MAIL™**

Austell, GA



7006 0100 0006 0023 2391

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

CEO: G. Richard Wagoner Jr.  
General Motors Corporation  
300 Renaissance Center  
Detroit, MI 48265

AUG 30 2008

AUG 09 2006

Austell, GA

RECEIVED

AUG 07 2006

August 2, 2006

G.R. WAGONER, JR.

To: G. Richard Wagoner, Jr., GM Chairman & CEO  
CC: Mark R. LaNeve, GM North America Vice President, Vehicle Sales, Service and Marketing  
CC: Mr. Hennessy, Owner Hennessy Pontiac Buick GMC

Dear Mr. Wagoner:

First, let me say that I am a fan of GM products and have heard rave reviews about their products. My family has been long time consumers of GM cars.

I am writing this letter to inform you of my continual problems with my brand new 2006 Pontiac G6 that I purchased on July 5, 2006 from Hennessy Pontiac Buick GMC. As of today, I have been returned my new car to Hennessy's Service Department four times due to malfunctions. I have had this car a mere 26 days and my life has been turned into a total disaster, as a result of the continual problems with this car. By definition this car is a LEMON and I am requesting that GM purchase this car from me, per the Georgia New Car Warranty (or Lemon Law). I have enclosed a timeline detailing the malfunctions and repair attempts of my new G6.

Mr. Wagoner, I have had this car a mere 26 days, and this has been the most inconvenienced 26 days of my life. I am so frustrated and afraid of this car. The physical and emotional stress that I experience as a result of this car are incomprehensible. I often cry because I am so frustrated and I feel that I have been forced to accept a LEMON. I cannot work uninterrupted because I am constantly having issues with my car. As a self-employed Realtor®, every minute that I am not working, I am losing money. This car causes me undue stress, loss of money and inconvenience – all because I made a good faith purchase in what I thought was a quality product.

Please buy this car back from me, so that I can have my life back. I am miserable because of this car. I have never personally owned a GM product until now and this has been an extremely unpleasant experience for me. I purchased this car off of a referral by my brother who adores his 2006 Grand Prix. I am sure that GM makes quality products. I just feel that my car was the unfortunate exception. I do know that GM has the reputation of standing by its products and does not violate the rights, happiness nor satisfaction of its customers.

Again, I ask, please buy this car back from me, so that I can have my life back.

Sincerely,

Encl: Timeline of Malfunctions and Repair Attempts

### **Timeline of Malfunctions and Repair Attempts**

**July 5, 2006** – Purchased new Pontiac G6 approximately 9:00PM.

**July 10, 2006** – I took the car to the Hennesy Service Department because of shaking when applying brakes and the "power steering" warning lighting up in the info screen. The car was checked in with Matt Marchbank. After waiting more than two hours I inquired about the car and Matt informed me that they would keep the car overnight and I was provided with a rental car from Enterprise.

**July 11, 2006** – Matt called to notify me that my car was ready to be picked up. I sat for more than an hour waiting for the car to be detailed and filled up since it was not done when initially purchased. Matt explained that the rotors were causing my car to vibrate when applying brakes and the issue was resolved. He also stated that the power steering sensor was reset and that I should have no further problems.

I was then given a coupon to get gas from the Race-N-Go so that I wouldn't have to wait any longer. As soon as I started driving my car, the Power Steering message indicator came on. I immediately called Matt and he requested that I bring the car right back and said that I would not have to wait. I returned the car and it was taken for approximately 15 minutes and checked. After inquiring with Matt, he informed me that a gentleman in service checked my car and confirmed that the problem was in fact still existent. A sensor needed to be replaced in the steering wheel. The sensor had to be ordered and would be in the next morning. Matt gave me the option of a rental car or driving my car and returning it for repair when the part came in. After reassuring me that it was not a safety hazard to drive the car, I chose to drive the car and wait for the part to be delivered. Matt was hesitant to make an appointment for fear that the part may take longer than expected to arrive. Again, he informed me that it was not a safety issue to drive the car, only an annoyance from the constant beeping associated with the "Power Steering" message indicator.

I called Matt back to ask him to make a note to have the technicians check a problem with my inside lights blinking dim to bright, which has happened occasionally. He assured me that he would make a note to check this problem.

**July 15, 2006** – I NEVER received a call stating that the part was in and to return my car for repair, so I continued to drive my car. As a REALTOR®, licensed in Georgia, my job includes driving clients around to view homes. While driving a client around on Saturday, July 15, 2006, my power steering failed resulting in near accident and injury to both me and my client as I was almost rear ended and I almost rear ended another vehicle. After panicking, I turned the car off and took the key out, then restarted the car. At that point the power steering returned and I then made plans to return the car to Hennesy's Service Department on Monday.

**July 17, 2006** – I returned my car to Hennesy and spoke with the following Hennesy personnel: Mr. Hennesy (owner), Mr. Hennesy's Assistant, Controller, Service Manager, Sales Manager and Pontiac Manager. I expressed my concerns with my power steering failure and my fear and anxiety about driving my car as I am VERY fearful and nervous each time I drive my car. I thoroughly expressed the fact that I do not feel safe in this car. In addition, if I or any of my passengers are injured due to the car's malfunctions, that will result in a law suit. I also requested to have the car replaced with another car. I was told that they would communicate my concerns to the GM representative who only visits the dealership once a month and I would have to speak with him then and that there is nothing the dealership can do about buying the car back. It is a decision of GM and it is left up to the GM rep. The Service Manager (Bob Hurst) also informed Mr. Hennesy that the part was in fact in the service department and that I was called, which I was NOT called! I can retrieve phone records to attest to that fact. I was also told by the sales manager that GM would reveal a new promotion on Wednesday and if I could just wait until Wednesday I could find out what the new sales initiative was and maybe I could "trade" the car and try to make it as "seamless" as possible. Again, I NEVER received a call.

I also spoke with the Better Business Bureau, the Office of Consumer Affairs, and GM Corporate Customer Service. I was forwarded documents to make formal complaint with both the Better Business Bureau and the Office of Consumer Affairs, both of which I am in the process of filing. The GM Corporate Customer Service rep stated that there was no one that could authorize replacing my car and that he would send me out a letter

August 2, 2006

stating that I should follow up with the Better Business Bureau if I am unsatisfied with the response from GM Corporate Customer Service.

At this point, I was willing to simply exchange the vehicle for another GM vehicle, for all of my inconvenience and my personal safety being jeopardized after I had returned the car twice for repair of the same problem. I expressed my concern that this car may have an electrical problem or something more extensive than is known, especially with the inside lights blinking from dim to bright. In addition, according to the Georgia Lemon Law, my new car has exceeded its repair attempts for major defects, with both brake and power steering defects. However, I was refused an exchange or buyback, and I was asked to allow this last attempt to repair the car and we could look at getting out of the vehicle AFTER the car was fixed, because the car HAD to be fixed. Also, a driver would deliver my car to me when it was fixed. I was also told that something would be done for all of my inconvenience. Just as I had hoped for the best, I was made all sorts of promises to remove me from the dealership and those promises have since been forgotten. I NEVER received a call about buying the vehicle back or exchanging it for a new vehicle!

Later that afternoon, Bob Hurst called to inform me that his technician was still working on my car.

**July 18, 2006** –Bob Hurst called, to inform me that my car was fixed and Mr. Hennesy wanted to test drive it and that he (Bob Hurst) would drive it home to ensure that the "Power Steering" message would not appear.

**July 19, 2006** –Bob Hurst called, to inform me that the controller was going to take my car home to test drive it since he lived further away, it would provide for additional driving time.

**July 20, 2006** – Bob Hurst called stating that my car was indeed functioning properly and was ready for pick up. We arranged for a driver to deliver my car to me at my office. At this time I asked Mr. Hurst what Mr. Hennesy was planning to do about my inconvenience and continual problems with the car. Again, I was told that I would have to wait to speak with the GM rep when he makes his monthly visit, which is unknown at this time, but I will be notified when he comes.

**July 28, 2006** – I called Bob Hurst to inform him that my car has not been functioning properly since I got it back. The problem is that on a cold start, my car comes really close to shutting off before the engine revs up in an attempt to remain on. It sometimes seems to "cough" as it struggles to stay on. Mr. Hurst instructed me to return the car to the dealership for repair. They will keep it to duplicate the problem on cold starts and fix the problem. I will be put in a rental car.

**August 1, 2006** – I returned my car to Hennesy Service Department for repair. Again, Matt checked my car in and provided me with a rental car. I also called back to inform Matt that my power steering does not work so well at times, seeming almost manual at times. This is particularly noticeable when parking and removing my car from parked positions, both of which require the steering wheel to be turned continuously in a short time span.

Again, as previously expressed, I think my car may have an electrical problem or something more extensive than is known. When I researched the latest issue with my car struggling to stay on upon cold start, I discovered that this is indeed an indicator of a problem with the electrical system, fuel system or idle control system. Whatever the problem may be, this car is by definition a LEMON.

Once again, I wait...

# Georgia Certificate of Title

**DISCLAIMER: DO NOT ACCEPT THIS TITLE WITHOUT THE SECURITY THREAD LOCATED APPROXIMATELY TWO INCHES FROM LEFT EDGE.**

VEHICLE IDENTIFICATION NUMBER	MAKE	YEAR	TYPE OF BODY	MODEL	CY	DATE ISSUED
1G2/G558264	PONTIAC	2006	4 DOOR	G6 SE1	6	07/20/2006
DATE VEHICLE PUR.	FUEL	NEW OR USED	ODOMETER*	PREVIOUS TITLE NUMBER	STATE OF ISSUE	NUMBER OF LENS
07/05/2006	GASOLINE	NEW	000075			1
						COLOR
						BLK
						CURRENT TITLE NUMBER
						773967061965013

**OWNER**

AUSTIN GA

ODOMETER READING (ACTUAL MILEAGE OF THE VEHICLE UNLESS OTHERWISE INDICATED BELOW)

MAIL TO

GMAC  
PO BOX 8101  
COCKEYSVILLE MD 21030-8101**1ST LIEN OR SECURITY INTEREST**GMAC  
PO BOX 8101  
COCKEYSVILLE MD 21030-8101**2ND LIEN OR SECURITY INTEREST****3RD LIEN OR SECURITY INTEREST****RELEASE OF LIEN OR SECURITY INTEREST**

DATE OF RELEASE SECURITY INTEREST HOLDER AUTHORIZED AGENT

1ST LIEN BY

2ND LIEN BY

3RD LIEN BY

The Georgia Department of Revenue issued this title pursuant to the Motor Vehicle Certificate of Title Act and this title is subject to its provisions. The Department certifies that on application duly made the person named herein is registered as the lawful owner of the vehicle described subject to any liens or security interests set forth and such liens or security interests as may subsequently be filed with the Commissioner.

016857885



CHEVROLET PONTIAC BUICK ~~Cadillac~~ GMC Oldsmobile SATURN ~~Indigo~~

August 24, 2006

Austell, GA

Trade Settlement Letter  
Collateral Exchange

Subject: Repurchase of 2006 Pontiac G6  
VIN: 1G2ZG558264  
REF SR: 1-421475905 V-19664

Dear

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN 1G2ZG558264 and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Pontiac customer. Pontiac will assist you into a 2006 Chevrolet HHR, VIN 3GNDA23D76S. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Downgrade	\$ 2,280.00
Less registration, tag, title fees	\$ 18.00
Less State Warranty Rights Act Fee	\$ 3.00
<b>Total Due to Customer</b>	<b>\$ 2,259.00</b>

**\*\*Lien to be satisfied through Substitution of Collateral\*\***

**\*\*TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW\*\***

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or 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 x 1103 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date


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

**\*19664\***



CHEVROLET PONTIAC BUICK ~~Cadillac~~ GMC Oldsmobile SATURN ~~Pontiac~~

*The requirements of the trade 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 is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives**- no cash backs rebates or incentives of any kind are applicable towards this transaction.
-  **Lending/Leasing Institution** - this offer is contingent upon approval of your lending/leasing institution.

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

*Please return this signed document to fax number 866-802-6668 by August 29, 2006.*

Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603

\*19664\*



GAIL DOWNING  
COBB COUNTY TAX COMMISSIONER  
700 SOUTH COBB DRIVE  
MARIETTA GA 30060-3115  
(770) 528-1020

1G2ZG558264  
6072 07/21/2006 3007TLM

PURCH DT: 07/05/2006  
Appl Dt: 07/21/2006

TRANSFER TAG FEE 5.00  
TOTAL FEES PAID 5.00

STATE OF GEORGIA  
MOTOR VEHICLE REGISTRATION

1G2ZG558264 - 2006 PONT G6 SE1 4S  
Tag Number: Expires: 01/21/2007  
Valuation: 100466 \$8140 Tag Fee: 20.00  
Title Number: Equip. No:  
County: 007 District: 09 Mill Rate: Fuel: 6  
Farm Vehicle? N GVW: Color: BLK  
Classification: PASSENGER CAR/LIGHT TRUCKS  
Insurance Status: VALTD INSURANCE COVERAGE  
Customer 1 No: Customer 2 No:

GEORGIA  
2007  
AES6558

BANK  
THIS IS NOT A BILL  
THIS IS YOUR RECEIPT  
\*\*\* RETAIN FOR TAX PURPOSES \*\*\*

AUSTELL GA

Signature: \_\_\_\_\_

*Georgia* *Louise Parker*  
DRIVER'S LICENSE  
NUMBER [REDACTED] EXPIRES 01-21-[REDACTED]  
AUSTELL, GA  
SEX [REDACTED] BIRTHDATE [REDACTED] EXAM DATE 12-13-2005  
F  
HEIGHT 5-03 WEIGHT 200 CSC 7 56 FEE 000.00 RESTRICT  
CLASS C ENDORSEMENTS TYPE FRP

HENNESSY MAZDA-PONTIAC-BUICK-GMC		STOCK NUMBER P10017	DATE 07/05/06	SALESPERSON 602 FREEMAN, CHARLES	INVOICE NO. 119064
CUSTOMER INFORMATION FOR TITLE PURPOSES [REDACTED]		E-MAIL [REDACTED]		HOME [REDACTED]	
REET ADDRESS [REDACTED]		OFFICE [REDACTED]			
CITY AUSTELL		STATE GA	ZIP CODE [REDACTED]	COUNTY COBB	
YEAR 06	MAKE PONTIAC	MODEL G6	VEHICLE IDENTIFICATION NUMBER 1G2ZG558264 [REDACTED]		
EXTERIOR COLOR / LOWER COLOR BLACK		MILEAGE @ DEL. 75			
TRADE 1					
YEAR 00	TRADE NAME FORD	MODEL EXPLORER	MILEAGE 127988	VEHICLE IDENTIFICATION NUMBER 1FMZU62X6YU [REDACTED]	
TRADE 2					
YEAR	TRADE NAME	MODEL	MILEAGE N.A.	VEHICLE IDENTIFICATION NUMBER	
OFF AMOUNT 9126.65		GOOD UNTIL	ACCOUNT NUMBER		LIEN HOLDER INFORMATION GMAC
OFF OWED TO (BANK OR CREDIT UNION) GA TELCO			STREET ADDRESS PO BOX 8101		
REET ADDRESS			CITY COCKEYSVILLE	STATE MD	ZIP 21030
CITY	STATE	ZIP	QUOTED BY		
NOTATIONS REPTIONS VISIONS			INSURANCE COMPANY GEICO		
			INSURANCE INFORMATION POLICY NUMBER [REDACTED]		

ST#: 7800402

**CONTRACTUAL DISCLOSURE STATEMENT:** (Purchaser of used vehicle only) The information you see on the window form (Buyer's Guide) for this vehicle is part of this contract. Information on the window form overrides any contrary provision in the contract sale.

**DISCLAIMER OF WARRANTIES:** Any warranties on the product sold hereby are those made by the manufacturer. The Seller, Hennessy Mazda-Pontiac-Buick-GMC hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and Hennessy Mazda-Pontiac-Buick-GMC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Purchaser shall not be entitled to recover from the selling Dealer any consequential damages, damages to property, damage for loss of use, loss of time, loss of profits, or income or any incidental damages.

Purchaser promises, warrants and covenants that Purchaser, prior to the execution of this Agreement, owns and has absolute title to the Used Car and that the Used Car is free from any and all liens, encumbrances and title defects except as disclosed in this Invoice. Purchaser further promises, warrants and covenants that the used Car does not have a "salvage certificate of title" as that term is used in O.C.G.A. Section 40-3-36. Further, Purchaser promises, warrants and covenants that if there is any difference between the actual pay-off balance on the Used Car and the pay-off balance as represented by Purchaser and stated in this Invoice, Purchaser will pay that difference within twenty-four (24) hours of Dealer's demand for such payment.

If any of Purchaser's promises, warranties or covenants in this Agreement are false in any way whatsoever, Dealer may elect to declare the entire transaction as contemplated in this Invoice and this Agreement null and void, such that no title to the other vehicle (the "Vehicle") involved in the Transaction passes to Purchaser. Upon such declaration by Dealer and notice of the same to Purchaser, Purchaser agrees to immediately return the Vehicle to Dealer and Dealer will return the Used Car to Purchaser; provided, however that if Dealer has transferred possession of the Used Car to a third party, Dealer shall be under no obligation to return the Used Car to Purchaser or declares the Transaction null and void, if Dealer suffers any damages or loss of any kind and for any reason which relates to any undisclosed damage to the Used Car, the resale of the Used Car to a third party, Purchaser agrees to indemnify Dealer for any such loss or damage.

Purchaser certifies that Purchaser is 18 years of age or older.

Purchaser accepts delivery of the vehicle sold by the Dealer as described herein and acknowledges that this vehicle has a FEDERAL PRICE LABEL on the vehicle. Pursuant to Public Law 85-506.

Purchaser agrees that this Order, including all the terms on **BOTH THE FACE AND REVERSE SIDE HEREOF**, any any retail installment sales contract reflecting the above transaction cancel and supercede any prior agreement or contract and comprise the complete and exclusive statement of the terms agrees that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE, AND FURTHERMORE IN THE EVENT OF A TIME SALE, THIS ORDER SHALL NOT BE BINDING UNTIL THE RETAIL INSTALLMENT SALES CONTRACT IS SIGNED BY PURCHASER AND HAS BEEN APPROVED BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE SAID CONTRACT ON SUCH TERMS. This agreement cannot be modified except by express written agreement of the parties. Purchaser by his execution of the Agreement acknowledges that he has read its terms and conditions and has received a true copy of the Agreement.

07/05/06

HEN

68 • 7261 Jonesboro Road

Morrow, GA 30260

(770) 968-6800

Date

Accepted By: Dealer or His Authorized Representative

ORIGINAL COPY	
BASE OR LIST PRICE	22405.00
	N.A.
	N.A.
TOTAL PRICE INCLUDING DEALER OPTIONS	22405.00
DISCOUNT	-4652.92
ADJUSTED PRICE INCLUDING REVISIONS	27057.92
GROSS TRADE-IN ALLOWANCE	10000.00
PROCESSING CHARGE	349.50
TAXABLE AMOUNT	17407.42
SALES TAX (6.0%)	1044.45
GA WARRANTY RIGHTS FEE	3.00
TITLE FEE	18.00
PRICE INCLUDING TAX AND FEES	18472.87
BALANCE OWED ON TRADE	9126.65
TOTAL PURCHASE PRICE W/ TRADE	27599.52
GAP INS	595.00
REBATES	N.A.
DEPOSIT RECEIPT #	N.A.
UNPAID BALANCE	28194.52
EXTENDED SERVICE CONTRACT	1985.00
NET DUE UPON DEL. <input type="checkbox"/> CASH / CHECK <input type="checkbox"/> CONTRACT	30179.52

2006 G6 - 6CYL SEDAN		PONTIAC/GMC DIVISION
41U BLACK	/V6G	GENERAL MOTORS CORPORATION
70B LIGHT TAUPE		100 RENAISSANCE CENTER
ORDER NO. JTPV5W/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G2 ZG55 82 64		VEHICLE INVOICE 2AD54298763
*****		*****16*18020S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	19065.00	18016.43 INVOICE 03/01/06
AP3 REMOTE VEHICLE STARTER SYSTEM	190.00	157.70 SHIPPED 03/01/06
FAD SIMULATED WALNUT BURL ACCENTS	N/C	N/C EXP I/T 03/10/06
FE9 50-STATE EMISSIONS	N/C	N/C INT COM 03/10/06
F83 AXLE RATIO 3.05	N/C	N/C PRC EFF 03/01/06
JL9 BRAKES, 4-WHEEL DISC	400.00	332.00 KEYS G0333 G0333
W/TRACTION CONTROL		WFP-S QTR OPT-1
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C BANK: GMAC - 340
MX0 AUTOMATIC TRANSMISSION	0.00	0.00 CHG-TO 18-020
PCH PREMIUM VALUE PACKAGE INCLUDES	2375.00	1971.25
* (4) 17" PAINTED ALLOY WHEELS		SHIP WT: 3429
* AM/FM STEREO 6 DISC CD PLAYER		HP: 32.9
(REPLACES STD/OPT/PKG RADIO)		GMS: 20332.98
* PANORAMIC ROOF, POWER		SUPPLR: 21244.59
		MRM: 22905.00
PDD CONVENIENCE PACKAGE INCLUDES:	250.00	207.50 MEMO 1014.00
* POWER ADJ BRAKES & ACCEL.		
PEDALS		
* FLOOR MATS, CARPET		
* CARGO NET		
R6J CUSTOMER DIALOG NETWORK	0.00	16.50
R8K *****	N/C	N/C
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-

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

TOTAL MODEL & OPTIONS	21780.00	20286.38	ACT 231	20257.98
DESTINATION CHARGE	625.00	625.00	H/B 261	653.40
LAM DEALER CONTRIBUTION		217.80	ADV 261	217.80
LAM GROUP CONTRIBUTION		217.80	EXP 65A	217.80
TOTAL	22405.00	21346.98	PAY 310	21346.98
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		20407.60		

\*\*\*\*\*  
 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.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

HENNESSY PONTIAC-BUICK-GMC	REMIT TO GMAC NO. 340
	VIN 1G2ZG558264
	\$ 21346.98 INV 2AD54298763
	DUE 03/10/06 DEALER 18-020

2006 CHEVROLET HHR LT SEDAN			CHEVROLET MOTOR DIVISION
15U SANDSTONE METALLIC	/L4G		GENERAL MOTORS CORPORATION
322 CASHMERE INTERIOR TRIM			100 RENAISSANCE CENTER
ORDER NO. KFCHBH/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 3GN DA23 D7 6S			VEHICLE INVOICE 1AD90085951
*****			*****13*08601S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1AS46 CHEVROLET HHR LT SEDAN	16325.00	15427.13	INVOICE 06/20/06
BVE RUNNING BOARDS, COLOR KEYED	445.00	391.60	SHIPPED 06/20/06
***DEALER INSTALLED***			EXP I/T 07/03/06
CF5 POWER SUNROOF W/EXPRESS CLOSE	750.00	660.00	INT COM 07/03/06
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 06/20/06
L61 4 CYL 2.2L MFI DOHC	0.00	0.00	KEYS G2251 G2251
MX0 AUTOMATIC TRANS W/REMOTE START	1000.00	880.00	WFP-S QTR OPT-1
R8K *****	N/C	N/C	BANK: GMAC - 340
R9N LEATHER TRIM PACKAGE:	925.00	814.00	CHG-TO 08-601
*LEATHER SEATING SURFACES			
INCL HEATED DRV/FRT PASSENGER			SHIP WT: 3110
*LEATHER WRAPPED STEERING WHEEL			HP: 18.4
*REDUNDANT RADIO CONTROLS			GVWR: 4240
*LEATHER WRAPPED SHIFT KNOB			GAWR.FT: 2160
			GAWR.RR: 2158
T37 FOG LAMPS	115.00	101.20	GMS: 18327.13
			SUPPLR: 19148.48
			MRM: 20125.00
			MEMO 903.00

TOTAL MODEL & OPTIONS	19560.00	18273.93	ACT 237	18252.13
DESTINATION CHARGE	565.00	565.00	H/B 261	586.80
LAM DEALER CONTRIBUTION		213.20	ADV 261	213.20
LAM GROUP CONTRIBUTION		195.60	EXP 65A	195.60

TOTAL	20125.00	19247.73	PAY 310	19247.73
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		18416.05		

\*\*\*\*\*

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.

\*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

STEVE RAYMAN CHEVROLET, LLC	REMIT TO GMAC NO. 340
	VIN 3GNDA23D76S
	\$ 19247.73 INV 1AD90085951
	DUE 07/03/06 DEALER 08-601

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

November 18, 2010

[REDACTED]

Perdido, AL [REDACTED]

Service Request: 1-417630913

Customer Relationship Specialist: Mary Sewell

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52FX5F [REDACTED] is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on August 15, 2006 and ending on August 15, 2009 and begins with 33,142 and ends with 69,142 odometer miles
- Standard rental
- A \$0.00 deductible

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

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 Specialists will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Privileged and Confidential Information

CASE ASSESSMENT BY: Mary Sewell

Siebel/CARS Request No: 1-416768217

Customer Name: [REDACTED]

Year of Vehicle: 2006

Make: Chevy

Model: Silverado

Current Mileage: 12,853

Vehicle ID No.:

1GCHK23D56F [REDACTED]

In Service Date:

1/15/2006

Purchased: New

What is customer seeking: Repurchase

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering wheel has a popping noise

Date:	Mileage:	Days Out:	Description of Repair:
7-28-06	31,859	7	Pete Moore (RO CVCS104633) Popping clicking noise in steering when turning . see SAM check for bulletins –steering rack – replace align front end
2-07-06	21,001	8	Chuck Stevens Chevrolet (5018) Pulling in steering

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Brakes

Date:	Mileage:	Days Out:	Description of Repair:
7-28-06	31,859	*	Pete Moore (RO CVCS104633) pulsation when breaking Preformed diagnosis and found needs to resurface front rotors pass front before resurface 1.023 after 1.005 drivers before refinish 1.023 lro after resurface 0.001
8-17-05	12,007	*	Chuck Stevens Chevrolet (RO 2112) Brakes make noise – operating to factory specs
11-07-05	15,917	1	Chuck Stevens Chevrolet (RO 3419) Breaks squeal –this is a repeated complaint –rotors need to be turned

OTHER SYMPTOM/CONCERN: Squeaks ,water in gas-bumping on front end –rattle in passenger front door, Door locks inoperative , Dash creaking and popping, Passenger seat panel apart , Head Lamp assembly

Date:	Mileage:	Days Out:	Description of Repair:
7-28-06	31,859	*	Pete Moore (RO CVCS104633) Int squeak / rattles – cracking rattle noise form the wheel while driving – unable to duplicate at this time may be related to OP3
12-19-05	18,725	4	Chuck Stevens –Chevrolet (RO 4115) customer thinks she has water in gas –SES light on. Cause : Coolant TEM below thermostat regulate temperatures-replace thermostat and coolant
12-19-05	18,725	*	Chuck Stevens –Chevrolet (RO 4115) bumping on front end – sway bar on strut rods causing bumping . replaced way bar strut rod. Replace way bar strut control arm – both R&R or replace
2-07-06	21,001	*	Chuck Stevens Chevrolet (5018) Rattle in front end – preformed diagnosis and found PI advising to not attempt a repair a fix will come out in first quarter of 2006
2-07-06	21,001	*	Chuck Stevens Chevrolet (5018) Rattling in passenger front door – Remove right front door panel and install 2 sided tape on R/of speaker
8-17-05	12,007	23	Chuck Stevens Chevrolet (RO 2112) customer states door locks inoperative – verified concern and found door locks inoperative pin point found blown fuse for locks replaced fuse recheck ok at this time
8-17-05	12,007	*	Chuck Stevens Chevrolet (RO 2112) Dash creaking and popping complained when staff was in business – Operating to factory specs –

Team Manager Approval:

Date:

Privileged and Confidential Information

11-07-05 15,917 1 Chuck Stevens Chevrolet (RO 3419) Popping in dash area this is a repeated complaint – could not duplicate  
.....  
8-17-05 12,007 \* Chuck Stevens Chevrolet (RO 2112) passenger seat panel apart – Tech bulletin –  
9-30-05 13,845 1 Chuck Stevens Chevrolet (RO 2769) seat clips broken – clips not holding rear of seat –R&R panel, seat back of back replace  
.....  
11-07-05 15,917 \* Chuck Stevens Chevrolet (RO 3419) Head lamp assembly wobbly-tightend bolts, but found assembly to be operational according to GM Specs -

Total Days Out of Service: 45 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Vehicle Does Meet presumption and qualifies for the Lemon Law Program

AVM and/or DEALER RECOMMENDATION(s): Larry Adler, states to have the customer take the vehicle to another dlr for service -

CRM RECOMMENDATION & RATIONALE (EXPLAIN): CSR agrees with DVM Larry Adler to take the vehicle to another dlr for service and after the vehicle is repaired then the customer can be offered amenities .

Decision reached by CRM: Settle case: customer opted to take the vehicle to the selling dealer Pete More Chevrolet – as recommended by the District service manager Larry Adler – Vehicle is repaired and customer is satisfied. Customer is to receive a GMPP Major Guard for 3/36 for inconvenience of having to take the vehicle back to Pete Moore the selling dlr as apposed to Check Stevens which was more convenient to her – DVM recommendations is the Chuck Stevens is a smaller dealer and could not service vehicle properly . Customer took Vehicle to Chuck Stevens on more the 5 occasions and vehicle was never repaired.

Team Manager Approval:

Date:

## Compliance Date Worksheet

**Compliance Date:** 08-26-06

**Today's Date:** 08-17-06

**Customer Name:** [REDACTED]

**SR#:** 1-417630913      **BBB Case #:** CHV0652910

**CRM:** Mary Sewell

**VIN:** 1G1ZS52FX5F [REDACTED]

**Year/Make/Model:** 2005 Chevrolet Malibu

**Arbitration Date:** None

**Arbitration Decision:** Other (See Below)

**Action Required:** Customer accepted repair and will receive a  
Magor Guard GMPP for 3/36 No Deductible

**CRM Signature:** \_\_\_\_\_

**Date:**



**Team Manager:** \_\_\_\_\_  
<DATE>

**Date received:**



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

**VIA FAX ONLY**

{ April 28, 2006 }

**Delmar Dice Sales Manage**

**Pete More Chevrolet**

3456 S Dixi Hwy

Franklin OH 45005

**1-850-454-2878**

Re:

Siebel Request 1417630913

2005 Chevrolet Malibu

VIN # 1G1ZS52FX5F

Dear Mr. Dice

This is a letter of notification regarding a {Better Business Bureau case/State 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
- 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. 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,

Mary Sewell

BRC Agent Relations Manager

Ph# 866-790-5600ex 11282

FAX# 866-{432-1689}



**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

**VIA FAX ONLY**

{ April 28, 2006 }

**Service Manager Mr. Delmar**

**Pete Moore Chevrolet**

406 E. Nashville Ave

Atmore AL 36502

**Fax 1-850454-2878**

Re:

Siebel Request 1-417630913  
2005 Chevrolet Malibu  
VIN # 1G1ZS52FX5 [REDACTED]

Dear Mr. Delmar :

This is a letter of notification regarding a {Better Business Bureau case/State 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
- 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. 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,

Mary Sewell  
BRC Agent Relations Manager  
Ph# 866-790-5600ex 11282  
FAX# 866-{432-1689}

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

CASE ASSESSMENT BY: Kathryn Ashurst

Siebel/CARS Request No:1-418513006

Customer Name: [REDACTED]

Year of Vehicle:2005

Make:Pontiac

Model:G6

Current Mileage:17508

Vehicle ID No.: 1G2ZG528854 [REDACTED]

In Service Date: 3/4/2005

Purchased: New

What is customer seeking: Replacement vehicle, or money back.

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering Hard to Turn Intern

Date:	Mileage:	Days Out:	Description of Repair:
12/27/05	11168	4	COULD NOT DUPLICATE – No trouble found

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering Locking up

Date:	Mileage:	Days Out:	Description of Repair:
07/07/05	5495	8	COULD NOT DUPLICATE
07/20/05	5560	6	Replaced steering column

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
No Start			
06/23/06	16650	5	Replaced battery

Fluid Leaking

07/20/05 5560                      COULD NOT DUPLICATE

Total Days Out of Service: 23 (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)? Customer meets eligibility but not presumption.**

AVM and/or DEALER RECOMMENDATION(s):

No AVM return contact.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Customer accepted 84/100000 miles GMPP Value Guard with a \$0 deductible.

Team Manager Approval:

Date:

Privileged and Confidential Information

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

Team Manager Approval:

Date:

November 18, 2010

[REDACTED]  
Waverly, TN [REDACTED]

Service Request: 1-418513006  
Customer Relationship Specialist: Kathryn Ashurst

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528854 [REDACTED] is for the following:

- 84 months or 100,000 miles, whichever occurs first, beginning on July 19, 2006 and ending on July 19, 2012 and begins with 17508 and ends with 100000 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Business Resource Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmLink.com](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

**ADR File Checklist**

**SR Number:1-418513006**

**BBB Case: PGM0653488**

**Customer:** [REDACTED]

**VIN:1G2ZG528854** [REDACTED]

**Make/Model/Year: 2005/Pontiac/G6**

**In Service: 3/4/2005 Mileage: 16700**

**Received Date: June 28/06**

**Day 15 Date: July 12/06**

**Goes Active: July 6/06**

**Primary Concern: Power steering locks up/won't turn.**

☒ **Case Scan / Acknowledgement (24 hrs) Completion Date/Time:**

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 06/28/06 / 12:15**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 06/28/06 / 2:11**

☒ **Dealer Finance Mgr**

**Completion Date/Time: 06/28/06 / 2:15**

☒ **AVM**

**Completion Date/Time: 06/28/06 / 2:30**

☒ **Repair Orders Requested:**

**Received: July 13/06**

☒ **Sales Documents:**

**Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☒

**No** ☐

**Presumption:**

**Yes** ☐

**No** ☒

☒ **GM Position – Customer / BBB Due Date (7-10 days):**

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☐ **Arbitration Date:**

☐ **Closing Activities:**

**Settlement**

**Completion Date/Time: 7/27/06 / 1:30**

**Executive Summary**

**Completion Date/Time: 7/27/06 / 1:30**

**Close Siebel**

**Completion Date/Time: n/a /**

**AVM: Ben Hall**

**Node/Box: 64/404082 8206/**

**Service Dealer: Ray Smith Chevrolet**

**Svc Mgr: Howard Melton**

**Selling Dealer: Ray Smith Chevrolet**

**Contact: Jim Burns**

**NOTES:**



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 28, 2006

Jim Burns  
Ray Smith Chevrolet  
P.O. Box 487  
Camden, TN 38320

Re: [REDACTED]  
Siebel Request: 1-418513006  
2005 Pontiac G6  
VIN # 1G2ZG528854 [REDACTED]

Dear Mr. Burns:

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:

- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- 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. 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,

Kathryn Ashurst  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11564  
FAX# 866-893-7515





**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.

## MANUFACTURER RESPONSE FORM

Case Number: PGM0653488

Start Date: 07/06/06

Customer Name: [REDACTED]

State: TN

VIN: 1G2ZG5288S4 [REDACTED]

Probable Hearing Location: Nashville

This claim is ☐ IN Warranty ☐ OUT of Warranty

Has the customer contacted you regarding the claim?

☒ YES ☐ NO

Is the VIN listed above correct?

☐ YES ☐ NO

If you checked NO, please indicate the correct VIN: \_\_\_\_\_

Customer Contact Info:

### SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer?

☐ YES ☐ NO

If you checked YES, please indicate the customer's response below:

☐ The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: \_\_\_\_\_

### ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

**List the amount of any over allowance/negative equity: \$** \_\_\_\_\_

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To:

Completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

BBB AUTO LINE

Future contact: \_\_\_\_\_

Fax: 703.247.9700

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_



**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.**

July 6, 2006

Re:m09 PGM0653488 [REDACTED] vs Pontiac/GMC Division 1G2ZG5288S4 [REDACTED]

STEVEN LAMBERT  
PONTIAC/GMC  
P O BOX 33172  
DETROIT MI 48232

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

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

Sincerely,

William Clopton at Extension 502

VEHID 14142345

SERIAL NO. 16226528854  
(OWNER) CUSTOMER  
DELV. DATE 07MAR05  
IN SERVICE 07MAR05  
WAR. EXP. DATE KEY 02529 STR 50611  
LICENSE NO.  
UNIT N/A SLSPIN 30  
SA

WAVERLY IN

HOME PHONE N/A

BUS. PHONE N/A

CELL PHONE N/A

PAGER N/A

E-mail

05 PGM:AC Go 10050

Command? (Enter. \*, N, VEH, CUST, ?) ....?

4daus

1 of 5 - Dealer: R50-S  
RD NO: 79121 Opened: 23JUN06 Closed: 27JUN06 Mileage: 16500  
Line Code: A Booker: 146 Comeback: N  
Complaint: OK NO START

Cause1:  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
999 196 WS94 NO110 BATTERY ONE REPLACE  
PTS# 81.48 LBR# 30.00 RSC# 0.  
999 196 WS94 T2020 TOWING  
PTS# 0.00 LBR# 0.00 RSC# 0.00  
999 WS94 9999 NO DESCRIPTION  
PTS# 0.00 LBR# 0.00 RSC# 0.00

Line Code: C Booker: 146 Comeback: N  
CHANGE OIL AND FILTER

----- 1 of 5 - Dealer: RSC-S -----  
RD No: 79121      Opened: 23JUN05      Closed: 27JUN05      Mileage: 16250

Line Code: A      Booker: 146      Comeback: N

Complaint:      CR NO START

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
999	170	WS94	N0110		BATTERY ONE REPLACE			
					PTS#	81.48	LBR#	30.10
999	170	WS94	T2020		TOWING			
					PTS#	0.00	LBR#	0.00
999		WS94	9999		NO DESCRIPTION			
					PTS#	0.00	LBR#	0.00

Line Code: C      Booker: 146      Comeback: N

Complaint: 1      LUBE OIL AND FILTER

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
999	185	CSC	1		LUBE OIL AND FILTER			
					PTS#	13.65	LBR#	8.00

----- 2 of 5 - Dealer: RSC-S -----  
RD No: 70467      Opened: 27DEC05      Closed: 30DEC05      Mileage: 11100

Line Code: A      Booker: 146      Comeback: N

Press SA, Return for next page, EST#, ?, or E to Exit:

RD No: 70467      Opened: 27DEC05      Closed: 30DEC05      Mileage: 11100

Line Code: A      Booker: 146      Comeback: N

Complaint:      CR STEERING HARD TO TURN ESP WHEN COLD

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
999	156	CSC	NIF		<u>NO TROUBLE FOUND</u>			
					PTS#	0.00	LBR#	0.00

Line Code: B      Booker: 146      Comeback: N

Complaint: 1      LUBE OIL AND FILTER

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
999	180	CSC	1		LUBE OIL AND FILTER			
					PTS#	13.00	LBR#	8.50

----- 3 of 5 - Dealer: RSC-S -----  
RD No: 74097      Opened: 20JUL05      Closed: 25JUL05      Mileage: 5060

Line Code: A      Booker: 146      Comeback: N

Complaint: E7680      CR STEERING HARD TO TURN INTERN.

Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
146	156	WS94	E7680		COLUMN ASSEMBLY, STEERING REPLACE			
					PTS#	285.46	LBR#	108.36

Press B, SA, Return for next page, EST#, ?, or E to Exit:

RD No: 74097      Opened: 20JUL05      Closed: 25JUL05      Mileage: 5060

Line Code: A      Booker: 146      Comeback: N

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
146	156	WS94	E7631		MOTOR AND CONTROLLER ASSEMBLY, ELECTRIC 10 POWER STEERING - REPLACE			
					PTS#	235.41	LBR#	84.28
146	999	WS94	Z5000		PARTS EXP / OVERNIGHT			
					PTS#	0.00	LBR#	0.00
146	999	WS94	T2020		TOWING			
					PTS#	0.00	LBR#	0.00
146		WS94	9999		NO DESCRIPTION			
					PTS#	0.00	LBR#	0.00
146		WS94	9997		NO DESCRIPTION			
					PTS#	0.00	LBR#	0.00

Line Code: B      Booker: 146      Comeback: N

Complaint:      RENTAL II

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 146 999 WRENT Z7903 3 DAY RENTAL  
 PTS# 0.00 LBR# 0.00 MSC# 0.0  
 146 WRENT 9997 NO DESCRIPTION

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 74097 Opened: 20JUL05 Closed: 25JUL05 Mileage: 5560  
 PTS# 0.00 LBR# 0.00 MSC# 120.0  
 Line Code: C Booker: 146 Comeback: N  
 Complaint: 1 LUBE OIL AND FILTER  
 Cause:  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 146 180 CSC 1 LUBE OIL AND FILTER  
 PTS# 12.50 LBR# 8.50 MSC# 0.0

\*--- 4 of 5 - Dealer: RSC-S -----  
 RO No: 73894 Opened: 07JUL05 Closed: 14JUL05 Mileage: 5495  
 Line Code: A Booker: 146 Comeback: N  
 Complaint: CK NO POWER STEERING AND FLUID LEAKING  
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 999 156 CSC 199 INSPECTED AND FOUND STEERING INPUT SENS  
 OR CODES . TRACED ALL CIRCUITS DOWNAND  
 REPROGRAM STEERING SYSTEM  
 PTS# 0.00 LBR# 0.00 MSC# 0.0  
 999 156 WS94 N9995 CUSTOMER CONCERN NOT DUPLICATED  
 PTS# 0.00 LBR# 138.40 MSC# 0.0  
 999 999 WRENT Z7903 3 DAY RENTAL

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 73894 Opened: 07JUL05 Closed: 14JUL05 Mileage: 5495  
 PTS# 0.00 LBR# 0.00 MSC# 0.0  
 999 999 WS94 T2020 TOWING  
 PTS# 0.00 LBR# 0.00 MSC# 0.0  
 999 WS94 9999 NO DESCRIPTION  
 PTS# 0.00 LBR# 0.00 MSC# 65.0  
 999 WRENT 9997 NO DESCRIPTION  
 PTS# 0.00 LBR# 0.00 MSC# 142.0

\*--- 5 of 5 - Dealer: RSC-S -----  
 RO No: 70845 Opened: 15DEC04 Closed: 15DEC04 Mileage: 0  
 Line Code: A Booker: 146 Comeback: N  
 Complaint: PDI  
 Cause:  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 146 999 IPDI Z7000 PRE DELIVERY INSPECTION BASE TIME  
 PTS# 0.00 LBR# 64.30 MSC# 0.0

Press B, S#, EST#, ?, or E to Exit:

TENNESSEE DEPARTMENT OF SAFETY										REGISTRATION EXPIRES 04/30/2000	
APPLICATION FOR CERTIFICATE OF TITLE AND REGISTRATION										INVOICE NO. 00910	
RD NUMBER		NEW OR CURRENT TITLE NUMBER 71689036		CLASS CODE / ISSUE YEAR 1000/2000		LICENSER NO.		VALIDATION NO. 2035911		VIN 1G2ZB528854	
NEW USED		FORMER TITLE NO. MSD		STATE TN		DATE PURCHASED 03/24/2000		LICENSE NO. / CLASS CODE / ISSUE YEAR / TRADE IN		MAKE PONTIAC	
LAST NAME		FIRST NAME		MIDDLE INITIAL		PREVIOUS STATES TITLED		AXLES		MOBILE HOME	
LAST NAME		FIRST NAME		MIDDLE INITIAL		PREVIOUS STATES TITLED		LGTH		WIDTH	
STREET ADDRESS OR R.F.D.		CITY		STATE		ZIP CODE		COMPANY VEHICLE NO.		1. GAS 2. DIESEL 3. ELECTRIC 4. PROPANE	
STREET ADDRESS		CITY		STATE		ZIP CODE		LISEN DATE		1. 0 2. 0 3. 0 4. 0	
STREET ADDRESS		CITY		STATE		ZIP CODE		LISEN DATE		1. 0 2. 0 3. 0 4. 0	
REGISTERED WT.		WT. CLASS SEATS		USE: P TYPE: A		ODOMETER		LICENSE FEE		CREDIT	
PRINCIPAL DRIVERS LICENSE NO.		OP ZONE:		TOTAL SALES OR USE TAX PAID ON VEHICLE		TAXES PAID		PENALTY		LIABE FEE	
COST OF VEHICLE		COMPUTATION OF		SALES TAX		USE TAX		TRANSACTION		TOTAL REGISTRATION	
TRADE-IN ALLOWANCE		Local Rate (Subject to Maximum)		Subtotal		Credit Rate or Use Tax Paid in State of TN		TITLE FEE		SUBTOTAL	
TAXABLE AMOUNT		Tax Due		SALES TAX		INSURANCE FEE		COUNTY FEE		TOTAL	
I certify the information given is correct and there are no liens against the vehicle except those identified:										COUNTY STICKER NO.	
Signature of Owner										COUNTY STICKER NO.	
DATE OF APPLICATION										COUNTY STICKER NO.	
COUNTY CLERK										COUNTY STICKER NO.	
Owner Phone Number										COUNTY STICKER NO.	
COUNTY CLERK										COUNTY STICKER NO.	
COUNTY CLERK										COUNTY STICKER NO.	

I CERTIFY THAT I AM A RESIDENT OF

43 HUMPHREYS

COUNTY ( )

3

OWNER

SP-0993 (Rev. 8/03)

RDA-892

35984730

STOCK # 50811

## GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
WAVERLY T. HUMPHREYS	RAY SMITH CHEV-BUICK-PONT, INC. 260 WEST MAIN STREET CAMDEN, TN 38320

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	PONTIAC G6	1G2ZG528854	<input type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 1998 Make DODGE Model DURANGO

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of \$ 495.81 is
2.00%	\$ 1519.50	\$ 24164.34	\$ 25683.84	\$ 26179.65

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 356.72	Monthly beginning 04/21/2005	

**Late Charge:** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 6% of the part of the payment that is late, with a minimum charge of \$1.

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

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

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

## ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes)		\$ 24165.15(1)
2 Total downpayment * (If negative enter "0" and see line 4H below)		
Gross trade-in \$	6000.00	- payoff by seller \$ 6004.19
= net trade-in \$	- 4.19	+ cash \$ N.A.
+ other (describe)	REBATE	\$ 500.00
		\$ 495.81(2)
3 Unpaid balance of cash price (1 minus 2)		\$ 23669.34(3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):		
A Cost of optional credit insurance paid to the insurance company or companies:		
Life	\$	N.A.
Disability	\$	N.A.
B Other insurance paid to the insurance company	\$	495.00
C Official fees paid to government agencies	\$	N.A.
D Government taxes not included in cash price	\$	N.A.
E Government license and/or registration fees		
	LICENSE	\$ N.A.
F Government certificate of title fees	\$	N.A.
G Other charges (Seller must identify who is paid and describe purpose.)		
	to for	\$ N.A.
	to for	\$ N.A.
	to for	\$ N.A.
	to for	\$ N.A.
	to for	\$ N.A.
	to for	\$ N.A.
H Net trade-in payoff to	\$	0.00
Total other charges and amounts paid to others on your behalf		\$ 495.00(4)
5 Amount financed (3 + 4)		\$ 24164.34(5)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

## Check the insurance you want and sign below:

## Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium: ☐ Buyer ☐ Co-Buyer ☐ Both

Credit Life \$ N.A.

Credit Disability \$ N.A.

(Insurance Company)

(Home Office Address)

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

## Other Insurance.

☒ GAP INS. 72 MOS  
Type of Insurance Term  
495.00

Premium \$  
TWIN CITY FIRE INS. CO.

(Insurance Company)

HARTFORD, CT

(Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

**ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X Co-Buyer Signs X

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

See back for other important agreements.

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

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

Buyer Signs X Date 03/07/05 Co-Buyer Signs X Date

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

Other owner signs here X Date Address

Creditor Signs RAY SMITH CHEV-BUICK-PONT, INC. 03/07/05 By X Title



## TENNESSEE INSURANCE CARD

**INSURED**

**MULTI  
VOL.**

**POLICY NUMBER**

**EFFECTIVE**

**YR 2000 MAKE PONTIAC**

**APR 10 2000 TO OCT 10 2000**

**MODEL G6**

**VIN 1G2ZG638854**

**AGENT DOUG VARNER**

**2223-335**

**PHONE (813)206-2464**

- A BODILY INJURY/PROPERTY DAMAGE LIABILITY**
- C MEDICAL PAYMENTS**
- D COMPREHENSIVE**
- G \$00 DEDUCT COLLISION**
- H, R1, U1**

**SEE REVERSE SIDE FOR ADDITIONAL COVERAGE INFORMATION**



**THIS CARD MUST BE CARRIED IN THE PASSENGER SEAT OF THE VEHICLE AT ALL TIMES. IT IS THE RESPONSIBILITY OF THE DRIVER TO PROTECT THIS CARD FROM DAMAGE.**

**IF YOU HAVE AN ACCIDENT, NOTIFY THE POLICE IMMEDIATELY. ALSO, NOTIFY YOUR AGENT PROMPTLY. (If any injuries, phone nearest State Farm Agent or Claim Office.)**

### IF YOU HAVE AN ACCIDENT - NOTIFY THE POLICE IMMEDIATELY

- Write down names, addresses, telephone numbers, and license numbers of persons involved and of witnesses. Also write down the license plate number and state of each vehicle involved.
- Do not admit fault. Do not discuss the accident with anyone except State Farm or police.
- Notify your agent promptly. (If any injuries, phone nearest State Farm Agent or Claim Office.)

**EXAMINE POLICY EXCLUSIONS CAREFULLY. THIS FORM DOES NOT CONSTITUTE ANY PART OF YOUR INSURANCE POLICY.**

**130-4180 NTRLA**

### HOW TO IDENTIFY YOUR COVERAGE

**SEE POLICY FOR FULL NAME AND DEFINITION**

- A Liability**
- C Medical Payments**
- D Comprehensive**
- G Collision**
- H Emergency Road Service**

- L Physical Damage**
- R Car Rental Expense**
- R1, R2 Car Rental and Transport Expense**
- S Basic, Comprehensive and Loss of Sight**

- T Total Maximum**
- U Uninsured Motor Vehicle-By**
- U1 Uninsured Motor Vehicle-By**
- UMDC Use of Maximum Claim**
- X Loss of Damage**



## Customer Claim Form

Contact Date: 06/28/06

Start Date:

Case Number : PGM0653488

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

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

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

WAVERLY, TN

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

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

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

Transmission Type: Automatic

Number of vehicles owned or leased by the business:

Make: Pontiac/GMC

Model: G6

Model Year: 2005

Current Mileage: 16700

Vehicle Identification Number: 1G22G528854

Servicing Dealer/City/State : Ray Smith Chevrolet,

Selling Dealer/City/State : Ray Smith Chevrolet, Camden, TN

Insurance Carrier : State Farm

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: 07/01/05 Mileage at purchase:

Lease Date:

Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? ☒ yes

Is the vehicle in your possession?

Lienholder's Name: GMAC

Leasing Company's Name:

Address: P.O. Box 3100

Address:

City/St/Zip: Midland, TX 79702

City/St/Zip:

Phone: ( ) 1-800-200-4622

Phone:

Lienholder Acct # :

Leasing Company's Acct #:

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

Customer wants a replacement vehicle or her money back.

Signature of Titled Owner(s)

Date

7/6/06

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



**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.**

June 28, 2006

Re:m01 PGM0653488 [REDACTED] vs Pontiac/GMC Division

STEVEN LAMBERT  
PONTIAC/GMC  
P O BOX 33172  
DETROIT MI 48232

Dear Madam/Sir:

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

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

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

Sincerely,

William Clopton at Extension 502

## Customer Claim Form

Contact Date: 06/28/06

Start Date:

Case Number : PGM0653488

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

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

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

WAVERLY, TN

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

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

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

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

Make: Pontiac/GMC Model: G6 Model Year: 2005 Current Mileage: 16700

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : Ray Smith Chevrolet,

Selling Dealer/City/State : Ray Smith Chevrolet, Camden, TN

Insurance Carrier : \_\_\_\_\_ Policy Number: \_\_\_\_\_

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

Description of Damage :

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

Purchase Date: 07/01/05 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: GMAC

Leasing Company's Name:

Address: \_\_\_\_\_

Address:

City/St/Zip: \_\_\_\_\_

City/St/Zip:

Phone: ( ) -

Phone:

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #:

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

Customer wants a replacement vehicle or her money back.

Signature of Titled Owner(s): \_\_\_\_\_ Date \_\_\_\_\_

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

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

Customer Name: XXXXXXXXXX

First Repair Attempt      Date: 07/07/05      Mileage: 0  
 Last Repair Attempt      Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 Total Days out of Service: \_\_\_\_\_

[illegible]



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

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

#### LEMON LAW CLAIMS

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

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

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

Please note:

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

#### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

## **CUSTOMER RESPONSIBILITIES**

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

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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

## **OTHER IMPORTANT INFORMATION**

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period For Filing Claims**

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

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

## **Eligible Claims**

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

## **Eligible Vehicles**

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

The customer's vehicle must be:

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

## **Remedies For Warranty Claims**

The arbitrator may award the following remedies:

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

## **Repairs/Reimbursement For Repairs**

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

## **Repurchase Or Replacement**

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

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

#### **Deductions/Exclusions From A Repurchase Or Replacement Award**

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

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

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.



## **STANDARDS OF THE TENNESSEE LEMON LAW**

The following is an brief explanation of most relevant provisions of the Tennessee lemon law. The complete text of the lemon law can be found at Tenn. Code Ann. 55-24-201 through 55-24-212.

### **VEHICLES COVERED BY THE TENNESSEE LEMON LAW**

The Tennessee lemon law covers a passenger motor vehicle that is sold in Tennessee and subject to registration and title in Tennessee or any other state.

The Tennessee lemon law does not cover motor homes used as a dwelling place, living abode or sleeping place; garden tractors; recreational vehicles or off-road vehicles; and vehicles over 10,000 pounds gross vehicle weight.

### **CONSUMERS COVERED BY THE TENNESSEE LEMON LAW**

The Tennessee lemon law covers the following “consumers”:

1. The purchaser (other than for purposes of resale) or the lessee of a motor vehicle;
2. Any person to whom the motor vehicle is transferred during the duration of an express warranty for that vehicle; and
3. Any other person entitled by the terms of the warranty to enforce its obligations.

The lemon law covers a subsequent transferee, but does not cover any governmental entity or any business or commercial entity that registers three or more vehicles.

### **PROBLEMS COVERED BY THE TENNESSEE LEMON LAW**

The Tennessee lemon law covers any nonconformity to the warranty, defect or condition that substantially impairs the motor vehicle. This is referred to as a *nonconformity*.

“Substantially impair” is defined to mean to render a vehicle unreliable or unsafe for normal operation or to reduce its resale market value below the average resale value for comparable vehicles.

It is an affirmative defense if the manufacturer can show that the alleged nonconformity does not substantially impair the motor vehicle, or the nonconformity is the result of abuse, neglect or unauthorized modifications or alterations of the vehicle by a consumer.

### **TERM OF PROTECTION**

The Tennessee lemon law defines “term of protection” to mean the term of applicable express warranties or the period of one year following the date of the motor vehicle’s original delivery to a consumer, whichever comes first.

**This information is not intended as legal advice. Please direct specific questions to your legal counsel.**

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Tennessee

## **MANUFACTURER'S DUTY TO REPAIR**

If a new motor vehicle does not conform to all applicable express warranties, and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the term of protection, then the manufacturer, its agent or authorized dealer must correct the nonconformity. Repairs must be made even if the term of protection has expired.

## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

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

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The Tennessee lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform the motor vehicle to the applicable express warranties if either of the following occurs:

1. The same nonconformity has been subject to repair three or more times by the manufacturer, its agents or authorized dealers during the term of protection, but the nonconformity continues to exist; or
2. The motor vehicle is out of service by reason of repair for a cumulative total of 30 or more calendar days during the term of protection.

The term of protection and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike or fire, flood or other natural disaster.

## **OPPORTUNITY TO REPAIR**

The consumer or a representative must give written notification by certified mail directly to the manufacturer of the need for correction or repair of the nonconformity. If the manufacturer's address is not readily available in the owner's manual or manufacturer's warranty received by the consumer at the time of purchase, the consumer can mail the notification to an authorized dealer who will forward it to the manufacturer.

If the presumption of a reasonable number of repair attempts has been met at the time of the notice, the manufacturer must be given an additional opportunity, not to exceed 10 days, to correct or repair the nonconformity.

## **DISPUTE RESOLUTION**

If the manufacturer has established or participates in an informal dispute settlement procedure that complies with 16 C.F.R. Part 703 and with the provisions of the lemon law, and the manufacturer causes the consumer to be notified of the procedure, then the provisions requiring refund or replacement do not apply unless the consumer has first resorted to the informal dispute settlement procedure. The Tennessee Attorney General must, upon application, issue a determination whether the informal dispute settlement procedure qualifies under the lemon law.

**This information is not intended as legal advice. Please direct specific questions to your legal counsel.**

**© 2003, Council of Better Business Bureaus, Inc.**

Tennessee

## **TIME PERIOD FOR FILING CLAIMS**

An action must be commenced within six months following the *later* of (1) expiration of the express warranty term, or (2) one year following the date of the vehicle's original delivery to a consumer. The statute of limitations does not run for the period beginning on the date when the consumer submits a dispute to an informal dispute settlement procedure and ending on the date of the procedure's decision or the date before which the manufacturer is required by the decision to fulfill its terms, whichever is later.

## **REMEDIES UNDER THE TENNESSEE LEMON LAW**

### **REPURCHASE OF OWNED VEHICLES**

The Tennessee lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. *Full purchase price*, meaning the actual cost paid by the consumer; and
2. All *collateral charges*, meaning manufacturer-installed or agent-installed items or service charges, credit life and disability insurance charges, sales taxes, title charges, license fees, registration fees, any similar governmental charges and other reasonable expenses incurred for the purchase of the motor vehicle;
3. Less a reasonable allowance for use

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

The *reasonable allowance for use* means that amount directly attributable to use by a consumer prior to the first report of the nonconformity to the manufacturer, agent or dealer, and during any subsequent period when the vehicle is not out of service by reason of repair; plus a reasonable amount for any damage not attributable to normal wear.

A reasonable allowance for use cannot exceed one-half the amount allowed per mile by the Internal Revenue Service (Section 162 of the Internal Revenue Code), for use of a personal vehicle for business purposes, plus an amount to account for any loss to the fair market value of the vehicle resulting from damage beyond normal wear and tear unless the damage resulted from nonconformity to an express warranty.

### **REPURCHASE OF LEASED VEHICLES**

The Tennessee lemon law states that a manufacturer must pay the following amounts when it repurchases a leased vehicle under the lemon law:

*To the lessee*

1. Aggregate deposit and rental payments previously paid to the lessor for the leased vehicle;
2. Less "service fees".

"Service fees" are the portion of any lease payment attributable to a) an amount for earned interest calculated on the rental payments previously paid to the lessor for the leased vehicle at an annual rate equal to two points above the prime rate in effect on the date the lease was executed; and b) any insurance or other costs expended by the lessor for the benefit of the lessee.

*To the lessor*

1. Actual purchase cost of the vehicle.

2. Freight (if applicable);
3. Accessories (if applicable);
4. Any fee paid to another to obtain the lease; and
5. 5% of the lease price;
6. Less the aggregate deposit and rental payments previously paid to the lessor for the leased vehicle.

## **REPLACEMENT**

When replacing a vehicle under the Tennessee lemon law, the manufacturer must provide a “comparable motor vehicle”, meaning a new motor vehicle of comparable worth to the same make and model with all options and accessories, with appropriate adjustments being allowed for any model year differences. The reasonable allowance for use appears not to apply to a replacement.

The provisions relating to replacement do not affect the interests of a lienholder. Unless the lienholder consents to the replacement of the lien with a corresponding lien on the replacement vehicle, the lienholder must be paid in full the amount due on the lien, including interest and other charges, before an exchange of motor vehicles or a refund to the consumer is made.

If the nonconforming motor vehicle was financed by the manufacturer or its subsidiary or agent, the manufacturer, subsidiary or agent must not require the consumer to enter into any refinancing agreement that would create any financial obligations beyond those imposed by the original financing agreement.



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

June 28, 2006

Howard Melton  
Ray Smith Chevrolet  
P.O. Box 487  
Camden, TN 38320

Re:

Siebel Request: 1-418513006  
2005 Pontiac G6  
VIN # 1G2ZG528854

Dear Mr. Melton:

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 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. 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,

Kathryn Ashurst  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11564  
FAX# 866-893-7515

# Ray Smith

CHEVROLET-BUICK-PONTIAC, INC.  
260 West Main - P.O. Box 487  
Camden, Tennessee 38320

Phone: (731) 584-6141

Fax: (731) 584-3960

## FAX

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Total pages, including cover:

Send to: <i>KATHryn</i>	From: <i>Howard</i>

Comments:

--



"GIVE US A TRY BEFORE YOU BUY"

P.O. BOX 487

260 WEST MAIN STREET

CAMDEN, TENNESSEE 38320

TELEPHONE (731) 584-6141

CUSTOMER #: 2969865

76467

WORKORDER

PAGE 1

WAVERLY, TN  
HOME:

BUS:

SERVICE ADVISOR: 999 TECH, SUBLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRANITE ME	05	PONTIAC G6	1G2ZG528854		11168/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
07MAR05 IS			17:00 27DEC05		60.21	CASH
R.O. OPENED	READY	OPTIONS: STK:50811 DLR:RSC				

27DEC2005 15:53

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A CSC CK STEERING HARD TO TURN ESP WHEN COLD

*150* *NTT* *spent about an hr screwing with it.*

# B 1 CSC LUBE OIL AND FILTER

# C CSC RENTAL

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROV OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

☐ CUSTOMER INITIALS

I WANT TO INSPECT MY USED PARTS.

☐ CUSTOMER INITIALS

I WANT MY USED PARTS RETURNED TO ME.

☐ CUSTOMER INITIALS

I DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

X

CUSTOMER SIGNATURE



CUSTOMER #:2969865

**OUT DICK  
HURRY**is there  
a meteor com  
74097

"GIVE US A TRY BEFORE YOU BUY"

P.O. BOX 487

260 WEST MAIN STREET

CAMDEN, TENNESSEE 38320

TELEPHONE (731) 584-6141

WORKORDER

PAGE 1



WAVERLY, TN

HOME:

BUS:

SERVICE ADVISOR: 146 MELTON, HOWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRANITE ME	05	PONTIAC G6	1G2ZG528854		5560/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
07MAR05 IS			17:00 20JUL05		60.21	CASH	
R.O. OPENED	READY	OPTIONS: STK:50811 DLR:RSC					

20JUL2005 15:13

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A WS94 CK STEERING HARD TO TURN INTERM.

CK out Found Codes stored below.

Diag. faulty torque input sensor. Replaced column & replaced motor-ear  
for thermal error. CK operation after CK all circuits OK & module

WRENT RENTAL 11

# B

Set up.  
CK operation (OK)UPS  
4He 78

15225437

10373948-88947179

C6S4S Steering wheel  
Torque input sensorC676 Sys thermal error  
temp high.

Cont'd 1920

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

REVISED  
ESTIMATE (1)

DATE

TIME

BY

REVISED  
ESTIMATE (2)REVISED  
ESTIMATE (3)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED &amp; GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

I WANT TO INSPECT MY USED PARTS.

I WANT MY USED PARTS RETURNED TO ME.

I DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

CUSTOMER  
INITIALSCUSTOMER  
INITIALSCUSTOMER  
INITIALS

X

RAY SMITH CHEVROLET

"GIVE US A TRY BEFORE YOU BUY"

P.O. BOX 487

260 WEST MAIN STREET  
CAMDEN, TENNESSEE 38320  
TELEPHONE (731) 584-6141

CUSTOMER #: 2969865

79121

WORKORDER

PAGE 1

WAVERLY, TN  
HOME:

BUS:

SERVICE ADVISOR: 999 TECH, SUBLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRANITE ME	05	PONTIAC G6	1G2ZG528854		16650/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
07MAR05 IS			17:00 23JUN06		60.21	CASH	
R.O. OPENED	READY	OPTIONS: STK:50811 DLR:RSC					

23JUN2006 13:54

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

# A WS94 CK NO START

(196) REPLACED BATTERY CK BAD see BOTTOM

# B

CSC RENTAL

(18) LOF 4 &amp; oil? 4 1/2 qt

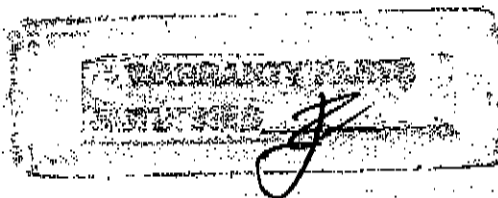
CK FRONT AIR DAM LOOSE

10.57 VOLTS

75.5YR

BAD CELL REPLACE

CDE 143 NX-PL



I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PRELIMINARY ESTIMATE \$

CUSTOMER INITIALS

I WANT TO INSPECT MY USED PARTS.

CUSTOMER INITIALS

I WANT MY USED PARTS RETURNED TO ME.

CUSTOMER INITIALS

I DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

AUTHORIZED BY X

REVISED ESTIMATE (1)

DATE

TIME

BY

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED &amp; GAVE ORAL APPRO OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

"GIVE US A TRY BEFORE YOU BUY"

P.O. BOX 487

260 WEST MAIN STREET  
CAMDEN, TENNESSEE 38320

TELEPHONE (731) 584-6141

CUSTOMER #: 2969865

73894

WORKORDER

PAGE 1

WAVERLY, TN  
HOME:

BUS:

SERVICE ADVISOR: 999 TECH, SUBLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRANITE ME	05	PONTIAC G6	1G2ZG528854		5495/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
07MAR05 IS			17:00 07JUL05		60.21	CASH
R.O. OPENED	READY	OPTIONS: STK:50811 DLR:RSC				

07JUL2005 15:12

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A CSC CK NO *Power steering & ~~brake~~*

*(196) Not duplicated steering was OK when I drove car  
No fluids low no sig of leak anywhere. Only thing  
I can see is water run off AC weep hole*

*RENTAL**3 HR  
2.3 WS**DTC C0545 STEERING WHEEL TORQUE INPUT SENSOR SYMPTOM 00**15225637 -**10373948 - 88967179*

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PRELIMINARY ESTIMATE \$

CUSTOMER INITIALS

I WANT TO INSPECT MY USED PARTS.

CUSTOMER INITIALS

I WANT MY USED PARTS RETURNED TO ME.

CUSTOMER INITIALS

I DO NOT WANT TO INSPECT OR TO HAVE MY USED PARTS RETURNED.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED &amp; GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

**North American Operations**

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

**GM**

CHECK

**No.**50-937  
213

DATE

09/01/06

\*\*\*\*\*3,250 DOLLARS

\*\*\*\*\*00 CENTS

AMOUNT

\*\*\*\*\*3,250.00

North American Operations  
General Motors Corporation  
Disbursement Account

PAY  
TO THE  
ORDER  
OF

PENNSAUKEN NJ

SIGNATURE

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

AUDIT

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT  
DATE

09/01/06

VENDOR  
DUNS NO.

BB 000000006

1

VENDOR NAME

REGISTER NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZS52F85F 08/31/06 VM 1-73ZZT8  
1-418795939 1-73ZZT8

00.0000

3,250.00

.00

3,250.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

**TOTAL**

3,250.00

.00

3,250.00

**North American Operations**

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

**GM**

CHECK

No. [REDACTED]

50-937  
213

DATE

09/01/06

\*\*\*\*\*1,750 DOLLARS

AMOUNT

\*\*\*\*\*00 CENTS \*\*\*\*\*1,750.00

\*DAVID GORBERG & ASSOCIATES\*  
1936 LEXINGTON AVE APT B  
PENNSAUKEN NJ 08110-2808

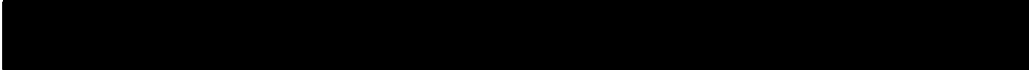
North American Operations  
General Motors Corporation  
Disbursement Account

PAY  
TO THE  
ORDER  
OF

*Kihel Chinn*  
SIGNATURE

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

AUDIT

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE

09/01/06

VENDOR  
DUNS NO. BB 000000007

1

VENDOR NAME DAVID GORBERG &amp; ASSOCIATES

REGISTER NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G1ZS52F85F

08/31/06

1-418795939

VM 1-73ZZTA

1-73ZZTA

00.0000

1,750.00

00

1,750.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

**TOTAL**

1,750.00

.00

1,750.00



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

VIA FAX ONLY

August 17, 2006

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

RE:

Service Request: 1-41 8795939  
2005 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZS52F85F  
Customer Relationship Specialist: Carmen Shelton

Dear Mr. Gorberg:

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

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

Amount to your client(s): \$1,750.00  
Attorney's fees: \$1,750.00

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

Your client(s) would retain the vehicle.



August 17, 2006  
Page 2

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when contacting our Business Resource Center at 1-866-790-5600 ext 11328 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V07022006

Attach.

---

Odometer

---

Client's Signature

---

Client's Signature

---

Date

---

Date



RightFax

8/22/2006 9:11

PAGE 001/002

Fax Server

**FAX****TO:**

Company:

Fax Number: 8563031492

Phone Number:

**FROM: NUVELL CREDIT CORPORATION**

Fax Number:

Phone Number:

**NOTES:**

## \*\*\*\*\* CONFIDENTIALITY NOTICE \*\*\*\*\*

The information contained in this facsimile transmission is confidential. This transmission is intended to be delivered to and used by solely the person to whom it is addressed. If you are not the intended recipient of this facsimile, or the agent or employee responsible for delivery of this facsimile to the intended recipient, you are hereby notified that you have received this facsimile in error and any review, use, dissemination, distribution, or copying of this facsimile or any part of the information contained herein is strictly prohibited. If you have received this facsimile in error, please notify the sender by telephone and return the original message to us at the address below.

Thank You,

NUVELL CREDIT CORPORATION

Telephone: Fax:

Date and time of transmission: Tuesday, August 22, 2006 9:11:26 AM

Number of pages including this cover sheet: 02





## RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$5,000.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZS52F85F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two (2) checks: the first, in the amount of \$3,250.00, made payable to [REDACTED] the second in the amount of \$1,750.00, made payable to David Gorberg & Associates.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address


\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_,  
20\_\_\_\_, by 

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File

LG0029  
V6302006

FROM

*Attention*


91045596

W4365 43561 57765

PENNSAUKEN NJ

VIN: 1G1ZS52F85F MAKE: CHE  
 MODEL: MAL YEAR: 2005  
 PLATE NO: GOOD THRU: 09/2006  
 REG REN/TRANSFER: 56.00  
 PD REG:  
 POST AUDIT:  
 PLATE FEE:  
 TITLE FEE: 40.00  
 TOTAL: 96.00  
 MK GD20051640982

LIEN1: 606238231722230 NUVELL CREDIT CORP

Motor Vehicle Commission		NEW JERSEY	
VEHICLE REGISTRATION			
			
PLATE NO:		GOOD THRU:	09/2006
VIN:	1G1ZS52F85F	MC:	7
CHE 2005 4 DR BL MAL		PASSENGER 07	
PENNSAUKEN NJ		DL:W4365 43561 57765	
EQ:7	FEE: 56.00	REN/TRANSFER PT:PA	
		MK GD20051640982	

(WED) AUG 23 2006 11:31/ST. 11:30/NO. 6308543736 P 1



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

VIA FAX ONLY

August 2, 2006

Bernie Carney, Service Manager  
Mall Chevrolet  
75 Haddonfield  
Cherry Hill, NJ 08002-1462

RE:

Service Request: 1-418795939  
2005 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZS52F85F  
Customer Relationship Specialist: Carmen Shelton

Dear :

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11328 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

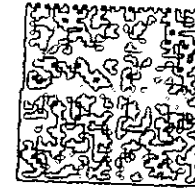
Sincerely,

General Motors Corporation

LG0040  
V6302006



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



HASLER

\$0.87

JUL 28 2008

US POSTAGE

FIRST-CLASS

MAILED FROM 19107

011A0413001320

**First Class Mail**

JUL 31 2008



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

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

1234 MARKET STREET

SUITE 2040

PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON

1 (800) 695-3666

(215) 563-7210

FAX (215) 563-8738

[www.MyLemon.com](http://www.MyLemon.com)

NEW JERSEY OFFICE

GREENTREE COMMONS

8001 D LINCOLN DRIVE WEST

MARLTON, NJ 08053-3211

(856) 797-0703

FAX (856) 983-6123

PITTSBURGH OFFICE

2325 GRANT BLDG.

330 GRANT STREET

PITTSBURGH, PA 15219

(412) 894-9970

FAX (412) 894-9983

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

\*MEMBER OF PA AND NJ BARS

July 28, 2006

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

**RE: Our Client:** [REDACTED]  
**Vehicle:** 2005 Chevrolet Malibu  
**Vin #:** 1G1ZS52F85F [REDACTED]

Dear Legal Department:

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

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

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

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

Engine

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

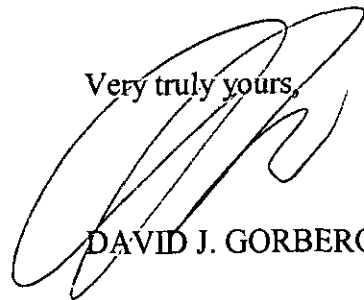
GENERAL MOTORS CORPORATION

Page 2.

RE: [REDACTED]

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

Very truly yours,

A handwritten signature in black ink, appearing to be 'D. J. Gorberg', written over the typed name.

DAVID J. GORBERG

DJG/jd



# RETAIL INSTALMENT SALE CONTRACT

## GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer Name and address (include county and zip code) <b>PENNSAUKEN NJ</b>	Creditor (Seller name and address) <b>MALL CHEVROLET, INC. 75 HADDONFIELD ROAD CHERRY HILL NJ 08002</b>
--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET MALIBU	1G1ZS52F85F	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> business

Your trade-in is a: Year 2003 Make DODGE Model NEON

### FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of \$ 3722.14
15.95 %	\$ 12715.82	\$ 22714.56	\$ 35430.48	\$ 39152.62

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 492.09	Monthly beginning 07/03/05	

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

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

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

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

### ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including \$ 690.70 sales tax)	\$ 25502.30 (1)
2 Total downpayment =	
Gross trade-in \$ 13300.00 - payoff by seller \$ 12077.86	
= net trade-in \$ 1222.14 + cash \$ 500.00	
+ other (describe) FACTORY REBATE \$ 2000.00	\$ 3722.14 (2)
3 Unpaid balance of cash price (1 minus 2)	\$ 21780.16 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	
REG FEE: 252.00	\$ 252.00
F Government certificate of title fees (includes \$ N/A security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to DEALER for DOC FEE	\$ 75.00
to for	\$ N/A
to for	\$ N/A
to H.J. STATE for TITLE TAX	\$ 7.50
to for GAP INS	\$ 600.00
to for	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 934.50 (4)
5 Amount financed (3 + 4)	\$ 22714.66 (5)

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

### Optional Credit Insurance.

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

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

### Other Insurance.

☐ N/A N/A

Type of Insurance Term

Premium \$ N/A

N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X 06/03/05

Buyer Signature Date

X

Co-Buyer Signature Date

**THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs

Co-Buyer Signs X

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

See back for other important agreements.

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

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$ 3722.14 is
15.95 %	\$ 12715.82	\$ 22714.66	\$ 35430.48	\$ 39152.62

#### Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 492.09	Monthly beginning 07/03/05	

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

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

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

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

#### ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including \$ 650.70 sales tax)	\$ 25502.30 (1)
2 Total downpayment =	
Gross trade-in \$ 13300.00 -payoff by seller \$ 12077.86	
= net trade-in \$ 1222.14 + cash \$ 500.00	
+ other (describe) FACTORY REBATE \$ 2000.00	\$ 3722.14 (2)
3 Unpaid balance of cash price (1 minus 2)	\$ 21780.16 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	
REG FEE: 252.00	\$ 252.00
F Government certificate of title fees (includes \$ N/A security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to DEALER for DOC FEE	\$ 75.00
to for	\$ N/A
to for	\$ N/A
to N.J. STATE for TITLE TAX	\$ 7.50
to for GAP INS	\$ 600.00
to for	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 934.50 (4)
5 Amount financed (3 + 4)	\$ 22714.66 (5)

this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

#### Check the insurance you want and sign below:

##### Optional Credit Insurance.

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

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

##### Other Insurance.

☐ N/A ☐ N/A

Type of Insurance Term

Premium \$ N/A

N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X 06/03/05

Buyer Signature Date

X Co-Buyer Signature Date

**THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X Co-Buyer Signs X

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

See back for other important agreements.

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

#### NOTICE TO RETAIL BUYER

Do not sign this contract in blank.

You are entitled to a copy of the contract at the time you sign.

Keep it to protect your legal rights.

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

Buyer Signs X Date 06/03/05 Co-Buyer Signs X Date 06/03/05

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

Other owner signs here X Date 06/03/05 Address

Creditor Signs HALL CHEVROLET, INC. Date 06/03/05 By X Title 7-12

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

Assigned with recourse

Assigned without recourse or with limited recourse

HALL CHEVROLET, INC.

Seller

By

Title

Seller

By

Title

Motor Vehicle Retail  
Order Agreement

☐ New ☐ Off Lease  
☐ Demo ☐ Daily Rental  
☐ Used



587 West Route 38 • Maple Shade, NJ 08052  
(856) 722-6900  
www.mallchryslerplymouth.com



75 Haddonfield Rd., Cherry Hill, NJ  
856-662-7000  
www.mallchevrolet.com

25547

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER [REDACTED] DATE 06/03/2005 STOCK NO. 277914  
ADDRESS [REDACTED] PENNSAUKEN NJ  
HOME PHONE [REDACTED] WORK PHONE [REDACTED] SALESPERSON JOSEPH MORIN 3RD  
D. L. NO. XXXXXXXXXXXXXXXXXXXXXXXXXXXX SOC. SEC. NO. XXXXXXXXXXXXXXXXXXXX D.O.B. XXXXXXXXXX  
PLEASE ENTER MY ORDER FOR ONE 2005 CHEVROLET MODEL MALIBU  
BODY TYPE MALIBU SEDAN COLOR DARK BLUE MET (YEAR AND MAKE) 10 VIN 1G1ZS52F85F

INTERIOR TRIM COLOR

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

\* Cash Purchase \* Finance Purchase \* Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

TO BE DELIVERED ON OR ABOUT

Price of Unit	24811.60
Additional Equipment (options)	N/A
GAP	600.00
NJ STATE TIRE TAX	7.50

IF A PURCHASE, THE FOLLOWING APPLY:

Dealer Prep (U/C only)	XX22XX00X
N/C or U/C Service Contract	N/A
TOTAL PRICE	25419.10
Less Trade-in	13300.00
TOTAL TAXABLE AMOUNT	12119.10
Sales Tax	690.70
On Line Registration	7.70
*Estimated Motor Vehicle Fee	244.30
Documentary Fee { Clerical Expense \$99.00 M.V. Processing \$50.00	\$149.00
PAY-OFF ON TRADE IN	12077.86
TOTAL	25214.66
Rebate (If Applicable)	2000.00
Deposit (Minimum Required 10%)	N/A
BALANCE IN CASH OR CERTIFIED CASH DOWN CHECK DUE ON DELIVERY	500.00 22714.66

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

IF A LEASE, THE FOLLOWING WILL ALSO APPLY:

MONTHLY PAYMENT AMOUNT \$ \_\_\_\_\_  
TERM: \_\_\_\_\_ MONTHS  
MILEAGE PER YEAR \_\_\_\_\_  
CASH DUE AT DELIVERY \$ \_\_\_\_\_

**ARBITRATION:** The terms of this Agreement are hereby incorporated herein and made a part of this Agreement. Dealer and you, the purchaser, agree that any controversy or claim arising out of or relating to this Agreement shall be settled by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (the "AAA"). The arbitration shall be conducted by a single arbitrator, if the parties agree to a specified single arbitrator, or otherwise by a panel of three arbitrators. If a panel of three arbitrators is used, each party shall have the right to select one of the arbitrators, and the third arbitrator, who shall be a competent and impartial person with at least ten (10) years experience in New Jersey in a calling connected with the subject matter of the arbitration, shall be selected by the other two arbitrators or, failing agreement by them, the AAA. The arbitrator(s) shall be entitled to award costs as part of their decision and shall award costs to the prevailing party, if there is one. The determination of the arbitrator(s) shall be final, binding and conclusive on all parties, and judgement upon the award rendered by the arbitrator(s).

Customer Signature \_\_\_\_\_

Customer agrees to and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I am 18 years of age or older and of full legal age.

Accepted By: \_\_\_\_\_ Date \_\_\_\_\_

IF A NEW VEHICLE SALE ...

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

☐ This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

Date \_\_\_\_\_ Customer's Signature \_\_\_\_\_

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

Date \_\_\_\_\_ Customer's Signature \_\_\_\_\_

TRADE-IN DESCRIPTION AND ALLOWANCE

Year 2003 Make DODGE Model NEON  
VIN 1B3ES56C030 Mileage 30121  
Trade-in Value 13300.00 Appraisal Date \_\_\_\_\_  
Less Balance Owed 12077.86  
Net Trade-in Allowance 1222.14  
Balance Owed to: CHEVROLET FINANCIAL

Address: \_\_\_\_\_

Account No.: \_\_\_\_\_

Info. From \_\_\_\_\_ Good Thru \_\_\_\_\_

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies that the above mileage of trade-in vehicle is accurate. Customer warrants any trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted on this order. Customer further warrants that he will deliver to dealer an original, legally valid and binding title to any trade-in vehicle, and

\_\_\_\_\_ 06/03/2005

Customer's Signature \_\_\_\_\_ Date \_\_\_\_\_

attachments to it includes all the terms and conditions, if a sale. Customer further agrees that this order, when signed by Customer and Dealer, shall constitute the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I am 18 years of age or older and of full legal age.

Accepted By: \_\_\_\_\_ Date \_\_\_\_\_

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.



This GUARANTEED AUTO PROTECTION (GAP) FINANCING CONTRACT Addendum amends the FINANCING CONTRACT.  
The Lender (WE, US, OUR) elects to enroll the following BORROWER (YOU, YOUR):

0AKSTD

10426081

## EQUI-PRO™

Borrower		Lender (Dealer)		Account Number	
[REDACTED]		HALL CHEVROLET, INC.		[REDACTED]	
Address		Address			
[REDACTED]		75 HADDONFIELD ROAD			
City	State	Zip	City	State	Zip
PENNSAUKEN	N.J.	[REDACTED]	CHERRY HILL	N.J.	08002
Home Phone	Business Phone	Phone	Contact		
[REDACTED]	[REDACTED]	(856)652-7000	JOE LANNI		
Collateral: Year	Make	Model	VIN Number	APR%	Primary Insurance Deductible
2005	CHEVROLET	MALIBU	1G1ZS52F85F [REDACTED]	[REDACTED]	500.00
Date of Loan/Installment Sales Contract	Total Down Payment	Lender			
06/03/05	\$ 3722.14	GMAC			
Financial Institution		Address			
GMAC		555 BUSINESS CTR. DR.			
MSRP/NADA	Amount Financed	City	State	Zip	
\$ N/A	\$ 22714.66	HORSHAM	PA	19047	
Purchase/Cap Cost	Debt Cancellation Agreement Cost	Phone	Contact		
\$ N/A	\$ 600.00	(609)235-9400	BUSINESS MGR		
72 Term of GAP	72 Term of Loan	Lease	Balloon Contract	xx Installment Sales Contract	
Refund Method: Rule of 78, unless another method is required by state law.			Maximum Gross Vehicle Weight: 10,000 lbs.		

### APPLICATION FOR GUARANTEED ASSET PROTECTION (GAP) WAIVER

(Debt Cancellation Agreement)

I understand that the purchase of GAP coverage is not required nor is it a condition of the extension of credit, and can be purchased from another source.  
I understand that this GAP coverage will not be provided, unless I sign below and have paid the Debt Cancellation Agreement Cost, shown in the Schedule.  
I understand that my vehicle is not eligible for coverage if the terms of my Financing Agreement exceed the limits, stated in this Agreement, and will be subject to the terms and conditions of this Agreement.  
**I UNDERSTAND THAT IF GAP COVERAGE IS ALREADY INCLUDED IN MY LEASE AGREEMENT, THIS GAP COVERAGE IS NOT AVAILABLE FOR MY LEASE.**  
I understand that if my Financing Agreement does not have uniform monthly repayment terms for the full period of the Financing Agreement, or if the loan/lease term is greater than the Maximum Term, stated in this Agreement, this coverage may not cover the full term of my Financing Agreement. Balloon Loans and leases are considered to have uniform monthly payments in this Agreement.  
I understand that if two or more vehicles are secured under my Financing Agreement, the coverage will not be more than a proportionate share of the total Unpaid Net Balance that each vehicle represents to the total Financing Agreement.  
I understand that the amount of coverage for my Covered Collateral will not exceed the Limits of Liability and will be subject to the terms and conditions of this Agreement and does not include any refundable additions to my amount financed.  
I understand that at the inception date of my Financing Agreement, the amount financed for my Covered Collateral cannot exceed the Financing Agreement Limit stated in this Agreement. I understand that my Financing Agreement will not be disqualified from coverage, if the amount financed exceeds such Maximum; however, the coverage will be subject to the Limits of Liability stated in this Agreement.  
I understand that I may cancel this Agreement at any time and that a cancellation requested within (60) Sixty days of purchase is eligible for a full refund. A cancellation requested after (60) Sixty days of purchase will be refunded by the Rule of 78, unless otherwise required by applicable state law.  
**THIS COVERAGE DOES NOT AFFORD PROTECTION AGAINST BODILY INJURY, COLLISION OR PROPERTY DAMAGE LIABILITY, NOR DOES IT PROVIDE PERSONAL INJURY PROTECTION BENEFITS, AND IT WILL NOT FULFILL THE REQUIREMENTS OF ANY FINANCIAL RESPONSIBILITY OR NO-FAULT LAW.**

### ARBITRATION

**I/WE UNDERSTAND THAT THE ISSUANCE OF THIS COVERAGE TAKES PLACE IN AND SUBSTANTIALLY AFFECTS INTERSTATE COMMERCE. I/WE AGREE THAT ANY DISPUTE ARISING OUT OF OR RELATING IN ANY WAY TO THIS COVERAGE, OR THE SALE OR SOLICITATION OF THIS COVERAGE SHALL BE SETTLED BY BINDING ARBITRATION, THE TERMS OF WHICH ARE CONTAINED IN THE ATTACHED ARBITRATION CLAUSE. I/WE AGREE TO GIVE UP MY/OUR RIGHT TO SEEK REMEDIES IN COURT, INCLUDING THE RIGHT TO A JURY TRIAL. ARBITRATION TAKES THE PLACE OF RESOLVING DISPUTES BY A JUDGE AND JURY, AND A JUDGE AND JURY CANNOT REVIEW THE DECISION OF THE ARBITRATOR IN COURT. IN AN ARBITRATION, ARBITRATORS WHO ARE INDEPENDENT, NEUTRAL PARTIES, GIVE A DECISION AFTER HEARING THE POSITIONS OF THE PARTIES. PLEASE SEE THE ARBITRATION CLAUSE ATTACHED TO THIS AGREEMENT FOR FULL DETAILS.**

### ACCEPTANCE

By signing below, I/We acknowledge that I/We have read, understand and accept all of the provisions as printed in this Agreement. No verbal representations have been made to Me/Us that differ from these provisions. I/We acknowledge that the information shown above is true, to the best of My/Our knowledge and belief. In return for the coverage provided hereunder, I/We agree to pay the Debt Cancellation Agreement Cost. I/We acknowledge receipt of a completely filled-in copy of this Agreement.

DEALER SIGNATURE

06/03/05

DATE BORROWER SIGNATURE

06/03/05

DATE

RELEASE OF LIEN INFORMATION

[REDACTED]

(Client's Name)

[REDACTED]

(Client's Social Security Number)

hereby authorize

Nuvell Financial

(Lien holder Name)

P.O. Box 2365 Memphis, TN 38101 (800) 350-3561

(Lien holder Address)

(Lien holder Phone Number)

to release any and all information regarding my loan account #

[REDACTED]  
(Account Number)

with

Nuvell Financial

(Lien holder Name)

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

Date

7/14/06

VEHICLE INFORMATION

The current vehicle mileage is

18,800

Date mileage read:

7/14/06

[REDACTED]  
Signature

[REDACTED]  
Signature J



CVCS234558

CVCS234558

42222

MARY SHIVELER

231

2480

08/13/05

CVCS234558

4,310 DARK BLUE M 277914

PENNSAUKEN, NJ

05/CHEVROLET/MALIBU/MALIBU SEDAN

06/03/05

10

1 G 1 Z S 5 2 F 8 5 F

08/13/05

MO: 4310

LABOR & PARTS-----  
J# 1 12GVZ4000 4,000 MILE SERVICE TECH(S) 358 34.95

PERFORM ENGINE DIAGNOSTICS W/TECH2 MONITOR, 25 POINT  
MAINTENANCE INSPECTION, CHANGE OIL & FILTER, INSPECT  
& ADJUST BELTS, REMOVE ALL WHEELS TO INSPECT BRAKES,  
CHECK AND TOP OFF FLUID LEVELS, CLEAN PCV VALVE,  
CHECK COOLANT PROTECTION, LUBE ALL DOOR LOCKS &  
HINGES, CHECK TIRES FOR DAMAGE & WEAR  
RESET TIRE PRESSURES, LUBE SUSPENSION COMPONENTS  
(WHERE APPLICABLE), CHECK AND RECORD BATTERY &  
ALTERNATOR READINGS, PERFORM SERVICE  
FRONT BRAKES 90 %  
REAR BRAKES 90 %  
ANTI-FREEZE -38  
ALTERNATOR 14.41 VOLTS  
BATTERY 12.72 VOLTS  
TIRE PRESSURE 35 PSI

PARTS-----	QTY--	FP-NUMBER--	DESCRIPTION-----	UNIT PRICE-
JOB # 1	5	OIL	SAE 5W-30	2.25
JOB # 1	1	W/W	W/W/FLUID	
JOB # 1	1	12579143	FILTER	5.00
JOB # 1 TOTAL PARTS				16.25
JOB # 1 TOTAL LABOR & PARTS				51.20

TOTALS-----

SIGN UP FOR OUR E-MAIL SPECIALS  
WWW.MALLCHEVROLET.COM

TOTAL LABOR....	34.95
TOTAL PARTS....	16.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.08

TOTAL INVOICE \$ 54.28

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

COPY



CVCS238568

CVCS238568

42222

MARY SHIVELER

231

6476

12/03/05

CVCS238568

9,185 DARK BLUE M 277914

PENNSAUKEN, NJ

05/CHEVROLET/MALIBU/MALIBU SEDAN

06/03/05

10

1 G 1 Z S 5 2 F 8 5 F

12/03/05

MO: 9185

## LABOR &amp; PARTS

#112CVZ8000 8,000 MILE SERVICE TECH(S): 670 334.95

PERFORM ENGINE DIAGNOSTICS W/TECH2 MONITOR, 25 POINT  
MAINTENANCE INSPECTION, CHANGE OIL & FILTER, INSPECT  
AND ADJUST BELTS, REMOVE ALL WHEELS TO INSPECT BRAKES,  
CLEAN PCV VALVE, CHECK COOLANT PROTECTION, LUBE ALL  
DOOR LOCKS AND HINGES, CHECK TIRES FOR DAMAGE & WEAR,  
RESET TIRE PRESSURES, LUBE SUSPENSION COMPONENTS  
(WHERE APPLICABLE), CHECK AND RECORD BATTERY &  
ALTERNATOR READINGS, PERFORM SERVICE  
FRONT BRAKES 7MM  
REAR BRAKES 85 %  
ANTI-FREEZE -20  
ALTERNATOR 14.10 VOLTS  
BATTERY 12.63  
TIRE PRESSURE 34 PSI

COPY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		12579143	FILTER	5.00
JOB # 1	5		OIL	SAE 5W-30	2.25
JOB # 1	1		W/W	W/W/FLUID	INTERNAL
JOB # 1 TOTAL PARTS					16.25
JOB # 1 TOTAL LABOR & PARTS					51.20

## TOTALS

SIGN UP FOR OUR E-MAIL SPECIALS  
WWW.MALLCHEVROLET.COM

TOTAL LABOR....	34.95
TOTAL PARTS....	16.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.08

TOTAL INVOICE \$ 54.28

CUSTOMER SIGNATURE

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DUPLICATE INVOICE

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CVCS238809

CVCS238809

42222

MARY SHIVELER

231

6476

12/13/05

CVCS238809

9,588 DARK BLUE M 277914

05/CHEVROLET/MALIBU/MALIBU SEDAN

06/03/05

10

1 G 1 Z S 5 2 F 8 5 F

12/12/05

MO: 9603

## LABOR &amp; PARTS

J# 1 12CVZ ENGINE PERFORMANCE TECH(S) 012 WARRANTY  
CUSTOMER STATES: ENGINE WOULDNT START/ CRANKS BUT NO START  
EXCESS FAN DRAW WHEN STARTING  
INSTALL JUMPER HARNESS  
J7701 .2 OL 6D

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15242642	HARNESS		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 11CVZ ENGINE SYSTEM TECH(S) 012 WARRANTY  
CUSTOMER STATES: RATTLE NOISE IN ENGINE AREA/ FELT THROUGH  
OUT VEHICLE  
FOUND COOLANT RESERVOIR HITTING AGAINST FIREWALL  
REPOSITION AND SECURE RESERVOIR  
J3250 .6 NO 3A

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

J# 3 53CVZ BODY TECH(S) 012 WARRANTY  
CUSTOMER STATES POPPING NOISE UNDER VEHICLE WHILE DRIVING  
ROAD TEST VEHICLE/ COULD NOT DUPLICATE COMPLAINT

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

COPY





CHERRY HILL

75 HADDONFIELD RD • CHERRY HILL, NJ 08002-1423

Next To Cherry Hill Mall

(856) 662-7000

SALES • SERVICE • PARTS • BODYSHOP

CVCS238809

CVCS238809

42222

MARY SHIVELER

231

6476

12/13/05

CVCS238809

9,588 DARK BLUE M 277914

05/CHEVROLET/MALIBU/MALIBU SEDAN

06/03/05

10

1 G 1 Z 5 5 2 F 8 5 F

12/12/05

MO: 9603

PENNSAUKEN, NJ

TOTALS-----

SIGN UP FOR OUR E-MAIL SPECIALS  
WWW.MALLCHEVROLET.COM

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

TOTAL INVOICE \$ 0.00

COPY

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*



CVCS239456

CVCS239456

42222

MARY SHIVELER

231

7364

01/03/06

CVCS239456

9,890 DARK BLUE M 277914

PENNSAUKEN, NJ

05/CHEVROLET/MALIBU/MALIBU SEDAN

06/03/05

10

1 G 1 Z S 5 2 F 8 5 F

01/03/06

MO: 9900

## LABOR &amp; PARTS

J# 1 09CVZ EXHAUST TECH(S) 012 WARRANTY  
CUSTOMER STATES HEARING A PINGING NOISE FROM THE EXHAUST  
ORDERED MUFFLER SYSTEM - PART IS IN  
REPLACED MUFFLER SYSTEM  
L2584 .7 NO 3L

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15232955	MUFFLER		WARRANTY
JOB # 1	1	22626929	GASKET		WARRANTY
JOB # 1	1	Z5000BOS	CHARGES		INTERNAL
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 11CVZ ENGINE SYSTEM TECH(S) 012 INTERNAL  
CUSTOMER STATES WHEN VEHICLE STARTS IT JUMPS FORWARD  
REFER TO LINE # 2

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

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	WARRANTY
JOB # 1	103082		01/03/06	RENTAL	INTERNAL
JOB # 1	103082		01/03/06	RENTAL SURCHARGE	INTERNAL
TOTAL - SUBLET				0.00	

## TOTALS

SIGN UP FOR OUR E-MAIL SPECIALS  
WWW.MALLCHEVROLET.COM

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

# Mall



**CHEVROLET**  
**CHERRY HILL**

75 HADDONFIELD RD • CHERRY HILL, NJ 08002-1433

Next To Cherry Hill Mall

**(856) 662-7000**

SALES • SERVICE • PARTS • BODYSHOP

CUSTOMER NO. <b>42222</b>		ADVISOR <b>HERBERT DAY</b>		TAG NO. <b>202 975</b>	INVOICE DATE <b>04/17/06</b>	INVOICE NO. <b>CVCS243080</b>	
[REDACTED] <b>PENNSAUKEN, NJ</b>		LABOR RATE	LICENSE NO.	MILEAGE <b>14,980</b>	COLOR <b>DARK BLUE M</b>	STOCK NO. <b>277914</b>	
		YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU SEDAN</b>				DELIVERY DATE <b>06/03/05</b>	DELIVERY MILES <b>10</b>
		VEHICLE I.D. NO. <b>1G1ZS52F85F</b>				SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.	P.O. NO.		R. DATE <b>04/15/06</b>		
[REDACTED] BUSINESS PHONE		COMMENTS				MO: <b>14982</b>	

LABOR & PARTS  
 JOB # 1: 11CVZ ENGINE SYSTEM TECH(S): 531 WARRANTY  
 CUSTOMER STATES VEHICLE WILL NOT CATCH WHEN STARTING VEHICLE  
 COULD NOT DUPLICATE COMPLAINT  
 NO APPARENT PROBLEM FOUND AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2: 33GVZ VISOR TECH(S): 531 WARRANTY  
 CUSTOMER STATES SUNVISOR IS RATTLING  
 SOMETHING LOOSE INSIDE VISOR  
 ORDERED VISOR

JOB # 2 TOTAL LABOR & PARTS 0.00

JOB # 3: 03CVZ STEERING TECH(S): 531 WARRANTY  
 CUSTOMER STATES THERE IS A KNOCKING IN THE STEERING WHEEL  
 WHEN GOING OVER A BUMP  
 NOISE INSIDE STEERING GEAR  
 PART IN PROCESS OF BEING REDESIGNED BY G.M.  
 NOT AVAILABLE YET

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	TOTAL	SUBLET	INTERNAL
JOB # 1	107624	107624		04/17/06	RENTAL FEE 2 DAYS			0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

SIGN UP FOR OUR E-MAIL SPECIALS  
[WWW.MALLCHEVROLET.COM](http://WWW.MALLCHEVROLET.COM)

CUSTOMER SIGNATURE

**COPY**

# MAIL Chevrolet

75 Haddonfield Road, Cherry Hill, NJ 08002

856-662-7000 ~ Fax - 856-662-5140

Date: 8/4/06 Time: 9:45

Please deliver the following pages to:

Company: Gm

Attention: Carmen Shelton

FAX # 866-233-2954

Number of pages including cover sheet: 22

Sent by: Kessie / Bernie Cooney

If you do not receive the total transmission, please contact us at the phone number above. Extension 110

Thank you.





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

VIA FAX ONLY

August 2, 2006

Ernie Carney, Service Manager  
Full Chevrolet  
5 Haddonfield  
Merry Hill, NJ 08002-1462

E:

Service Request: 1-418795939  
2005 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZS52F85F  
Customer Relationship Specialist: Carmen Shelton

Dear Mr. Carney:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders. (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11328 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

1A0040  
V0000006



Order Agreement  
☐ w ☐ Off Lease  
☐ mo ☐ Daily  
☐ ad Rental

**CHRYSLER SOZUKI**  
587 West Route 38 • Maple Shade, NJ 08052  
(856) 722-8900  
www.malichryslerplymouth.com

**MALE CHEVROLET**  
75 Haddonfield Rd., Cherry Hill, NJ  
856-662-7000  
www.malichevrolet.com

25547

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER XXXXXXXXXXXXXXXXXXXX DATE 06/03/2005 XXXXXXXXXXXX 277914  
ADDRESS XXXXXXXXXXXXXXXXXXXX PENNSAUKEN NJ 08110  
HOME PHONE XXXXXXXXXXXX WORK PHONE XXXXXXXXXXXX SALESPERSON JOSEPH MORIN 3RD  
D. NO. XXXXXXXXXXXXXXXXXXXXXXXXXXXX SOC. SEC. NO. XXXXXXXXXXXXXXXXXXXXXXXX D.O.B. XXXXXXXXX

PLEASE ENTER MY ORDER FOR ONE 2005 CHEVROLET MODEL MALIBU  
BODY TYPE MALIBU SEDAN COLOR DARK BLUE MET (YEAR AND MAKE) 10 VIN 1G1Z55Z2F5F2

INTERIOR TRIM COLOR  
Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:  
☐ Cash Purchase ☐ Finance Purchase ☐ Lease

IF CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

TO BE DELIVERED ON OR ABOUT

Price of Unit 24811.50

Additional Equipment (options) N/A

GAP 600.00

NJ STATE TIRE TAX 7.50

IF A PURCHASE, THE FOLLOWING APPLY:

Dealer Prep (U/C only) XX89XX.00

New or U/C Service Contract N/A

TOTAL PRICE 25419.10

Less Trade-in 13300.00

TOTAL TAXABLE AMOUNT 12119.10

Sales Tax 630.70

Online Registration 7.70

\*Estimated Motor Vehicle Fee 244.30

Documentary Fee { Clerical Expense \$99.00  
M.V. Processing \$50.00 } \$149.00

PAID OFF ON TRADE IN 12077.86

TOTAL 25214.66

Rate (if Applicable) 2000.00

Deposit (Minimum Required 10%) N/A

FINANCE IN CASH OR CREDITED CASH DOWN 500.00

CHECK DUE ON DELIVERY 22714.66

IF LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

IF A LEASE, THE FOLLOWING WILL ALSO APPLY:

MONTHLY PAYMENT AMOUNT \$

Term: MONTHS

LEASE PER YEAR

CASH DUE AT DELIVERY \$

**ARBITRATION:** The terms of this Agreement are hereby incorporated and made a part of this Agreement. Dealer and you, the purchaser, agree that any controversy or claim arising out of or relating to this Agreement shall be settled by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (the "AAA"). The arbitration shall be conducted by a single arbitrator, if the parties agree to a specified single arbitrator, or otherwise by a panel of three arbitrators. If a panel of three arbitrators is used, each party shall have the right to select one of the arbitrators, and the third arbitrator, who shall be a competent and impartial person with at least ten (10) years experience in New Jersey in a calling connected with the subject matter of the arbitration, shall be selected by the other two arbitrators or, failing agreement by them, the AAA. The arbitrator(s) shall be entitled to award as part of their decision and shall award costs to the prevailing party, if there is one. The determination of the arbitrator(s) shall be final, binding and conclusive on all parties, and judgement upon the award rendered by the arbitrator(s) may be entered in any Court having jurisdiction thereof.

Customer Signature XXXXXXXXXXXXXXXXXXXX

Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions. If a sale, Customer further agrees to order, cancel and supersede any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. THIS ORDER SHALL BE VOID (IF APPLICABLE) UNTIL ACCEPTED BY THE CUSTOMER. AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I am 18 years of age or older and of full legal age.

Accepted By: XXXXXXXXXXXXXXXXXXXX

IF A NEW VEHICLE SALE:

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

IF USED VEHICLE SALE, CHECK APPROPRIATE BOX

☐ This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability" based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR  
The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

Date 06/03/2005 Customer's Signature XXXXXXXXXXXXXXXXXXXX

WAIVED BY DEALER'S OBLIGATION TO MAKE REPAIRS

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (R.L. 1995, Chpt. 373).

Date 06/03/2005 Customer's Signature XXXXXXXXXXXXXXXXXXXX

TRADE-IN VEHICLE INFORMATION

Year 2003 Make DODGE Model NEON

VIN 1B3ES56C030 Mileage 30121

Trade-In Value 13300.00 Appraisal Date

Less Balance Owed 12077.86

Net Trade-In Allowance 1222.14

Balance Owed to: CHRYSLER FINANCIAL

Address:

Account No.:

Info. From: Good Thru

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies that the above mileage of trade-in vehicle is accurate. Customer warrants any trade-in vehicle to be his property free and clear of all liens and unencumbrances except as otherwise noted on this order. Customer further warrants that he will not use the trade-in vehicle for any trade-in vehicle, and

XXXXXXXXXXXXXXXXXXXX 06/03/2005

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING

# RETAIL INSTALLMENT SALE CONTRACT

## GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

(include county and zip code)		Creditor (Seller name and address)	
P. NSAUEN NJ		MALL CHEVROLET, INC. 75 HADDONFIELD ROAD CHERRY HILL NJ 08002	

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New	Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
N		2005	CHEVROLET MALIBU	1G1ZS52F85F	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business

Your vehicle is a: Year 2003 Make DODGE Model NEON

### FEDERAL TRUTH-IN-LENDING DISCLOSURES

PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount this credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment.
9.95%	\$ 12715.82	\$ 22714.66	\$ 35430.48	of \$ 3722.14 is \$ 39152.62

### Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
2	\$ 492.08	Monthly beginning 07/03/05	

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

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

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

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

### ITEMIZATION OF AMOUNT FINANCED

1	Cash price (including \$ 690.70 sales tax)	\$ 25502.30 (1)
2	Total downpayment =	
	Less trade-in \$ 13300.00 - payoff by seller \$ 12077.86	
	Net trade-in \$ 1222.14 + cash \$ 500.00	
	Other (describe) FACTORY REBATE \$ 2000.00	\$ 3722.14 (2)
3	Unpaid balance of cash price (1 minus 2)	\$ 21780.16 (3)
4	Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
	Amount of optional credit insurance paid to the insurance company or companies	
	Life \$ N/A	
	Disability \$ N/A	\$ N/A
	Other insurance paid to the insurance company	\$ N/A
	Official fees paid to government agencies	\$ N/A
	Government taxes not included in cash price	\$ N/A
	Government license and/or registration fees	
	REG FEE: 252.00	\$ 252.00
	Government certificate of title fees	
	Includes \$ N/A security interest recording fee	\$ N/A
	Other charges (Seller must identify who is paid and describe purpose.)	
	to DEALER for DOC FEE	\$ 75.00
	to for	\$ N/A
	to for	\$ N/A
	to N.J. STATE for TITLE TAX	\$ 1.50
	to for GAP INS	\$ 600.00
	to for	\$ N/A
	Total other charges and amounts paid to others on your behalf	\$ 934.50 (4)
5	Amount financed (3 + 4)	\$ 22714.66 (5)

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

### Check the insurance you want and sign below:

#### Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

#### Other Insurance.

☐ N/A N/A

Type of Insurance N/A Term

Premium \$ N/A

N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X 05/03/05

Buyer Signature Date

X

Co-Buyer Signature Date

**THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both you and us.

Buyer Signs Co-Buyer Signs X

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

See back for other important agreements.

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

\*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

INVOICE NO.		CUSTOMER NUMBER		STOCK NO.		KEY	
35214				277914		I	
SOURCE		SALESMAN NUMBER		C 8 8 5 4		+	
DESCRIPTION		KEY		SALE		KEY	
NEW CAR-RETAIL		C 4		24811.60		-	
USED-RETAIL		C 4				-	
NJ TIRE TAX		C		7.50		-	
GAP		C 456G		600.00		-	
PROTECTION PLAN-NEW		C 443				-	
SALES TAX		C 324				-	
PROTECTION PLAN-USED		C 455				-	
SALES TAX		C 324				-	
SALES TAX VEHICLE		324		690.70		-	
LICENSE AND TITLE + REG		905A		252.00		-	
CLERICAL AND MESSENGER		905		75.00		-	
TOTAL CASH PRICE				26429.30			
CREDIT LIFE							
INSURANCE ACCIDENT & HEALTH							
TOTAL TIME PRICE				26429.30			
CUSTOMER DEPOSITS		220A		500.00		+	
ACCOUNTS RECEIVABLE-VEHICLES		220A				+	
CHEVY CASH		220A		2000.00		+	
ACCOUNTS RECEIVABLE-VEHICLES		220A				+	
CONTRACTS IN TRANSIT GMAC		205		22714.66		+	
CPP RECEIVABLE		220B				+	
LIEN PAYOFF		301		12077.86		-	
USED VEHICLE ALLOWANCE				13300.00		-	
TOTAL							

Always Bring Your

Factory Authorized

Service 56104

**CHEVROLET**  
**CHERRY HILL**  
 78 HADDONFIELD RD • CHERRY HILL, NJ 08002-1453  
 Next To Cherry Hill Mall

(856) 662-7000

SALES • PARTS • BODYSHOP

5547 DELIVERY DATE

06/03/08

SOLD TO

ADDRESS

PENNSAUKEN NJ

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2005	CHEVROLET	MALIBU	NEW	1G1ZS52F85F
SALESMAN JOSEPH MORIN 3RD		TEAM CAPTAIN LOUIS PALOMBO		

OPTIONAL EQUIPMENT AND ACCESSORIES

#### USED VEHICLE TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
2003	DODGE	NEON	1B3ES56C03D
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.





## General Motors Corporation

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1 G 1 Z S 5 2 F 8 5 F [REDACTED] (or see attached list\*)

## CUSTOMER INCENTIVE(S)

## 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-rebate price, amount of rebate and final price with rebate applied), or (c) \_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
NATIONAL	2000.00	Che
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$	

## 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 \_\_\_\_\_  
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 06/03/05. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 06/03/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_\_ 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: 06/03/05

Dealership Name: MALL CHEVROLET, INC.

Dealer Code: 15411

\*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

Copy #1 - Dealer Copy

Copy #2 - Customer

GENERAL MOTORS CORPORATION

GM3795 (02/02)

Reynolds and Reynolds 117 ORDER: www.reynolds.com: 1-800-344-0996; fax 1-800-531-9055

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/03/06	239456	9890	231	012	W	09CVZ	EXHAUST
12/17/05	239023	9859	231	012	I	11CVZ	ENGINE SYSTEM
12/12/05	238809	9588	231	012	I	09CVZ	EXHAUST
				012	W	12CVZ	ENGINE PERFORMANCE
				012	W	11CVZ	ENGINE SYSTEM
				012	W	53CVZ	BODY

SALESPERSON NO. 142 JOSEPH F MORIN 3RD SERVICE STATE REG# 9692

TERMS: ☐ CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) ☐ OTHER

VEHICLE ID. NO. 10ZS52F85F YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU SEDAN PRODUCTION DATE STOCK NO. 277914 LICENSE NO. 239794

CUSTOMER NO. 42222 SERVICE CONTRACT UNIVERSAL DELIVERY DATE 06/03/05 DELIVERY MILES 10 SELLING DEALER NO. R. O. DATE 01/12/06

COLOR DARK BLUE MET/ CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. 7364

TURBO MMC AIR COND. P. S. TRANS MILEAGE 10,012 ADVISOR NO. 202 ADVISOR HERBERT DAY

CALL WHEN READY ☐ YES ☐ NO

HAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESID. PHONE BUSINESS PHONE

TIME RECEIVED DATE/TIME PROMISED 09:2am 01/03/06 05:00pm PRIORITY

LABOR RATE

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle and your control. Owner agrees to

**W\*090Z EXHAUST**  
CUSTOMER STATES: PINGING NOISE FROM EXHAUST/ CONSTANT

Jason Collins  
869-033  
replace  
L2904.7

42  
37  
83

DATE COMPLETED MILEAGE OUT 19,980

I hereby waive my right to receive a written estimate of the price to complete the requested repairs.

**X** CUSTOMER'S SIGNATURE

ORIGINAL ESTIMATE \$ ADDITIONAL REPAIRS \$

ADDITIONAL REPAIRS OK'D BY

DATE TIME

CONTACTED BY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

**ARBITRATION:** The terms of this Agreement are hereby incorporated herein and made a part of this Agreement. Dealer and you, the purchaser, agree that any controversy or claim arising out of or relating to this Agreement shall be settled by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (the "AAA"). The arbitration shall be conducted by a single arbitrator, if the parties agree to a specified single arbitrator, or otherwise by a panel of three arbitrators. If a panel of three arbitrators is used, each party shall have the right to select one of the arbitrators, and the third arbitrator, who shall be a competent and impartial person with at least then (10) years experience in New Jersey in a calling connected with the subject matter of the arbitration, shall be selected by the other two arbitrators or, failing agreement by them, the AAA. The arbitrator(s) shall be entitled to award costs as part of their decision and shall award costs to the prevailing party, if there is one. The determination of the arbitrator(s) shall be final, binding and conclusive on all parties, and judgement upon the award rendered by the arbitrator(s) may be entered in any Court having jurisdiction thereof.

Customer Signature **X**

Oct's Ping Noise From exhaust,

12 JAN

68.55 Freight

• Resonator making noise.

37

12 JAN

New Cat Back exhaust system installed. Normal Metal contraction and expansion will cause ping noise. GM has no further fix for snap noise.

KOT 239724

37 71

*Mall*

**CHEVROLET**  
**CHERRY HILL**  
78 HADDONFIELD RD • CHERRY HILL, NJ 08002-1483  
Phone To Cherry Hill Mall  
**(856) 662-7000**  
SALES • SERVICE • PARTS • BODYSHOP

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/15/06	243080	14980	202	531	W	11CVZ	ENGINE SYSTEM
04/05/06	242742	14482	202	531	W	33CVZVISOR	VISOR
02/27/06	241320	13524	202	012	W	03CVZ	STEERING
01/12/06	239794	10012	202	054	C	28CVZ	FLASHERS & LAMPS
				189	W	12CVZT2000	12,000 MILE SERVICE
						09CVZ	EXHAUST

SALESPERSON NO. 142 JOSEPH F MORIN 3RD **S E R V I C E** STATE REG# 9692

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) ☐ OTHER ☐

VEHICLE NO. 10 **ZS52F85F** YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU SEDAN

PRODUCTION DATE 277914 STOCK NO. 245930

CUSTOMER NO. 42222 SERVICE CONTRACT UNIVERSAL DELIVERY DATE 06/03/05 DELIVERY MILES 10 SELLING DEALER NO. 07/08/06

COLOR DARK BLUE MET/ CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. 3799

CALL WHEN READY PER SAUKEN, NJ TURBO M/MC AIR COND. P. S. TRANS MILEAGE 18312 ADVISOR NO. 192 ADVISOR CHARLES BALL

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

TIME RECEIVED 03:00pm DATE/TIME PROMISED 07/08/06 05:00pm PRIORITY

LABOR RATE

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Owner agrees to pay reasonable amount for repairs.

1 C 120 ZLOFS OIL AND FILTER CHANG 29.95

2 W \* 28C CUSTOMER STATES FLASHERS & LAMPS LEFT TURN SIGNAL BLINKS FAST & NO LEFT BRAKE LIGHT

DATE COMPLETED MILEAGE OUT

I hereby waive my right to receive a written estimate of the price to complete the requested repairs.

X CUSTOMER'S SIGNATURE

ORIGINAL ESTIMATE \$ ADDITIONAL REPAIRS \$

ADDITIONAL REPAIRS OK'D BY

DATE TIME

CONTACTED BY

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Customer Signature X

customer states change  
oil & filter  
vehicle due for service

changed oil & filter

customer states Drivers  
Blinker Blinks Fast Rear Blinker inop  
Bulbs Blown

replaced Left Brake lamp  
Bulbs

MR # 245930  
2 Bulbs

*Mall*



**CHERRY HILL**

78 HADDONFIELD RD • CHERRY HILL, NJ 08002-9488

Where To Cherry Hill Mall

**(856) 662-7000**

**SALLES • SERVICE • PARTS • BODYWORK**

*[Handwritten signature]*

**COMMENDED SERVICES**

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

**REPAIR HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/05/06	242742	14482	202	012	W	28CVZ	FLASHERS & LAMPS
02/27/06	241320	13524	202	054	C	12CVZ12000	12,000 MILE SERVICE
01/12/06	239794	10012	202	189	W	09CVZ	EXHAUST
01/03/06	239456	9890	231	012	W	09CVZ	EXHAUST
				012	I	11CVZ	ENGINE SYSTEM
12/17/05	239023	9859	231	012	I	09CVZ	EXHAUST

LESSOR PERSON NO. 142		JOSEPH F MORIN 3RD		SERVICE		STATE REG# 9692	
TERMS	VEHICLE ID NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.	
<input type="checkbox"/> 1	1G1	05/CHEVROLET/MALIBU/MALIBU SEDAN	277914	277914	243080	R.O. DATE	
<input type="checkbox"/> 2			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE	
<input type="checkbox"/> 3			06/03/05	10	06/15/06	TAG NO.	
<input type="checkbox"/> 4			CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
<input type="checkbox"/> 5					975		
<input type="checkbox"/> 6			COLOR	TURBO	MM	AIR COND.	P.S.
<input type="checkbox"/> 7			DARK BLUE MET/				
<input type="checkbox"/> 8			TRANS	MILEAGE	ADVISOR NO.	ADVISOR	
<input type="checkbox"/> 9			14.980	202	HERBERT DAY		
<input type="checkbox"/> 10			I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Owner agrees to pay reasonable attorney fees and costs of collection under this agreement.				
<input type="checkbox"/> 11			RESIDENCE				
<input type="checkbox"/> 12			BUSINESS PHONE				
<input type="checkbox"/> 13			TIME RECEIVED				
<input type="checkbox"/> 14			DATE/TIME PROMISED				
<input type="checkbox"/> 15			PRIORITY				
<input type="checkbox"/> 16			LABOR RATE				

1 **W 11CVZ** **ENGINE SYSTEM**  
CUSTOMER STATES VEHICLE WILL NOT CATCH WHEN STARTING VEHICLE

2 **W 33CVZ** **VISOR**  
CUSTOMER STATES SUNVISOR IS RATTLING

3 **W 03CVZ** **STEERING**  
CUSTOMER STATES THERE IS A KNOCKING IN THE STEERING WHEEL WHEN GOING OVER A BUMP + STOPPING

DATE COMPLETED	MILEAGE
	14980
I hereby waive my right to receive a written estimate of the price to complete the requested repairs.	
<input checked="" type="checkbox"/> CUSTOMER SIGNATURE	
ORIGINAL ESTIMATE	ADDITIONAL REPAIRS
\$	\$
ADDITIONAL REPAIRS OK'D BY	
DATE	TIME
CONTACTED BY	

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

**ARBITRATION:** The terms of this Agreement are hereby incorporated herein and made a part of this Agreement. Dealer and you, the purchaser, agree that any controversy or claim arising out of or relating to this Agreement shall be settled by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (the "AAA"). The arbitration shall be conducted by a single arbitrator, if the parties agree to a specified single arbitrator, or otherwise by a panel of three arbitrators. If a panel of three arbitrators is used, each party shall have the right to select one of the arbitrators, and the third arbitrator, who shall be a competent and impartial person with at least then (10) years experience in New Jersey in a calling connected with the subject matter of the arbitration, shall be selected by the other two arbitrators or, failing agreement by them, the AAA. The arbitrator(s) shall be entitled to award costs as part of their decision and shall award costs to the prevailing party, if there is one. The determination of the arbitrator(s) shall be final, binding and conclusive on all parties, and judgement upon the award rendered by the arbitrator(s) may be entered in any Court having jurisdiction thereof.

Customer Signature X

**RENTAL**

C/S - Vehicle noise continues to

#1

Vehicle Starts w/o problem at this time,  
checked necessary grounds and connections  
in engine compartment, no problem found at  
this time

C/S - User rattles

#2

O/S visor has plastic pieces stuck in visor  
itself causing noise

Attempted to remove objects, cannot remove.  
Necessary to replace O/S visor, ordered parts

C/S - Knocking in steering over bumps

#3

Road tested vehicle, cannot duplicate any  
noise.

A PTC3747 determines if noise is heard, no  
fix available yet at this time

R. # 247580

*Malibu*

**CHEVROLET**  
**CHERRY HILL**  
70 HADDONFIELD RD • CHERRY HILL, NJ 08002-1403  
Must Be Cherry Hill Malibu  
**(856) 662-7000**  
SALES • SERVICE • PARTS • BODYWORK

054

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/12/06	239794	10012	202	189	W	09CVZ	EXHAUST
01/03/06	239456	9890	231	012	W	09CVZ	EXHAUST
12/17/05	239023	9859	231	012	I	11CVZ	ENGINE SYSTEM
12/12/05	238809	9588	231	012	I	09CVZ	EXHAUST
				012	W	12CVZ	ENGINE PERFORMANCE
				012	W	11CVZ	ENGINE SYSTEM

SALESPERSON NO. 142 JOSEPH F MORIN 3RD **S E R V I C E** STATE REG# 9692

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) ☐ OTHER ☐

VEHICLE ID NO. 1 1ZS52F85F YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU SEDAN

PRODUCTION DATE STOCK NO. 277914 LICENSE NO. 241320

DELIVERY DATE DELIVERY MILES 06/03/05 10 SELLING DEALER NO. 02/27/06

COLOR DARK BLUE MET/ CONTRACT NO. 13,524 ADVISOR NO. 202 ADVISOR HERBERT DAY

TURBO MMC AIR COND. P. S. TRANS MILEAGE 13,524

CALL WHEN READY ☐ YES ☐ NO

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENTIAL PHONE BUSINESS PHONE

DATE/TIME PROMISED 02/27/06 05:00pm PRIORITY

LABOR RATE

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Owner agrees to agreement.

1 C\* 120 Z12000: 12,000 MILE SERVICE

check for any under hood damage

see herby

DATE COMPLETED MILEAGE OUT 13,251

I hereby waive my right to receive a written estimate of the price to complete the requested repairs.

CUSTOMER'S SIGNATURE

ORIGINAL ESTIMATE \$ 125 ADDITIONAL REPAIRS \$

ADDITIONAL REPAIRS OK'D BY

DATE TIME

CONTACTED BY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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Customer Signature X



90

95

85g

14.4

h3

32

① Good service.

27 FEB 10

② No other Damage under CAR

27 FEB 10

054

Chuck

R<sup>H</sup> 241320

*Mall*

**CHEVROLET**  
**CHEERY HILL**  
75 HADDONFIELD RD • CHEERY HILL, NJ 08033-1403  
Next To Cheery Hill Mall  
**(856) 662-7000**  
SALES • SERVICE • PARTS • BODYSHOP

*352*

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/15/05	230095	1	028	134 134 975	W I I	79CVZ 71CVZETCH 80CVZ	NEW/USED CAR PREP WINDOW/ETCH NEW CAR WASH

SALESPERSON NO. 142 JOSEPH F MORIN 3RD SERVICE STATE REG# 9692

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ PRIOR APPROVAL ☐ OTHER ☐

VEHICLE I.D. NO. 1ZS52F85F YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU SEDAN PRODUCTION DATE STOCK NO. LICENSE NO. R.O. NO. 277914 234558

CUSTOMER NO. 42222 SERVICE CONTRACT DELIVERY DATE 06/03/05 DELIVERY MILES 10 SELLING DEALER NO. 08/13/05

COLOR DARK BLUE MET/ CONTRACT NO. EXPIRATION DATE EXPIRATION MILES TAG NO. 2480

CALL WHEN READY: YES ☐ NO ☐ PINS/SAUKEN, NJ

SAVE REMOVED PARTS FOR CUSTOMER: YES ☐ NO ☐

RESIDENCE PHONE BUSINESS PHONE

DATE/TIME PROMISED 05:00pm 08/13/05 PRIORITY

LABOR RATE

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Owner agrees to pay reasonable attorney fees and costs of collection.

C 12 VZ4000 4,000 MILE SERVICE

DATE COMPLETED MILEAGE OUT

ORIGINAL ESTIMATE \$49.95 ADDITIONAL REPAIRS \$

ADDITIONAL REPAIRS OK'D BY

DATE TIME

CONTACTED BY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

**ARBITRATION:** The terms of this Agreement are hereby incorporated herein and made a part of this Agreement. Dealer and you, the purchaser, agree that any controversy or claim arising out of or relating to this Agreement shall be settled by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (the "AAA"). The arbitration shall be conducted by a single arbitrator, if the parties agree to a specified single arbitrator, or otherwise by a panel of three arbitrators. If a panel of three arbitrators is used, each party shall have the right to select one of the arbitrators, and the third arbitrator, who shall be a competent and impartial person with at least then (10) years experience in New Jersey in a calling connected with the subject matter of the arbitration, shall be selected by the other two arbitrators or, failing agreement by them, the AAA. The arbitrator(s) shall be entitled to award costs as part of their decision and shall award costs to the prevailing party, if there is one. The determination of the arbitrator(s) shall be final, binding and conclusive on all parties, and judgement upon the award rendered by the arbitrator(s) may be entered in any Court having jurisdiction thereof.

Customer Signature X

SERVICE FILE COPY

234558

08/04/2006 09:15 FAX 0000000000

NONE

01015

90

90

38F°

14.4

0.72

35Psi

38

Customer states perform

vehicle due for service

Performed 4 hrs service

R. # 994558

5

0

*Mall*



**CHERRY HILL**

76 HADDONFIELD RD • CHERRY HILL, NJ 08002-1023

West of Cherry Hill Mall

**(856) 662-7000**

**SALES • SERVICE • PARTS • BODY/SHOP**

**RECOMMENDED SERVICES**

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

**SERVICE HISTORY**

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/12/05	238809	9588	231	012	W	12CVZ	ENGINE PERFORMANCE
12/03/05	238568	9185	231	012	W	11CVZ	ENGINE SYSTEM
08/13/05	234558	4310	231	670	W	53CVZ	BODY
04/15/05	230095	1	028	134	C	12CVZ8000	8,000 MILE SERVICE
					C	12CVZ4000	4,000 MILE SERVICE
					W	79CVZ	NEW/USED CAR PREP

**SALESPERSON NO. 142**

**JOSEPH F MORIN 3RD**

**S E R V I C E**

**STATE REG# 9692**

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> FINANCIAL APPROVAL <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. <b>61ZS52F85F</b>	YEAR/MAKE/MODEL <b>05/CHEVROLET/MALIBU/MALIBU SEDAN</b>	PRODUCTION DATE <b>277914</b>	LICENSE NO. <b>239023</b>	H.O. NO. <b>12/17/05</b>
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	SALES <b>MINSAUKEN, NJ</b>	CUSTOMER NO. <b>42222</b>	SERVICE CONTRACT <b>UNIVERSAL</b>	DELIVERY DATE <b>06/03/05</b>	DELIVERY MILES <b>10</b>
SAVING REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	RESERVED PHONE <b>010pm 12/17/05</b>	COLOR <b>DARK BLUE MET/</b>	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
	BUSINESS PHONE	TURBO <input type="checkbox"/> M/MC <input type="checkbox"/> AIR COND. <input type="checkbox"/> P.S. <input type="checkbox"/> TRANS <input type="checkbox"/>	MILEAGE <b>9,859</b>	ADVISOR NO. <b>231</b>	ADVISOR <b>MARY SHIVELER</b>
	DATE/TIME PROMISED <b>05:00pm</b>	PRIORITY	I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Owner agrees to pay reasonable attorney fees and costs of collection under this agreement.		
	LABOR RATE	X			

**W 09 CVZ EXHAUST**  
**CUSTOMER STATES A PINGING NOISE COMES OUT OF THE EXHAUST SYSTEM**

DATE COMPLETED	MILEAGE OUT
I hereby waive my right to receive a written estimate of the price to complete the requested repairs.	
X	
CUSTOMER'S SIGNATURE	
ORIGINAL ESTIMATE	ADDITIONAL REPAIRS
\$	\$
ADDITIONAL REPAIRS OK'D BY	
DATE	TIME
CONTACTED BY	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	

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Customer Signature X



Mail



CHERRY HILL

75 MADISON AVE. • CHERRY HILL, NJ 08002-1405

Next To Cherry Hill Mall

(856) 662-7000

SALES • SERVICE • PARTS • BODYSHOP

012

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/03/05	238568	9185	231	670	C	12CVZ8000	8,000 MILE SERVICE
08/13/05	234558	4310	231	358	C	12CVZ4000	4,000 MILE SERVICE
04/15/05	230095	1	028	134	W	79CVZ	NEW/USED CAR PREP
				134	I	71CVZETCH	WINDOW ETCH
				975	I	80CVZ	NEW CAR WASH

SALESPERSON NO. 142 JOSEPH F MORIN 3RD

SERVICE

STATE REG# 9692

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE ID. NO. 1ZS52F85F	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU SEDAN	PRODUCTION DATE 06/03/05	STOCK NO. 277914	LICENSE NO. 238809
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	SALES/REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	CUSTOMER NO. 42222	SERVICE CONTRACT UNIVERSAL	DELIVERY MILES 10	SELLING DEALER NO. 12/12/05
		COLOR DARK BLUE MET/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
		TURBO <input type="checkbox"/> M/MO <input type="checkbox"/> AIR COND <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS <input type="checkbox"/>	MILEAGE 9,588	ADVISOR NO. 231	ADVISOR MARY SEWELLER
		I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. Owner agrees to pay reasonable attorney fees and costs of collection.			
		00am 12/03/05 05:00pm	PRIORITY		
		LABOR RATE			

X  
JOB

1 W \* 12 CVZ ENGINE PERFORMANCE  
CUSTOMER STATES: ENGINE WOULDNT START/ CRANKS BUT NO START  
J 7701 .2

2 W 11 CVZ ENGINE SYSTEM  
CUSTOMER STATES: RATTLE NOISE IN ENGINE AREA/ FELT THROUGH  
OUT VEHICLE  
J 3250 .6

add on  
Popping noise while driving

G 2206

DATE COMPLETED	MILEAGE OUT
	9,594
I hereby waive my right to receive a written estimate of the price to complete the requested repairs.	
X	
ORIGINAL ESTIMATE	CUSTOMER'S SIGNATURE
\$	\$
ADDITIONAL REPAIRS OK'D BY	
DATE	TIME
CONTACTED BY	
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	

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Customer Signature X

15242642 6/006

CS engine wouldn't start, would

Bulletin # ID - 1554395, install  
Jumper Harness to Fan.  
Fans pull draw when starting vehicle,  
ordered SOP Fan harness.

J 7701  
02

CS rattle noise in engine area,  
throughout vehicle.

No cause found.

Could not duplicate concern,  
road tested, and visually inspected vehicle,  
~~found no problems with engine.~~  
Found coolant reservoir tank thumping  
against firewall, put double side tape on  
reservoir to stop noise. Corrected concern.

012

12 DEC  
12 DEC

012

12 DEC  
12 DEC

012

13 DEC  
13 DEC

LC# 238809

15 83

*Mall*



**CHERRY HILL**

70 HARGREAVE RD • CHERRY HILL, NJ 08002-1428

Next To Cherry Hill Mall

**(856) 662-7000**

SALES • SERVICE • PARTS • BODYWORK

*D18*

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/17/05	239023	9859	231	012	I	09CVZ	EXHAUST
12/12/05	238809	9588	231	012	W	12CVZ	ENGINE PERFORMANCE
				012	W	11CVZ	ENGINE SYSTEM
12/03/05	238568	9185	231	012	W	53CVZ	BODY
08/13/05	234558	4310	231	670	C	12CVZ8000	8,000 MILE SERVICE
				358	C	12CVZ4000	4,000 MILE SERVICE

SALESPERSON

NO. 142

JOSEPH F MORIN 3RD

S E R V I C E

STATE REG# 9692

TELEPHONE NO.	12552F85F	YEAR/MAKE/MODEL	05/CHEVROLET/MALIBU/MALIBU SEDAN	PRODUCTION DATE	277914	LICENSE NO.	239456
CASH	<input type="checkbox"/>	CUSTOMER NO.	42222	SERVICE CONTRACT	UNIVERSAL	DELIVERY DATE	06/03/05
CREDIT CARD	<input type="checkbox"/>	COLOR	DARK BLUE MET/	DELIVERY MILES	10	SELLING DEALER NO.	01/03/06
CHECK	<input type="checkbox"/>	CONTRACT NO.		EXPIRATION DATE		EXPIRATION MILES	7364
(PRIOR APPROVAL)	<input type="checkbox"/>	TURBO		M/MC		AIR COND.	P. S.
OTHER	<input type="checkbox"/>	TRANS		MILEAGE	9,890	ADVISOR NO.	231
CALL WHEN READY	<input type="checkbox"/>	ADVISOR	MARY SHIVELER				
YES	<input type="checkbox"/>	NO	<input type="checkbox"/>				
SAVE REMOVE PARTS FOR CUSTOMER	<input type="checkbox"/>						
YES	<input type="checkbox"/>	NO	<input type="checkbox"/>				
DATE/TIME PROMISED	05:59am 01/03/06	PRIORITY	05:00pm				

1. **W \* 09CVZ** EXHAUST  
CUSTOMER STATES HEARING A PINGING NOISE FROM THE EXHAUST  
ORDERED MUFFLER SYSTEM - PART IS IN *L2584.7*
2. **W \* 11CVZ** ENGINE SYSTEM  
CUSTOMER STATES WHEN VEHICLE STARTS IT JUMPS FORWARD

DATE COMPLETED	MILEAGE OUT	9950
I hereby waive my right to receive a written estimate of the price to complete the requested repairs.		
X		
ORIGINAL ESTIMATE	CUSTOMER'S SIGNATURE	ADDITIONAL REPAIRS
\$		\$
ADDITIONAL REPAIRS OK'D BY		
DATE	TIME	
CONTACTED BY		

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

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Customer Signature X

RENTAL

CSI

*W \$44.00*



CS exhaust making pinging

22626929

Resonator/Muffler.

Installed resonator back exhaust,  
one unit, replaced resonator gasket.

CS when starting vehicle, vehicle jumps  
forward.

~~the~~ Cause from 1st concern.

No correction needed, then job #1.  
at this time

\* Note to customer: Exhaust ~~must~~ has  
break in period for at least 25 miles.

239456

L2

Parts/Return

MURFLER

12  
012  
3 JAN  
3 JAN

36  
3 JAN  
3 JAN

012

1.5 = 7



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

August 2, 2006

VIA FAX ONLY

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

RE:

Service Request: 1-418795939  
2005 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZS52F85F  
Customer Relationship Specialist: Carmen Shelton

Dear Mr. Gorberg:

This is to advise that General Motors is in receipt of the above referenced case dated July 28, 2006. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☒ Copy of owner's current title and/or registration  
☐ Other:

☒ Finance agreement  
☒ Buyer's agreement

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

If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11328 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

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

with \_\_\_\_\_  
(Lien holder Name)

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

Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

LG0006  
V6302006





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

VIA FAX ONLY

August 23, 2006

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

RE: [REDACTED]

Service Request: 1-418795939  
2005 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZS52F85F [REDACTED]  
Customer Relationship Specialist: Carmen Shelton

Dear Mr. Gorberg:

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

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

Amount to your client(s): \$3,250.00  
Attorney's fees: \$1,750.00

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

Your client(s) would retain the vehicle.



August 23, 2006  
Page 2

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Please refer to the service request number above when contacting our Business Resource Center at 1-866-790-5600 ext 11328 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V07022006

Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date



# MALL Chevrolet

75 Haddonfield Road, Cherry Hill, NJ 08002

856-662-7000 ~ Fax - 856-662-5140

Date: 8/22/06 Time: 3:20 PM

Please deliver the following pages to:

Company: GM

Attn: CAEMEN

FAX # \_\_\_\_\_

Number of pages including cover sheet: 2

Sent by: ACT McGowan

If you do not receive the total transmission, please contact us at the phone number above. Extension \_\_\_\_\_

Thank you.



*Mall*

**CHEVROLET**  
**CHERRY HILL**  
75 HADDONFIELD RD • CHERRY HILL, NJ 08002-1453  
Hed To Cherry Hill Mall  
**(856) 662-7000**  
SALES • SERVICE • PARTS • BODYSHOP

SOLD TO [REDACTED] DEAL # 25547 DELIVERY DATE 06/03/05

ADDRESS PENNSAUKEN NJ [REDACTED]

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2005	CHEVROLET	MALIBU	NEW	1G1ZS52F85F [REDACTED]
SALESMAN JOSEPH MORIN 3RD		TEAM CAPTAIN LOUIS PALUMBO		

OPTIONAL EQUIPMENT AND ACCESSORIES

*Blue*  
*42222*  
*6-22-05*  
*over 143.00*

USED VEHICLE TRADED				
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.	
2003	DODGE	NEON	1B3E556C030 [REDACTED]	
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.	

DATE

INVOICE NO. <b>35214</b>		CUSTOMER NUMBER		STOCK NO. <b>277914</b>		KEY <b>I</b>
SOURCE		SALESMAN NUMBER		C 8 8 5 4	+	
DESCRIPTION		COST	KEY	SALE		KEY
NEW CAR-RETAIL		18392.26	4	24811.60		-
USED-RETAIL			C 4			-
NJ TIRE TAX			C	7.50		-
DUE ON DELIVERY:			C 300A			-
DUE ON DELIVERY:			C 300A			-
TOTAL CHARGE TO DEAL			C 6			+
GAP		260.00	456G	600.00		-
PROTECTION PLAN-NEW			C 443			-
SALES TAX			C 324			-
PROTECTION PLAN-USED			C 455			-
SALES TAX			C 324			-
SALES TAX VEHICLE		324		690.70		-
LICENSE AND TITLE + REG			905A	252.00		-
CLERICAL AND MESSENGER			905	75.00		-
TOTAL CASH PRICE				26429.30		
CREDIT LIFE						
INSURANCE ACCIDENT & HEALTH						
TOTAL TIME PRICE				26429.30		
CUSTOMER DEPOSITS		220A		500.00		+
ACCOUNTS RECEIVABLE-VEHICLES		220A				+
CHEVY CASH		220A		2000.00		+
ACCOUNTS RECEIVABLE-VEHICLES		220A				+
CONTRACTS IN TRANSIT		205		22714.66		+
CPP RECEIVABLE		220B				+
LIEN PAYOFF		301		12077.86		-
USED VEHICLE ALLOWANCE				13300.00		-
TOTAL						
CREDIT LIFE A & H PAYABLE				309		-
CREDIT LIFE A & H INCOME ( N U 807 809 )				80		-
RESERVE INCOME ( N U 808 808 )				80		-
RESERVE RECEIVABLE				262		+
STOCK #				56104		I 240
						I 24
				6388.00		+

*Milage 10*  
*ph #*

*TRADE ACV*

100% DELIVER

8/23/2006 9:25:09 AM

PAGE

2/003

## Fax Server



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

**VIA FAX ONLY**

August 23, 2006

David Gorberg, Esq.  
David Gorberg & Associates  
1234 Market St Ste 2040  
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August 23, 2006  
Page 2

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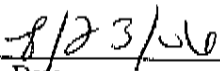
Sincerely,

General Motors Corporation

cc: FILE

LG0044  
V07022006

Attach.

<hr/>	
Odometer	
<div style="background-color: black; width: 350px; height: 30px;"></div>	
<hr/>	<hr/>
Client's Signature	Client's Signature
<div style="text-align: center;"></div>	
<hr/>	<hr/>
Date	Date



## RETAIL INSTALMENT SALE CONTRACT

## GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

[Redacted] (include county and zip code) PENNSAUKEN NJ [Redacted]		Creditor (Seller name and address) MAH CHEVROLET, INC. 75 HADDONFIELD ROAD CHERRY HILL NJ 08002
--	--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2005	CHEVROLET MALIBU	1G1ZS52F85F [Redacted]	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> business

Your trade-in is a: Year 2003 Make DODGE Model NEON

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment or \$ 3722.14
15.95 %	\$ 12715.82	\$ 22714.56	\$ 35430.48	\$ 39152.62

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 492.09	Monthly beginning 07/03/05	

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

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

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

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

## ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including \$ 690.70 sales tax)	\$ 25502.30 (1)
2 Total downpayment =	
Gross trade-in \$ 13300.00 - payoff by seller \$ 12077.86	
= net trade-in \$ 1222.14 + cash \$ 500.00	
+ other (describe) FACTORY REBATE \$ 2000.00	\$ 3722.14 (2)
3 Unpaid balance of cash price (1 minus 2)	\$ 21780.16 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of those amounts.):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	
REG FEE: 252.00	\$ 252.00
F Government certificate of title fees (includes \$ N/A security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to DEALER for DOC FEE	\$ 75.00
to for	\$ N/A
to for	\$ N/A
to N.J. STATE for TITLE TAX	\$ 7.50
to for GAP INS	\$ 600.00
to for	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 934.50 (4)
5 Amount financed (3 + 4)	\$ 22714.66 (5)

**Insurance.** You may buy the physical damage insurance (this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

## Check the insurance you want and sign below:

## Optional Credit Insurance.

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

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

## Other Insurance.

☐ N/A N/A

Type of Insurance Term

Premium \$ N/A

N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X 05/03/05

Buyer Signature Date

X

Co-Buyer Signature Date

**THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

HOW THIS contract may be modified by a written agreement between you and us relating to this contract. Any change to the Buyer Sign [Redacted] Co-Buyer Sign X

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

See back for other important agreements.

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

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Cash Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of \$ 3722.14
15.95 %	\$ 12715.82	\$ 22714.66	\$ 35430.48	\$ 39152.62

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 492.09	Monthly beginning 07/03/05	

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is \$10,000 or less.

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

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

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

## ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including \$ 690.70 sales tax)	\$ 25502.30 (1)
2 Total downpayment =	
Gross trade-in \$ 13300.00 - payoff by seller \$ 12077.86	
- net trade-in \$ 1222.14 + cash \$ 500.00	
+ other (describe) FACTORY MERCH \$ 2000.00	\$ 3722.14 (2)
3 Unpaid balance of cash price (1 minus 2)	\$ 21780.16 (3)
4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts):	
A Cost of optional credit insurance paid to the insurance company or companies	
Life \$ N/A	
Disability \$ N/A	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies	\$ N/A
D Government taxes not included in cash price	\$ N/A
E Government license and/or registration fees	
REG FEE: 252.00	\$ 252.00
F Government certificate of title fees (includes \$ N/A security interest recording fee)	\$ N/A
G Other charges (Seller must identify who is paid and describe purpose.)	
to DEALER for DOC FEE	\$ 75.00
to for	\$ N/A
to for	\$ N/A
to N.J. STATE for TITLE TAX	\$ 7.50
to for GAP INS	\$ 600.00
to for	\$ N/A
Total other charges and amounts paid to others on your behalf	\$ 934.50 (4)
5 Amount financed (3 + 4)	\$ 22714.66 (5)

who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

## Check the insurance you want and sign below:

## Optional Credit Insurance.

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

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

## Other Insurance.

☐ N/A ☐ N/A

Type of Insurance Term

Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X 06/03/05

Buyer Signature Date

X

Co-Buyer Signature Date

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and signed by both parties.

Buyer Sign: [Signature] Co-Buyer Sign: X [Signature]

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

See back for other important agreements.

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

## NOTICE TO RETAIL BUYER

Do not sign this contract in blank.

You are entitled to a copy of the contract at the time you sign.

Keep it to protect your legal rights.

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

Buyer Sign: X [Signature] Date: 06/03/05 Co-Buyer Sign: X [Signature] Date: 06/03/05

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

Other owner signs here X [Signature] Date: 06/03/05 Address: [Address]

Creditor Sign: MALL CHEVROLET, INC. Date: 06/03/05 By: [Signature] Title: [Title]

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

Assigned with recourse

Assigned without recourse or with limited recourse

MALL CHEVROLET, INC. [Signature]

Seller By Title

Seller By Title

Order Agreement

☐ New ☐ Off Lease☐ Demo ☐ Daily☐ Used ☐ Rental

587 West Route 36 • Maple Shade, NJ 08052  
(856) 722-8800  
www.mallchryslerplymouth.com



75 Haddonfield Rd., Cherry Hill, NJ  
856-662-7000  
www.mallchevrolet.com

25547

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER <u>[REDACTED]</u> DATE <u>06/03/2005</u> NO <u>277914</u>	
ADDRESS <u>[REDACTED]</u> PENNSAUKEN NJ <u>[REDACTED]</u>	
HOME PHONE <u>[REDACTED]</u>	WORK PHONE <u>[REDACTED]</u> SALESPERSON <u>JOSEPH MORIN 3RD</u>
D. L. NO. <u>XXXXXXXXXXXXXXXXXXXXXXX</u> SOC. SEC. NO. <u>XXXXXXXXXXXXXXXXXXXXXXX</u> D.O.B. <u>XXXXXXXXXX</u>	
PLEASE ENTER MY ORDER FOR ONE <u>2005 CHEVROLET</u> MODEL <u>MALIBU</u>	
BODY TYPE <u>MALIBU SEDAN</u> COLOR <u>DARK BLUE MET</u> (YEAR AND MAKE) <u>10</u> VIN <u>1G1ZS52F85F</u>	
INTERIOR TRIM COLOR <u>[REDACTED]</u>	
Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:	
<input type="checkbox"/> Cash Purchase <input type="checkbox"/> Finance Purchase <input type="checkbox"/> Lease <input type="checkbox"/> IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.	
TO BE DELIVERED ON OR ABOUT	
Price of Unit	24811.60
Additional Equipment (options)	N/A
GAP	600.00
NJ STATE TIRE TAX	7.50
IF A PURCHASE, THE FOLLOWING APPLY:	
Dealer Prep (U/C only)	XX2222.00
N/C or U/C Service Contract	N/A
TOTAL PRICE	25419.10
Less Trade-In	13300.00
TOTAL TAXABLE AMOUNT	12119.10
Sales Tax	690.70
On Line Registration	7.70
*Estimated Motor Vehicle Fee	244.30
Documentary Fee { Clerical Expense \$99.00 M.V. Processing \$50.00	\$149.00
PAY-OFF ON TRADE IN	12077.86
TOTAL	25214.66
Rebate (If Applicable)	2000.00
Deposit (Minimum Required 10%)	N/A
BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY	CASH DOWN 500.00 22714.66
IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.	
IF A LEASE, THE FOLLOWING WILL ALSO APPLY:	
MONTHLY PAYMENT AMOUNT \$ _____	
TERM: _____ MONTHS	
MILEAGE PER YEAR _____	
CASH DUE AT DELIVERY \$ _____	
ARBITRATION: The terms of this Agreement are hereby incorporated herein and made a part of this Agreement. Dealer and you, the purchaser, agree that any controversy or claim arising out of or relating to this Agreement shall be settled by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (the "AAA"). The arbitration shall be conducted by a single arbitrator. If the parties agree to a specified single arbitrator, or otherwise by a panel of three arbitrators. If a panel of three arbitrators is used, each party shall have the right to select one of the arbitrators, and the third arbitrator, who shall be a competent and impartial person with at least ten (10) years experience in New Jersey in a calling connected with the subject matter of the arbitration, shall be selected by the other two arbitrators or, failing agreement by them, the AAA. The arbitrator(s) shall be entitled to award costs as part of their decision and shall award costs to the prevailing party, if there is one. The determination of the arbitrator(s) shall be final, binding and conclusive on all parties, and judgement upon the award rendered by the arbitrator(s) may be entered in any Court having jurisdiction thereof.	
Customer Signature <u>[REDACTED]</u> Date <u>06/03/2005</u>	
Customer agrees that this Order on the face and on the reverse side and any attachments to it includes all the terms and conditions, if a sale, Customer further agrees this Order cancels and supercedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information, THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the order. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED. I am 18 years of age or older and of full legal age.	
Accepted By: <u>[REDACTED]</u> Date <u>06/03/2005</u>	

## IF A NEW VEHICLE SALE

The only warranties applying to this vehicle are those offered by the manufacturer. The selling dealer sells this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by the selling dealer.

## IF USED VEHICLE SALE-CHECK APPROPRIATE BOX

☐ This vehicle is sold "as is" and the selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the selling dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon the selling dealer's negligence, or otherwise), is expressly excluded and customer hereby assumes any such risks.

OR

☐ The only dealer warranty on this vehicle is the limited warranty which is issued with and made a part of this order form.

## ALL USED VEHICLE SALES DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price to the customer in the event a used vehicle sold and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the customer's own act. The undersigned, before entering into this contract, has been informed of dealer's obligation above and agrees to have the used vehicle inspected within 7 days from the date of delivery of such vehicle.

Waiver of Dealer's Obligation (Must be signed by customer)  
The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

## TRADE-IN DESCRIPTION AND ALLOWANCE

Year 2003 Make DODGE Model NEON  
VIN 1B3ES56C030 Mileage 30121  
Trade-In Value 13300.00 Appraisal Date \_\_\_\_\_  
Less Balance Owed 12077.86  
Net Trade-In Allowance 1222.14  
Balance Owed to: CHEVROLET FINANCIAL

Address: \_\_\_\_\_

Account No.: \_\_\_\_\_

Info. From \_\_\_\_\_ Good Thru \_\_\_\_\_

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies that the above mileage of trade-in vehicle is accurate. Customer warrants any trade-in vehicle to be his property free and clear of all liens and encumbrances except as otherwise noted on this order. Customer further warrants that he will deliver to dealer an original, legally valid and binding title to any trade-in vehicle, and

06/03/2005

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

## RELEASE OF LIEN INFORMATION

I

(Client's Name)

(Client's Social Security Number)

hereby authorize

(Lien holder Name)

(Lien holder Address)

(Lien holder Phone Number)

to release any and all information regarding my loan account #

(Account Number)

with

(Lien holder Name)

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

Date

## VEHICLE INFORMATION

The current vehicle mileage is

18,800

Date mileage read:

7/14/06

Signature

Fax Server

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**RELEASE OF CLAIM**

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$5,000.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZS52F85F [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two (2) checks: the first, in the amount of \$3,250.00, made payable to Kimberly A. Williams; the second in the amount of \$1,750.00, made payable to David Gorberg & Associates.

The subject vehicle's mileage is 20,800 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I agree to the terms of this Release of All Claims

DATE SIGNED: Aug. 25, 2006

[REDACTED]  
Claimant's Signature

[REDACTED]  
Claimant's Signature

[REDACTED]  
Address

[REDACTED]  
Address

Pennsauken, NJ  
City, State, Zip Code

Pennsauken, NJ  
City, State, Zip Code

Fax Server

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STATE OF NEW JERSEYCOUNTY OF BURLINGTONSworn to (or affirmed) and subscribed before me this 25<sup>th</sup> day of AUG,  
2006, by [REDACTED]Elaine Robin McMahon  
Signature of Notary Public\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary PublicPersonally Known X OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: 4-22-07

CC: File

**ELAINE ROBIN McMAHON**  
Notary Public, State of New Jersey  
My Commission Expires April 22, 2007LG0029  
V6302006

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
Privileged and Confidential Information  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  
CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: CARMEN SHELTON

State: NEW JERSEY

Customer Name: [REDACTED] Service Request: 1-418795939 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZS52F85F [REDACTED] In Service Date: 6/3/2005 Vehicle is: NEW BAC Code: 113862  
 Year, Make & Model: 2005 CHEVROLET MALIBU Vehicle Purchased Used on: N/A  
 Lien holder: Other ☒: NUVELL FINANCIAL

## VEHICLE REPAIR HISTORY

### ☒ Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
12/12/05	238809	2	9,588	C/S ENGINE WOULDN'T START – CRANKS, BUT NO START/ AS PER <b>BULLETIN #1559395</b> , INSTALLED JUMPER HARNESS TO FAN. C/S RATTLER NOISE IN ENGINE AREA – FELT THROUGHOUT VEH/ <b>COULD NOT DUPLICATE CUST CONCERN.</b> C/S POPPING NOISE WHILE DRIVING/ REPLACED RADIATOR COOLANT SURGE TANK.
12/17/05	239023	1	9,859	C/S A PINGING NOISE COMES OUT OF THE EXHAUST SYSTEM/ <b>CUST CONCERN NOT DUPLICATED.</b>
01/03/06	239456	1	9,890	C/S HEARING A PINGING NOISE FROM THE EXHAUST/ ORDERED A MUFFLER SYSTEM. REPLACED A SINGLE MUFFLER. NOTE TO CUST: EXHAUST HAS TO BREAK IN FOR AT LEAST 25 MILES). C/S WHEN VEH STARTS, IT JUMPS FORWARD/ <b>NO CORRECTION NEEDED.</b>
01/12/06	239794	1	10,012	C/S PINGING NOISE FROM EXHAUST/ INSTALLED COMPLETE EXHAUST SYSTEM.
04/15/06	243080	*	14,980	C/S VEH WILL NOT CATCH WHEN STARTING VEH/ <b>CUST CONCERN NOT DUPLICATED.</b>

### ☐ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/15/06	243080	1	14,980	C/S THERE IS A KNOCKING NOISE IN THE STEERING WHEEL WHEN GOING OVER A BUMP/ <b>CUST CONCERN NOT DUPLICATED.</b>

### ☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/15/06	243080	*	14,980	C/S SUNVISOR IS RATTLING/ ORDERED PARTS.

### ☐ Electrical

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/05/06	245930	1	18,312	C/S LEFT TURN SIGNAL BLINKS FAST AND NO BRAKE LIGHT/ REPLACED REAR BLINKER BULBS AND REPLACED LEFT BRAKE LAMP.



## THE STATE LEMON LAW READS:

**Days out of service:** 20 OR MORE CALENDAR DAYS

**Repairs** THREE (3) OR MORE REPAIR ATTEMPTS

**Time period** 24 MONTHS / 18,000 MILES

**Does Lemon Law state nonconformity must continue to exist? YES**

**Number of repair attempts in the presumption period:** 5

**Total days out of service during the presumption period:** 7

**Total days out of service during customer's ownership:** 7

## RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

AFTER REVIEWING THE NEW JERSEY LEMON LAW, CRM RECOMMENDS A CASH SETTLEMENT IN THE AMOUNT OF \$1,750.00 TO CUST PLUS \$1,750.00 IN ATTY FEES. CUST HAS BEEN IN A COUPLE OF TIMES FOR EXHAUST PINGING. AS PER GREG G., PINGING IS A COMMON CHARACTERISTIC OF THE MALIBU.

MSRP OF THE VEH: \$19,905.00

## REASON FOR REMOVAL

{TEXT}

**CRM FINAL OFFER:** {CASH/REP/TRADE}: **DATE:** {Date}

<b>OFFER TO CUST: \${Amount}</b> <b>ATTORNEY FEES: \${Amount}</b> <b>OR INCLUSIVE OFFER: \${Amount}</b>
---

**PLAINTIFF'S FINAL DEMAND:** {CASH/REP/TRADE}: **DATE:** {Date}

<b>AMOUNT TO CUST: \${Amount}</b> <b>ATTORNEY FEES: \${Amount}</b> <b>OR INCLUSIVE OFFER: \${Amount}</b>
--

TEAM MANAGER APPROVING: {Name}

Date: {Date}

November 18, 2010

David Gorberg, Esq.  
1234 Market St Ste 2040  
Philadelphia, PA 19107-3720

RE: [REDACTED] v. General Motors Corporation  
Service Request: 1-418795939  
2005 Chevrolet Malibu  
Vehicle Identification Number: 1G1ZS52F85F [REDACTED]  
Customer Relationship Specialist: Carmen Shelton

Dear Mr. Gorberg:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$3,250.00 made payable to [REDACTED]. The second is in the amount of \$1,750.00 made payable to David Gorberg & Associates.

If you have further questions, please contact our Business Resource Center at 1-866-790-5600 ext 11328 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

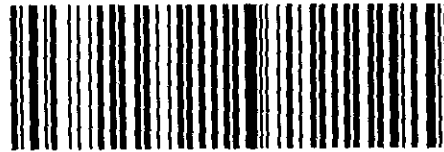
Sincerely,

General Motors Corporation

LG0063  
V6302006

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

**CERTIFIED MAIL™**



7005 3110 0001 9706 0031



0000

U.S. POSTAGE  
PAID  
ABINGDON, VA  
24210  
AUG 10, '06  
PERMIT

**\$5.12**  
00075412-08

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

AUG 18 2006

Ruepar



**Pontiac-GMC**

Abingdon, VA

August 9, 2006

Curriculum: Lemon Law

Dear Sir or Madam:

I purchased a 2005 Pontiac G6 GT from Ramey Automotive on 7-18-05, see attached bill of sale. I am seeking the following action taken under the VA Motor Vehicle Warranty Enforcement Act-vehicle replacement or a repurchase. I do not want to keep this car. Currently my car is at Crabtree Pontiac for repair. Vehicle loses power and tightening of steering occurs. This is the sixth time for the very same problem. Due to these problems, I feel this car is unsafe for me and my seven year old daughter. We could have been in an accident at any time. I have had nothing but problems since I purchased this vehicle. See attached service orders. The repetition to GM should be enough to support my effort. I am listing the times my car has been out of service. I have made several long distance calls, missed work, and trips to the dealership, trying to get my car repaired. I have worried myself sick about driving my car and having an accident. I want this matter resolved. I want a replacement vehicle or a repurchase.

Sincerely,

[Redacted Signature]

8-6-06 - loss of power - tightening of steering - Crabtree PONTIAC

7-18-06 - loss of power - steering  
Ramey Automotive

7/06 - 3 days to Pioneer  
loss of power - steering

7/06 - loss of power - steering  
serv engine light, & service engine soon  
& TRAC light on - Crabtree PONTIAC

7-18-06 - total battery failure -  
Crabtree PONTIAC

5-4-06 - popping noise & squeaking noise  
Crabtree

8-05 power steering failure  
Ramey Automotive

21874

107606

**CRABTREE  
BUICK PONTIAC, INC.**

 2311 LEE HIGHWAY  
BRISTOL, VA 24201  
(540) 669-3141

 ABINGDON, VA  
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 12 RONNIE WRIGHT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	05	PONTIAC G6	1G2ZH528454		15689/15689		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL05 IS			17:00 04MAY06		0.00	CASH	04MAY06
R.O. OPENED		READY	OPTIONS: DLR:37310 ENG:3.5_Liter_SFI				
04MAY06		04MAY06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST						
STATES RUBBING NOISE IN LEFT FRONT WHEEL AT SLOW SPEEDS							
50 CHECKED BRAKES - SCUFFED ROTORS AND CLEANED							
FRONT BRAKES							
49INTSV							

(N/C)

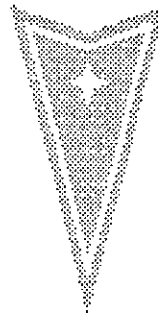
B CUST, POP NOISE IN CAR WHILE DRIVING

50 RETORQUED CRADLE BOLTS

49INTSV

(N/C)

THANK YOU FOR YOUR BUSINESS  
YOUR COMPLETE SATISFACTION  
IS OUR # 1 GOAL



PONTIAC

COPY

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize the below repair work to be done along with the necessary materials. You and/or your employees may operate below vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on below vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

**DISCLAIMER OF WARRANTIES**

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, CRABTREE BUICK PONTIAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CRABTREE BUICK PONTIAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

SIGNED \_\_\_\_\_

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

21874

108512

**CRABTREE  
BUICK PONTIAC, INC.**

 2311 LEE HIGHWAY  
BRISTOL, VA 24201  
(540) 669-3141

INVOICE

PAGE 1

 ABINGDON, VA  
HOME:

BUS:

SERVICE ADVISOR: 24 JEFF KETRON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	05	PONTIAC G6	1G2ZH528454		16886/16886		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL05 IS			WAIT 07JUN06		0.00	CASH	07JUN06
R.O. OPENED		READY	OPTIONS: DLR:37310 ENG:3.5_Liter_SFI				
06JUN06		07JUN06					

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

A CUST REQ CK VEH WONT START NO LIGHTS WORK AND WONT CRANK OVER

CAUSE: CHARGE BATTERY

J4100 CHECK CHARGEING SYSTEM CHECK BATTERY CHECK

ALTERNATOR WORING OK AT THIS TIME

49 WP4

FC: 6D PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PN

(N/C)

SUBL ENTERPRISE RENTAL

WP4

(N/C)

B\*\* RENTAL CAR - 1 DAY

CAUSE: RENTAL

Z7901 RENTAL CAR - 1 DAY

33 WP4

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

(N/C)



\*\*\*\*\*

 THANK YOU FOR YOUR BUSINESS  
YOUR COMPLETE SATISFACTION  
IS OUR # 1 GOAL
**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

I hereby authorize the below repair work to be done along with the necessary materials. You and/or your employees may operate below vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on below vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

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SIGNED \_\_\_\_\_

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

RAMEY AUTO, INC.  
2850 CLINCH STREET RICHLANDS, VA 24641  
PHONE: 276-964-2511  
FAX: 276-964-2222

TERMS: STRICTLY CASH

INVOICE NUMBER		PNCS39427	
CUSTOMER NUMBER		18618	
HONAKER, VA			
RESIDENCE PHONE	BUSINESS PHONE		
ADVISOR	TAG NO.		
RICHARD	242		
LABOR RATE	LICENSE NO.	MILEAGE	
60.00		2,193	
YEAR / MAKE / MODEL			
05/PONTIAC/G6/GT SEDAN			
VEHICLE ID. NO.			
1G2ZH528454			
F.T.E. NO.		P.O. NO.	
COLOR	STOCK NO.		
SPORT RED/E	055464		
COMMENTS		MO: 2195	
DELIVERY MILES	SELLING DEALER NO.		
276			
R.O. DATE	INVOICE DATE		
08/15/05	08/18/05		
REPRINT NUMBER	DELIVERY DATE		
	07/18/05		
PRODUCTION DATE			
Safety Cautions THESE ITEMS NEED CORRECTION			
1.			
2.			
3.			

LABOR & PARTS

CUSTOMER STATES THE STEERING IS LOCKING UP  
REPLACED STEERING SHIF TORQUE SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	88967179	S/COL REM 6.518	
JOB # 1	1	88967179	CORE RETURN	

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

RECALL05548  
PERFORMED RECALL  
05548

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				

JOB # 2 TOTAL PARTS

JOB # 2 TOTAL LABOR & PARTS

RENTAL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3				

JOB # 3 TOTAL PARTS

JOB # 3 TOTAL LABOR & PARTS

TOTALS

\*\*\*\*\*  
\* PAYMENT METHOD \*  
\* CASH [ ] CHECK [ ] CHARGE [ ] \*  
\*\*\*\*\*

IF YOU RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE  
MANUFACTURER WE WOULD APRECIATE IT IF YOU WOULD RETURN IT  
AS SOON AS POSSIBLE. THIS IS OUR REPORT CARD TO THEM

IF THERE IS ANYTHING THAT YOU ARE NOT "COMPLETELY  
SATISFIED" WITH PLEASE LET US KNOW BEFORE RETURNING THE  
SURVEY SO THAT WE MAY CORRECT OUR SHORT COMINGS.  
IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT RONNIE MARTIN  
AT 276-964-2511. I WILL BE GLAD TO ASSIST YOU IN ANY WAY  
THAT I CAN.

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

TOTAL INVOICE \$ 0.00

COPY

DISCLAIMER OF  
WARRANTIES

Any warranties on the  
item/items sold hereby  
are those made by the  
manufacturer. The Seller,  
RAMEY AUTO, INC.,  
hereby expressly dis-  
claims all warranties  
either express or  
implied, including any  
implied warranty of  
merchantability or fit-  
ness for a particular  
purpose, and RAMEY  
AUTO, INC. neither  
assumes nor autho-  
rizes any other person  
to assume for it any  
liability in connection  
with the sale of this  
item/items.

ALL REPAIR BILLS CARRY A  
CHARGE OF 7% FOR  
REPAIR SUPPLIES, MATERI-  
ALS AND ENVIRONMENTAL  
COMPLIANCE

Thank  
You!  
We  
Appreciate  
Your  
Business.



**TERMS: STRICTLY CASH**

INVOICE NUMBER	
PNCS46525	
CUSTOMER NUMBER	
18618	
[REDACTED]	
ABINGDON, VA	
[REDACTED]	
RESIDENCE PHONE	
BUSINESS PHONE	
[REDACTED]	
ADVISOR	
TAG NO.	
ALEX	
268	
LABOR RATE	LICENSE NO.
62.00	
YEAR / MAKE / MODEL	MILEAGE
	18,759
05/PONTIAC/G6/GT SEDAN	
VEHICLE ID. NO.	
1G2ZH528454	
F. T. E. NO.	
P.O. NO.	
COLOR	STOCK NO.
SPORT RED/E	055464
COMMENTS	
MO: 18759	
DELIVERY MILES	SELLING DEALER NO.
276	
R. O. DATE	INVOICE DATE
07/18/06	
REPRINT NUMBER	DELIVERY DATE
	07/18/05
	PRODUCTION DATE
<b>Safety Cautions</b>	
THESE ITEMS NEED CORRECTION	
1.	
2.	
3.	

**LABOR & PARTS:**

#5-1-2407Z  
CUSTOMER STATES LOSS IN POWER, AND VARIOUS LIGHTS HAVE CAME ON (CHECK ENGINE, TRAC,SERVICE ENGINE) POWER WILL JUST DROP INSPECTED AND FOUND CODES C0227,C0561,C0703 STORED,CALLED TAC ADVISED TO CHECK CONNECTOR C206 AT LEFT A-PILLAR PERFORMED PIN DRAG ON C206,INSTALLED DATA RECORDER PER TAC AND TEST DROVE SEVRAL MILES,DTCC DID NOT RESET ADVISED BY TAC TO RETURN VEHICLE

JOB # 1	TOTAL LABOR & PARTS	0.00
---------	---------------------	------

U#Zf986VZC0E0E0E0E0E MISCELLANEOUS

COURTSEY TRANS.  
RENTAL 071806

JOB #	2	TOTAL LABOR & PARTS	0.00
-------	---	---------------------	------

~~N#33-80CVZ-~~XXXXXX~~SUBLET REPAIR~~

TOWED BY ELKINS GARAGE

JOB #	3	TOTAL LABOR & PARTS	0.00
-------	---	---------------------	------

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
JOB # 1	13839			07/19/06	TOW
JOB # 2	20220			07/31/06	RENTAL

TOTAL - SUBLET	0.00
----------------	------

**TOTALS.**

```
*****
*                PAYMENT METHOD                *
*  CASH []  CHECK []  CHARGE []              *
*****
```

IF YOU RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER WE WOULD APPRECIATE IT IF YOU WOULD RETURN IT AS SOON AS POSSIBLE. THIS IS OUR REPORT CARD TO THEM.

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

**TOTAL INVOICE \$ 0.00**

PRE - INVOICE

**COPY**

## DISCLAIMER OF WARRANTIES

Any warranties on the item/items sold hereby are those made by the manufacturer. The Seller, RAMEY AUTO, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RAMEY AUTO, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL REPAIR BILLS CARRY A CHARGE OF 7% FOR REPAIR SUPPLIES, MATERIALS AND ENVIRONMENTAL COMPLIANCE.

**Thank  
You!**  
\* **We  
Appreciate  
Your  
Business.**

1-12- Pioneer Chev  
**VISTAR**

**AUTO GLASS**

PCM

P0703 sys 00 Brake Sw Circ 2

EBCM

C0561 sys 71

sys Disable Info Stored Invalid Serial Data Received

BCM

C0277 sys 06

Brake Pedal Position Sensor circ short ground or open

Customer Ass # 1-420-889107  
SARAH

**COPY**

Curt Shaffer

**1-800-800-ASAP**

**VISTAR**

BCM **AUTO GLASS**

00 U2125 BCM Lost Com w/mcc

00 U2116 " Lost Com w/IPC

0 Radia

03 B1325 Device Power 1 Circ Below Threshold

EBCM

12 C0161 ABS/TCS Brake Sw Circ Below Threshold

BCM

03 B1325 Dev Power 1 Circ Below Threshold

PCM

00 P0703 Brake Sw circ 2

00 P2138 Accel. PP Sensor 1-2 Gear

00 P1125 APP

EBCM

71 C0561 sys Disabled Info Stored Invalid Data

06 C0277 Brake PP circ Sh-Grnd or open

This is when I took the  
CAR to Pioneer Chevrolet

**1-800-800-ASAP**



## VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-0 (REV 08/06)

Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date	
	1G2ZH528454	04/28/06		GS		07/31/07	
Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use	Axles
PONTIAC	G6 GT	4D SDN	2005	RED	GAS	PRIVATE	2
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GVWR	GCWR	Unit #
07/18/05	276 ACTUAL	Y	3444				

ABINGDON VA

WASHINGTON COUNTY

CMA 687  
068714

DMV verifies insurance coverage of all registered vehicles. If you cancel your insurance, notify DMV and return the license plates. If you do not notify DMV, your driver's license will be suspended and all of your vehicle license plates will be cancelled.

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.

BUYER'S

07/18/2005

SALESMAN'S NAME

ORD

DATE

VEHICLE BEING PURCHASED

PLEASE ENTER MY ORDER  
FOR THE FOLLOWING

☐ NEW ☐ CARS  
☐ USED ☐ TRUCK  
☐ DEMO ☐ OTHER

055464

YEAR 2005 PONTIAC MILEAGE 276

MODEL OR SERIES 66 BODY TYPE GT SEDAN

COLOR SPORT RED TRIM EBONY

SERIAL NO 1 G 2 Z H 5 2 B 4 5 4

MAKER'S AGE 01/05/1972 CO-MAKER'S AGE

FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #12 ON REVERSE SIDE)

DATE SIGNATURE

USED VEHICLE TRADED IN AND/OR OTHER CREDITS

YEAR MAKE OF TRADE-IN

MODEL OR SERIES BODY TYPE

COLOR TRIM

SERIAL NO

NO LIABILITY INSURANCE INCLUDED

BALANCE OWED TO

ADDRESS

USED TRADE-IN ALLOWANCE \$ N/A

BALANCE OWED ON TRADE-IN \$ N/A

NET ALLOWANCE ON USED TRADE-IN \$ N/A

DEPOSIT OR CREDIT BALANCE /REBATE + \$1000.00

CASH ON DELIVERY + \$ N/A

TOTAL CREDIT (TRANSFER TO RIGHT COLUMN) 1000.00

FINANCE SOURCE 72 MO. 32 PMT. DAYS 13.19 % AMT. 476.96

THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

By executing this Order, Purchaser acknowledges he has read and agrees to be bound by all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail sale, the dealer shall provide a copy of this Order to the parties.

PURCHASER'S SIGNATURE

RAMEY AUTOMOTIVE INC

ACCEPTED BY (DEALER)

PER

FOR SALES INVOLVING DEALER ARRANGED FINANCING/LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE 8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW.

"THANK YOU - WE APPRECIATE YOUR BUSINESS"

RETAIL ORDER FOR A MOTOR VEHICLE

IF A CREDIT SALE REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS FORM



## APPLICATION FOR CERTIFICATE OF TITLE AND REGISTRATION

APPLICATION FOR CERTIFICATE OF (check one) ☐ Title ☒ Title and Registration (license plates issued) ☐ Title to a Manufactured HomeACQUISITION (check if applicable): ☐ Seizure ☐ Replevin ☐ Repossession (vehicle must be in your possession) ☐ Leased ☐ Rental  
☐ Abandonment (complete form VSA-40 also) ☐ Court Order ☐ Mechanic's Lien/Storage Lien (complete form VSA41 also)

ALL APPLICANTS MUST COMPLETE SECTION 1,3,4,5,6 AND 10. COMPLETE SECTIONS 2,7,8 &amp; 9 IF REQUIRED.

<b>1. OWNER INFORMATION</b>		If this application is for joint ownership, do you wish clear rights of ownership to be transferred to the surviving owner in the event of the death of either owner named on this title? <input type="checkbox"/> YES <input type="checkbox"/> NO	
OWNER'S NAME (LAST, FIRST, MIDDLE)		SOCIAL SECURITY NO. OR EMPLOYER ID NO.	
CO-OWNER'S NAME (LAST, FIRST, MIDDLE)		SOCIAL SECURITY NO. OR EMPLOYER ID NO.	
If you change your residence/home address or mailing address to a non-Virginia address, your driver's license and/or photo identification (ID) card may be canceled.			
RESIDENCE/HOME ADDRESS (Apt. # if applicable)		CITY	STATE
MAILING ADDRESS (if different from above OPTIONAL)		CITY	STATE
CO-OWNER'S ADDRESS (if different from above)		CITY	STATE
RESIDENCE JURISDICTION		Check if you are an active member of Military Service claiming residency in a state other than Virginia. <input type="checkbox"/>	
LOCATION WHERE VEHICLE IS PRINCIPALLY GARAGED		CITY <input type="checkbox"/> TOWN <input type="checkbox"/> COUNTY OF <input type="checkbox"/> STATE <input type="checkbox"/>	
<b>2. LIEN INFORMATION</b>		Is this vehicle secured with a lien? <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, complete this section.	
DATE OF FIRST LIEN (MM/DD/YY)	LIEN HOLDER'S NAME	ELECTRONIC LIENHOLDER CODE	
07/18/2005	HSBC AUTO FINANCE, INC.		
LIEN HOLDER'S MAILING ADDRESS	CITY	STATE	ZIP CODE
P.O. BOX 17902	SAN DIEGO	CA	92177-7902
DATE OF SECOND LIEN (MM/DD/YY)	LIEN HOLDER'S NAME	ELECTRONIC LIENHOLDER CODE	
LIEN HOLDER'S MAILING ADDRESS	CITY	STATE	ZIP CODE
<b>3. SOURCE OF OWNERSHIP</b>		VEHICLE SOLD TO YOU AS (CHECK ONE) <input type="checkbox"/> USED <input type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR	VA DEALER LICENSE NO.
SALE PRICE		PROCESSING FEE	SALES & USE TAX
23124.00		249.50	701.21
STREET ADDRESS		CITY	STATE
2050 CLINCH STREET		RICHMOND	VA
<b>4. VEHICLE INFORMATION</b>		MAKE	MODEL YEAR
		GM	2005
PREVIOUS TITLE NUMBER	STATE	VEHICLE IDENTIFICATION NUMBER (VIN)	COLOR OF VEHICLE
		1G2ZM528454	SPORT
GROSS WEIGHT	EMPTY WEIGHT	GVWR	GCWR
	3444		
NO. OF AXLES	FUEL TYPE	IS THIS A LOW SPEED VEHICLE? <input type="checkbox"/> YES <input type="checkbox"/> NO	
2	GAS	IS THIS A LOGGING VEHICLE? <input type="checkbox"/> YES <input type="checkbox"/> NO	
<b>5. PERSONAL PROPERTY TAX RELIEF</b>			
DOES YOUR VEHICLE QUALIFY FOR CAR TAX RELIEF? by State Law to have a business use and does NOT qualify for Personal Property Tax Relief?			
• Is more than 50% of the vehicle's annual mileage used as a business expense for federal income tax purposes OR reimbursed by an employer? • Is more than 50% of the depreciation associated with the vehicle deducted as a business expense for Federal Income Tax purposes? • Is the cost of the vehicle expensed pursuant to Section 179 of the Internal Revenue Service Code? • If the vehicle is leased by an individual, does the leasing company pay the tax without reimbursement from the individual?			
This vehicle is for <input type="checkbox"/> Personal Use <input type="checkbox"/> Business Use Check one of the boxes. See business use criteria above.			
<b>6. ODOMETER STATEMENT</b>			
Federal and state law requires that you state the mileage in connection with the transfer of ownership. Failure to do so or providing a false statement may result in fines and/or imprisonment.			
I CERTIFY THAT THE ODOMETER READING IS: (no tenths) AND TO THE BEST OF MY KNOWLEDGE (check one): <input type="checkbox"/> Odometer reading is the actual mileage of the vehicle <input type="checkbox"/> The mileage stated is in excess of its mechanical limits <input type="checkbox"/> Odometer reading is not the actual mileage (WARNING: Odometer discrepancy)			
<b>7. LEASING INFORMATION</b>		COMPLETE ONLY FOR LEASED VEHICLE: DO YOU WISH TO HAVE VEHICLE RENEWAL CARD MAILED TO LESSEE? <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, please provide the information requested below	
LESSEE'S NAME		CO-LESSEE'S NAME	
ADDRESS (Apt. # if applicable)		CITY	STATE
			ZIP CODE

LOG NUMBER:

TITLE NUMBER:

<b>8. MANUFACTURED HOME</b>		MANUFACTURED HOME DIMENSIONS		LENGTH:	FT. X	WIDTH:	FT.
COMPLETE FOR MULTI-STAGE VEHICLES ONLY (a vehicle is multi-stage if its chassis and body are manufactured as separate units with different make, model year, and/or chassis ID)							
MANUFACTURED HOME ADDRESS (if different from reverse side)							
MODEL YEAR				CHASSIS IDENTIFICATION NUMBER		SEATING CAPACITY (Buses Only)	
<b>9. REGISTRATION</b>							
NOTE: If this vehicle's length, width or height exceeds statutory requirements, applicant must contact the Department of Transportation for a special permit prior to its being moved on the public highways since license plates cannot be issued.							
CHECK TYPE OF REGISTRATION FOR WHICH YOU ARE APPLYING: <input checked="" type="checkbox"/> PRIVATE <input type="checkbox"/> RENTAL <input type="checkbox"/> FOR HIRE <input type="checkbox"/> FOR HIRE TOW TRUCK <input type="checkbox"/> VOLUNTEER EMERGENCY VEHICLE <input type="checkbox"/> TRANSFER OF LICENSE NUMBER							
<input type="checkbox"/> ONE-YEAR or <input type="checkbox"/> TWO-YEAR <input type="checkbox"/> PERMANENT							
ANTIQUE: (Check One) <input type="checkbox"/> BLACK & WHITE <input type="checkbox"/> ANTIQUE YELLOW							
For Permanent Trailer Only - No month or year decals will be issued. A one-time fee applies.							
For Permanent Tractor/Truck Only - No month or year decals will be issued. Vehicle must have a GVWR or GCWR of 26,001 lbs or more, or 7,501 or more if the truck/tractor is owned by a business or a farm. Annual or Bi-annual fees required.							
CHECK TYPE OF PLATE REQUESTED: <input type="checkbox"/> REGULAR (Virginia 400th Anniversary) <input type="checkbox"/> HERITAGE (Dogwood-Cardinal)							
SCENIC: <input type="checkbox"/> MOUNTAIN TO SEASHORE <input type="checkbox"/> AUTUMN <input type="checkbox"/> PATRIOT							
<b>FOR HIRE OPERATIONS:</b> You must complete this section if you checked FOR HIRE or FOR HIRE TOW TRUCK above.							
Vehicle Use: Check all that apply.							
<input type="checkbox"/> OPERATING AUTHORITY <input type="checkbox"/> LEASED AUTHORITY <input type="checkbox"/> EXEMPT COMMODITY/OPERATIONS <input type="checkbox"/> INTERSTATE OPERATIONS ONLY (LESS THAN 26,001 LBS.)							
If you checked OPERATING AUTHORITY or LEASED AUTHORITY, check all of the following authority types for which the vehicle is used.							
<input type="checkbox"/> COMMON CARRIER OF PASSENGERS (REGULAR ROUTES) <input type="checkbox"/> COMMON CARRIER OF PASSENGERS (IRREGULAR ROUTES)							
<input type="checkbox"/> NON-PROFIT/TAX-EXEMPT CARRIER <input type="checkbox"/> CONTRACT BUS CARRIER <input type="checkbox"/> EMPLOYEE HAULER <input type="checkbox"/> BULK PROPERTY CARRIER							
<input type="checkbox"/> CONTRACT PASSENGER CARRIER <input type="checkbox"/> SIGHT-SEEING CARRIER <input type="checkbox"/> HOUSEHOLD GOODS CARRIER <input type="checkbox"/> TAXICAB <input type="checkbox"/> PROPERTY CARRIER							
<b>INSURANCE CERTIFICATION. I/WE CERTIFY THAT (check one):</b>							
<input checked="" type="checkbox"/> THIS VEHICLE IS INSURED BY A LIABILITY POLICY ISSUED THROUGH AN INSURANCE COMPANY LICENSED TO DO BUSINESS IN VIRGINIA AND IT WILL REMAIN INSURED WHILE REGISTERED							
<input type="checkbox"/> THIS VEHICLE IS NOT INSURED; THEREFORE, I AM REMITTING THE APPLICABLE UNINSURED MOTOR VEHICLE FEE (provides no insurance coverage).							
A VEHICLE MUST BE INSURED WITH LIABILITY COVERAGE WHEN IT IS REGISTERED, AND IT MUST REMAIN INSURED WHILE REGISTERED, WHETHER OR NOT IT IS OPERATED, OR THE UNINSURED MOTOR VEHICLE FEE MUST BE PAID. PENALTIES ARE SEVERE FOR VIOLATION OF THIS REQUIREMENT.							
<b>POWER OF ATTORNEY FOR NON-RESIDENTS AND CORPORATIONS NOT DOMICILED IN VIRGINIA</b>							
PURSUANT TO VA. CODE SECTION 46.2-601, I/WE APPOINT THE COMMISSIONER OF THE DEPARTMENT OF MOTOR VEHICLES OF THE COMMONWEALTH OF VIRGINIA, AS MY/OUR LEGAL AGENT UPON WHOM ALL LEGAL PROCESS TO ME/US MAY BE SERVED IN ANY LEGAL PROCEEDING ARISING FROM THE OPERATION AND/OR USE OF ANY MOTOR VEHICLE REGISTERED IN MY/OUR NAME IN THE COMMONWEALTH OF VIRGINIA. I/WE AGREE THAT ANY LAWFUL PROCESS OR NOTICE TO ME/US WHICH IS SERVED ON THE COMMISSIONER SHALL HAVE THE SAME LEGAL EFFECT AS IF SERVED ON ME/US WITHIN THE COMMONWEALTH OF VIRGINIA.							
<b>10. CERTIFICATION/AFFIDAVIT</b>							
I certify and affirm under penalty of perjury that the information contained in this application is true and correct to the best of my knowledge. I understand it is unlawful to knowingly make a false statement and any violation may be prosecuted as a felony as provided in Virginia law.							
Is this a state- or locally- <input type="checkbox"/> NO <input type="checkbox"/> YES owned vehicle? If yes, enter agency code: Unit having operational control:							
SIGNATURE OF APPLICANT				DATE MM / DD / YY			
SIGNATURE OF CO-APPLICANT				DATE MM / DD / YY			
<b>NOTICES</b>							
<b>PRIVACY ACT NOTICE:</b> The information, including Social Security Number, is requested in accordance with Section 46.2-623. (Code of Virginia). Any person who refuses to supply the required information will be denied a certificate of title and/or registration. Titles and registration records may be disseminated, in accordance with Section 46.2-208 through Section 46.2-214, to business, law enforcement, or authorized government entities.							
<b>AMERICANS WITH DISABILITIES ACT:</b> If you need special assistance to use this form, or if you need this form in an alternate format, please notify a DMV Customer Service Center Manager so we may make arrangements to accommodate your needs.							
<b>VEHICLE SAFETY REQUIREMENTS:</b> Motor vehicles registered in Virginia require safety inspection every 12 months. Trailers with separate braking systems must also be inspected. A vehicle may be inspected at inspection stations licensed by the State Police, including many service stations and auto repair shops. A valid safety inspection sticker must be displayed on the vehicle.							
<b>VEHICLE SUN-SHADING REQUIREMENTS:</b> Virginia's sun-shading requirements for the minimum percent of light allowed are as follows: Regular passenger vehicles - front side windows - 50%; rear side and rear windows - 35%; and windshield - no sun-shading allowed. Multi-purpose passenger vehicles and pickup trucks - front side windows - 50%; rear side and rear windows - no limitations, and windshield - no sun-shading allowed. Contact the State Police, if you have questions about whether the sun-shading on your vehicle meets these requirements. DMV is authorized to issue waivers to individuals who have medical conditions requiring restriction from sunlight or bright artificial light.							
<b>THIS SECTION FOR DMV USE ONLY</b>							
WITH LIEN <input type="checkbox"/> YES <input type="checkbox"/> NO		PLATE NUMBER	PLATE TYPE	EXPIRATION DATE	IF HELD, REASON:	CLERK STAMP	
SALE PRICE		TITLE FEE		TRANSFER FEE			
PROCESSING FEE		REGISTRATION FEE		DHCD * (\$10.00)			
TAX		UMV FEE		DEALER SURCHARGE			



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 31, 2006

Kurt Schaefer, Serv. Manager  
Crabtree Buick Pontiac, Inc  
2311 Lee Hwy  
BRISTOL, VA. 24202-5929

Re: [REDACTED]  
Siebel Request: 1-420889107  
2005 Pontiac G6  
VIN # 1G2ZH528454 [REDACTED]

Dear Mr. Schaefer:

Further to my conversation with [REDACTED] This is a letter of notification regarding a {Better Business Bureau case/State 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 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. 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,

Patricia Chandler  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11552  
FAX# 866-893-7511



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 31, 2006

Ronnie Martin, Service Manager  
Ramey Automotive, Inc  
2750 Clinch St  
RICHLANDS, VA. 24641-2114

Re:

Siebel Request: 1-420889107  
2005 Pontiac G6  
VIN # 1G2ZH528454

Dear Mr. Martin

This is a letter of notification regarding a {Better Business Bureau case/State 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 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. 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,

Patricia Chandler  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11552  
FAX# 866-893-7511





**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.**

September 13, 2006

Re: [REDACTED] vs Pontiac/GMC Division # PGM0655473 VIN: 1G2ZH528454 [REDACTED]

[REDACTED]  
[REDACTED]  
ABINGDON VA [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:

General Motors Representative Patricia Chandler has voluntarily offered to repurchase [REDACTED] 2005 Pontiac G6 according to the terms of the VA Lemon Law. [REDACTED] has accepted the repurchase offer and expects the repurchase to occur within 30 days from the date of this letter at Ramey's Chevrolet in Richlands, VA.

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,

Onitra Roberson at Extension 514

cc: Patricia Chandler



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN ~~PONTIAC~~

Friday, October 06, 2006

Abingdon, VA, [REDACTED]

**BBB Arbitration Decision - Straight**

Subject: Repurchase of 2005 Pontiac G6  
VIN: 1G2ZH528454 [REDACTED]  
REF SR: 1-420889107 V-20879

Dear [REDACTED]

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN 1G2ZH528454 [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Pontiac will repurchase your vehicle for \$24,553.90. Your responsibilities are outlined below. This offer was calculated by using the following figures.

Base Price	\$23,124.00
Processing Fee	\$249.50
Reg/Lic/Title Fees	\$39.50
Filing Fee	\$10.00
Sales Tax	\$701.21
Finance Charges	\$3,429.69
Aftersales	\$500.00
Less Usage	\$2,500.00
Less Incentives	\$1,000.00
Less Payoff of Original Vehicle-Good until 10/20/06	\$20,604.68
<b>Total Amount to Customer</b>	<b>\$3,949.22</b>

**\*\*TOTAL CUSTOMER RESPONSIBILITY 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.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or 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 ext2305 if you have any questions or concerns.

Customer's Signature

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

**\*20879\***

## Customer Claim Form

Contact Date: 07/12/06

Start Date:

Case Number : PGM0654887

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

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

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

FORT LEE, VA

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

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

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

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

Make: Pontiac/GMC Model: Yukon Model Year: 2004 Current Mileage: 30000

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : Dominion GMC,

Selling Dealer/City/State : Auto Plex, Lawton, OK

Insurance Carrier : \_\_\_\_\_ Policy Number: \_\_\_\_\_

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

Description of Damage :

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

Purchase Date: 04/15/04 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: GMAC

Leasing Company's Name:

Address: \_\_\_\_\_

Address:

City/St/Zip: \_\_\_\_\_

City/St/Zip:

Phone: ( ) -

Phone:

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #:

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

Customer wants the manufacturer to fix the problem or replace the vehicle.

Signature of Titled Owner(s): \_\_\_\_\_ Date: \_\_\_\_\_

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

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

Customer Name: [REDACTED]

First Repair Attempt      Date: 05/15/06      Mileage: 27000  
 Last Repair Attempt      Date: \_\_\_\_\_ Mileage: \_\_\_\_\_  
 Total Days out of Service: \_\_\_\_\_

[illegible]



**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.**

July 12, 2006

Re:m01 PGM0654887 [REDACTED] vs Pontiac/GMC Division

PATRICIA CHANDLER  
PONTIAC/GMC  
P O BOX 33172  
DETROIT MI 48232

Dear Madam/Sir:

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

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

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

Sincerely,

William Clopton at Extension 502



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

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

### LEMON LAW CLAIMS

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

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

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

Please note:

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

### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

## **CUSTOMER RESPONSIBILITIES**

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

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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

## **OTHER IMPORTANT INFORMATION**

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period For Filing Claims**

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

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

## **Eligible Claims**

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

## **Eligible Vehicles**

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

The customer's vehicle must be:

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

## **Remedies For Warranty Claims**

The arbitrator may award the following remedies:

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

## **Repairs/Reimbursement For Repairs**

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

## **Repurchase Or Replacement**

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



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

#### **Deductions/Exclusions From A Repurchase Or Replacement Award**

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

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

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

## **STANDARDS OF THE VIRGINIA LEMON LAW**

The following is an brief explanation of most relevant provisions of the Virginia lemon law. The complete text of the lemon law can be found at Code of Virginia §§ 59.1-207.9 *et seq.*

### **VEHICLES COVERED BY THE VIRGINIA LEMON LAW**

The Virginia lemon law covers “motor vehicles”, defined as:

1. Passenger cars designed and used primarily for the transportation of no more than 10 persons including the driver;
2. Pickup and panel trucks designed for the transportation of property and having a registered gross weight of 7,500 pounds or less;
3. Motorcycles, mopeds, and the self-propelled motorized chassis of motor homes; and
4. Demonstrators and leased vehicles with which a warranty was issued.

### **CONSUMERS COVERED BY THE VIRGINIA LEMON LAW**

The Virginia lemon law covers the following “consumers”:

1. The purchaser, other than for purposes of resale, or the lessee of a motor vehicle used in substantial part for personal, family, or household purposes;
2. Any person to whom the motor vehicle is transferred for the same purposes during the duration of any warranty applicable to the motor vehicle; and
3. Any other person entitled by the terms of the warranty to enforce its obligations.

### **PROBLEMS COVERED BY THE VIRGINIA LEMON LAW**

The Virginia lemon law covers any *nonconformity*, which is defined as a failure to conform with a warranty, a defect or a condition, including those that do not affect the driveability of the vehicle, that significantly impairs the use, market value or safety of the motor vehicle.

“Significant impairment” means to render the motor vehicle unfit, unreliable or unsafe for ordinary use or reasonable intended purposes.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the alleged nonconformity does not significantly impair the use, market value, or safety of the motor vehicle, or the nonconformity is the result of abuse, neglect, or unauthorized modification or alteration of the motor vehicle by a consumer.

### **LEMON LAW COVERAGE PERIOD**

The lemon law establishes a *lemon law rights period* ending 18 months after the date of the vehicle’s original delivery to the consumer. The lemon law rights period is extended if the manufacturer has been notified of the existence of a nonconformity but the nonconformity has not been effectively repaired by the manufacturer, its agent or authorized dealer before the expiration of the lemon law rights period.

## **MANUFACTURER'S DUTY TO REPAIR**

If a motor vehicle does not conform to all warranties, and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the manufacturer's warranty period, then the manufacturer, its agent or authorized dealer must make the necessary repairs to conform the motor vehicle to the warranties.

The necessary repairs must be made even after the expiration of the manufacturer's warranty period.

## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If the manufacturer, its agents or authorized dealers do not conform the motor vehicle to any applicable warranty by repairing or correcting any nonconformity after a reasonable number of attempts during the *lemon law rights period*, the manufacturer must either replace or repurchase the motor vehicle. The consumer has an unconditional right to choose a refund rather than a replacement motor vehicle, and to drive the nonconforming motor vehicle until the replacement or repurchase is provided.

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The Virginia lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform a motor vehicle to any warranty if, within 18 months following the date of the motor vehicle's original delivery, any of the following occurs:

1. The same nonconformity has been subject to repair three or more times by the manufacturer, its agents or authorized dealers, and the same nonconformity continues to exist;
2. A nonconformity that is a serious safety defect (a life-threatening malfunction that impedes the consumer's ability to control or operate the motor vehicle for ordinary use or reasonable intended purposes, or creates a risk of fire or explosion) has been subject to repair one or more times by the manufacturer, its agents or authorized dealers, and the same nonconformity continues to exist; or
3. The motor vehicle is out of service due to repair for a cumulative total of 30 calendar days, unless repairs could not be performed because of conditions beyond the control of the manufacturer, its agents or authorized dealers, including war, invasion, strike, fire, flood or other natural disasters.

## **NOTICE AND OPPORTUNITY TO REPAIR**

The consumer or consumer's representative must notify the manufacturer of the need for correction or repair of the nonconformity. The manufacturer is deemed to have been notified if:

1. A written complaint of the defect or defects has been mailed to it;
2. The manufacturer has responded to the consumer in writing regarding a complaint; or
3. A factory representative has either inspected the motor vehicle or met with the consumer or an authorized dealer regarding the nonconformity.

The manufacturer must clearly and conspicuously disclose to the consumer, in the warranty or owner's manual, that written notification of the nonconformity to the manufacturer is required.

If the conditions of the *presumption* exist, and the manufacturer has not been notified that the conditions exist, then the manufacturer is given an additional opportunity to correct or repair the nonconformity, not to exceed 15 days.

## **DISPUTE RESOLUTION**

If the manufacturer has established or participates in an informal dispute settlement procedure, it is the consumer's choice whether or not to use it prior to asserting lemon law rights.

## **TIME PERIOD FOR FILING CLAIMS**

An action must be commenced within 18 months following the date of the motor vehicle's original delivery to the consumer. A consumer whose good faith attempts to settle the dispute in an informal dispute settlement procedure have not resulted in the satisfactory resolution of the matter, may commence an action within the longer of (1) one year from the date of the manufacturer's final action in the procedure, as long as the procedure was initiated within the lemon law rights period; or (2) the original 18-month period.

## **REMEDIES UNDER THE VIRGINIA LEMON LAW**

### **REPURCHASE**

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

1. The full contract price;
2. All collateral charges, meaning any sales-related or lease-related charges including but not limited to sales tax, license fees, registration fees, title fees, finance charges and interest, transportation charges, dealer preparation charges, or any other charges for service contracts, undercoating, rust proofing, or installed options, not recoverable from a third party. In addition, "collateral charges" for leased vehicles means capitalized cost reductions, credits and allowances for any trade-in vehicles, fees to another to obtain the lease, and insurance or other costs expended by the lessor for the benefit of the lessee;
3. Incidental damages, including expenses reasonably incurred in inspection, receipt, transportation, and care and custody of the motor vehicle rightfully rejected, any commercially reasonable charges, expenses or commissions in connection with effecting cover, and any other reasonable expense incident to the breach of warranty; and
4. An amount for mileage, expenses, and reasonable loss of use necessitated by attempts to conform the motor vehicle to the express warranty;
5. Less a reasonable allowance for the consumer's use of the vehicle up to the date of the first notice of nonconformity that is given to the manufacturer, its agents or authorized dealer.

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

The reasonable allowance for use may not exceed  $\frac{1}{2}$  of the amount allowed per mile by the Internal Revenue Service for use of a personal vehicle for business purposes, plus an amount to account for any loss to the fair market value of the motor vehicle resulting from damage beyond normal wear and tear, unless the damage resulted from a nonconformity.

A leased vehicle must be returned to the manufacturer and the consumer's lease must be terminated by the lessor without penalty to the consumer. The lessor must transfer title to the manufacturer as necessary to effectuate the consumer's rights.

### **REPLACEMENT**

The Virginia lemon law provides that a replacement motor vehicle be comparable and acceptable to the consumer.

The manufacturer must also pay to the consumer an amount for mileage, expenses, and reasonable loss of use necessitated by attempts to conform the motor vehicle to the express warranty.

The consumer is responsible for a reasonable allowance for the consumer's use of the motor vehicle up to the date of the first notice of a nonconformity to the manufacturer, its agents or authorized dealer. The reasonable allowance for use may not exceed  $\frac{1}{2}$  of the amount allowed per mile by the Internal Revenue Service for use of a personal vehicle for business purposes, plus an amount to account for any loss to the fair market value of the motor vehicle resulting from damage beyond normal wear and tear, unless the damage resulted from a nonconformity.

A leased vehicle must be returned to the manufacturer and the consumer's lease must be terminated by the lessor without penalty to the consumer. The lessor must transfer title to the manufacturer as necessary to effectuate the consumer's rights.

**RAMEY AUTOMOTIVE**

2850 Clinch Street  
P. O. Box 790  
Richlands, VA. 24641  
Phone# (276)-964-2511  
Fax# (276)-964-2413

Send to: Better Business Bureau From: Diana

Attention: Patricia Chandler Date: 7-31-06

Office Location: \_\_\_\_\_ Office Location: \_\_\_\_\_

Fax Number: (866) 893-7511 Phone Number: (276) 964-2511

- ☐ Urgent
- ☐ Reply ASAP
- ☐ Please comment
- ☐ Please review
- ☒ For your Information

Total Pages, Including Cover: 6

Comments:

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 31, 2006

Diana Taylor, Finance  
Ramey Automotive  
2750 Clinch Street  
RICHLANDS, VA. 24621-2114

Re: [REDACTED]  
Siebel Request: 1-420889107  
2005 Pontiac G6  
VIN # 1G2ZH528454 [REDACTED]

Dear Ms. Taylor:

This is a letter of notification regarding a {Better Business Bureau case/State 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

Please fax them to the number found below. 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,

Patricia Chandler  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11552  
FAX# 866-893-7511





2850 Clinch Street  
P.O. Box 790 RICHMOND, VA 24841  
Phone: (278) 984-2511

SOLD TO

CUST #18618

ADDRESS

HONAKER VA

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2005	PONTIAC	G6	N	1G2ZH528454
SALESMAN JAMES D DYE / HOLLY L HARMON 63337 63337				
INSURANCE COVERAGE INCLUDES				
FIRE & THEFT <input type="checkbox"/> PUBLIC LIABILITY - AMT. <input type="checkbox"/>				
COLLISION - AMT. DEDUCTIBLE <input type="checkbox"/> PROPERTY DAMAGE - AMT. <input type="checkbox"/>				
OPTIONAL EQUIPMENT AND ACCESSORIES				
GROUP		DESCRIPTION	PRICE	
PRICE			23624.00	
TAX & LICENSE & TITLE			750.71	
PROCESSING FEE			249.50	
			N/A	
SVC AGREEMENT			N/A	
CREDIT LIFE INS			N/A	
ACCIDENT & HEALTH INS			N/A	
TOTAL CASH PRICE			24624.21	
CASH			1000.00	
TRADE ALLOWANCE		N/A		
LESS PAYOFF		N/A		
NET TRADE			N/A	
AMOUNT FINANCED			23624.21	
			24624.21	
FINANCE CHARGE			10716.91	
TOTAL OF PAYMENTS			34341.12	
LIEN: HSBC AUTO FINANCE, INC. 72 @ 476.96 BEG 08/19/2005 DEFERRED PAYMENT PRICE 35341.12 APR = 13.19				
USED CAR TRADED				
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.	
BODY COLOR				

DATE	INVOICE NO.	STOCK NO.	KEY
07/18/2005	9673	0350	1
SOURCE	10(0)	12(0)	20(0)
SALESMAN NUMBER			
DESCRIPTION	COST	KEY	ACCT NO.
NEW CAR		C	400
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**Vehicle Delivery Screen Data**

Nameplate: Pontiac

Vehicle Type: Passenger Car

VIN: 54 [REDACTED]

Delivery Date: 07/18/2005

Dealer: 04039

Delivery Type: 010 - Individual Purchase

Odometer: 276

Salesperson: James Dye

Sales Manager: Charles Moss

**Customer Information:****Lessor Information:**

Unknown [REDACTED]

HONAKER, Virginia [REDACTED] USA

Home: [REDACTED] Bus: ( ) Ext:

Customer FAN:

**Payment and XM/OnStar Information:**

Method	XM Radio SP	XM Radio	OnStar SP	OnStar Package
Not Financed		Not Applicable		Not Applicable

**Incentive Information:**

Code	CSE	GFP
Pay	Dealer	Dealer
Auth		

Text	CONSUMER C	GM DISCOUN
	ASH	T

Date	1,000.00	1205.00
Amt		

**Miscellaneous Information:****Protection Plan:****Language:**

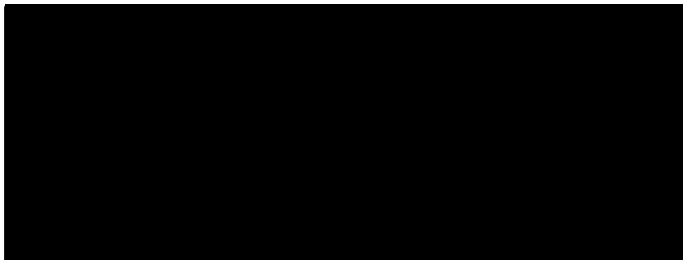
Replaced GM VINs

Declined: N  
GMPP: N  
Other:

Primary: English  
Secondary: <None>  
Publication: <None>

Email Address:

9673



2005 G6 - GT SEDAN  
63U SPORT RED METALLIC  
19C EBONY

/V6G

PONTIAC/GMC DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 2AD50132610  
\*\*\*\*\*16\*04095S

ORDER NO. HTGFZ7/TDC STOCK NO.  
VIN 1G2 ZH52 84 54

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 01/18/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 01/18/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 01/30/05
FR9 AXLE RATIO 3.29	N/C	N/C	INT COM 01/31/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	PRC EFF 01/18/05
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G3337 G3337
PCH PREMIUM VALUE PACKAGE INCLUDES	3145.00	2799.05	WFP-S QTR OPT-1
* (4) WHEELS, 17" CHROMETECH			BANK: GMAC - 023
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			CHG-TO 04-095
* PANORAMIC ROOF, POWER			SHIP WT: 3444
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			HP: 32.9
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	GMS: 23298.50
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	SUPPLR: 24343.56
			MRM: 27225.00
			DAN: 2
			MEMO 1205.00

TOTAL MODEL & OPTIONS	25600.00	23366.50	ACT 231	23223.50
ESTINATION CHARGE	625.00	625.00	H/B 261	768.00
AM DEALER CONTRIBUTION		256.00	ADV 261	256.00
AM GROUP CONTRIBUTION		192.00	EXP 65A	192.00

TOTAL	26225.00	24439.50	PAY 310	24439.50
EMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		23322.00		

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

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

NCAN PONTIAC-GMC

REMIT TO GMAC NO. 023  
VIN 1G2ZH528454

tps://www.autopartners.net/apps/gmexchange/bars/display\_doc.jsp

2/18/2005

08-5464

23,991.50  
w/o ADV

**CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT**

CUSTOMER NAME: [REDACTED]

VIN: 1 G 2 Z H 5 2 8 4 5 4 [REDACTED] (or see attached list\*)

**CUSTOMER INCENTIVE(S)****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-rebate price, amount of rebate and final price with rebate applied), or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<u>Consumer Cash</u>	<u>1000.00</u>	<u>CSE</u>
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
	\$ <u>N/A</u>	
	\$ <u>1000.00</u>	
Total Incentive Amount Received	\$ _____	

**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 GM Discount 1,205.00 GFP  
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 07/18/05. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [Signature]Date: 07/18/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_\_\_ 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: 07/18/05Dealership Name: RAMEY AUTOMOTIVE INCDealer Code: 04039

\*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

**RICHLANDS, VA 24641**  
**(276) 964-2511**

JAMES D DYE / HOLLY L HARMON

BUYER'S

07/18/2005

19246

SALESMAN'S NAME		OR		DATE	
<b>VEHICLE BEING PURCHASED</b> <input checked="" type="checkbox"/> NEW <input checked="" type="checkbox"/> CARS <b>055164</b> <input type="checkbox"/> USED <input type="checkbox"/> TRUCK <input type="checkbox"/> DEMO <input type="checkbox"/> OTHER					
PLEASE ENTER MY ORDER FOR THE FOLLOWING					
YEAR	MAKE	MODEL		MILEAGE	
2005	PONTIAC	GT SEDAN		276	
MODEL OR SERIES		BODY TYPE			
G6		GT SEDAN			
COLOR		TRIM			
SPORT RED		EBONY			
SERIAL NO					
1G2ZG4528454					
MAKER'S AGE		CO-MAKER'S AGE			
01/05/1972					
FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED. (SEE #12 ON REVERSE SIDE)					
DATE		SIGNATURE			
<b>USED VEHICLE TRADED IN AND/OR OTHER CREDITS</b>					
YEAR		MAKE OF TRADE-IN			
MODEL OR SERIES		BODY TYPE			
COLOR		TRIM			
SERIAL NO					
<b>NO LIABILITY INSURANCE INCLUDED</b>					
BALANCE OWED TO					
ADDRESS					
USED TRADE-IN ALLOWANCE		\$	N/A		
BALANCE OWED ON TRADE-IN		\$	N/A		
NET ALLOWANCE ON USED TRADE-IN		\$	N/A		
DEPOSIT OR CREDIT BALANCE /REBATE		+	\$1000.00		
CASH ON DELIVERY		+	\$ N/A		
TOTAL CREDIT (TRANSFER TO RIGHT COLUMN)			1000.00		
FINANCE SOURCE		INSURANCE			
72 MO. 32		PMT. 13.19 % AMT. 476.96			
<b>THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS PURCHASE. IF THIS AGREEMENT IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.</b> By executing this Order, Purchaser acknowledges he has read and agrees to be bound by all of its terms and has received a fully completed copy. Purchaser certifies he/she is 18 years of age or older. If this transaction is to be a retail installment sale, this contract is not effective unless financing is obtained on terms satisfactory to the parties.					
PURCHASER'S SIGNATURE					
RAMEY AUTO					
ACCEPTED BY		PER			
		HOLLY L HARMON			
		(NAME AND TITLE)			
<b>FOR SALES INVOLVING DEALER ARRANGED FINANCING/LEASING ONLY: IF THE DEALER DOES NOT RECEIVE APPROVAL FROM A FINANCIAL SOURCE FOR YOUR PROPOSED RETAIL INSTALLMENT CONTRACT OR LEASE ("CONTRACT") ON TERMS ACCEPTABLE TO DEALER, DEALER MAY CANCEL THE SALE AND THE CONTRACT, AND YOU WILL RETURN THE VEHICLE IN GOOD CONDITION WITHOUT EXCESS MILEAGE. IF YOU FAIL TO RETURN THE VEHICLE DEALER SHALL BE ENTITLED TO REPOSSESS THE VEHICLE AND SHALL HAVE ALL OTHER RIGHTS UNDER TITLE 8.2 OF THE CODE OF VIRGINIA, OTHER STATUTES AND COMMON LAW.</b>					
<b>"THANK YOU - WE APPRECIATE YOUR BUSINESS"</b> RETAIL ORDER FOR A USED VEHICLE					

# **RAMEY AUTOMOTIVE**

**2850 Clinch St.  
P.O. Box 790  
Richlands, VA 24641  
Phone # (276)964-2511  
Fax # (276)964-2081  
(276)964-2413**

**Send to:** Pete Chandler **From:** Randy Merty

**Attention:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Office Location:** \_\_\_\_\_ **Office Location:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

- ☐ **Urgent**
- ☐ **Reply ASAP**
- ☐ **Please Comment**
- ☐ **Please Review**
- ☒ **For Your Information**

**Total Pages, Including Cover:** 5

**Comments:**

PNCS40065

LABOR & PARTS-----  
 JOB # 1 01GVZ06 LUBE OIL & FILTER HOURS: 1.50 TECH(S) 150 INTERNAL  
 CHECK BELTS & HOSES, CHECK TIRES, CHECK C/V JOINTS/SEALS  
 CHECK AIR FILTER, CHECK AIR BAG IF EQUIPPED.  
 CUSTOMER REQUEST  
 PERFORM ENGINE OIL AND FILTER CHANGE AS REQUIRED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	INTERNAL
JOB # 1	1		25010792	OIL FLTR 1.836		INTERNAL
JOB # 1	5		5W30	OIL		INTERNAL
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

PNCS40065

18618

\*\*\*\*\*  
 \* PAYMENT METHOD \*  
 \* CASH [ ] CHECK [ ] CHARGE [ ] \*  
 \*\*\*\*\*

IF YOU RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE  
 MANUFACTURER WE WOULD APPRECIATE IT IF YOU WOULD RETURN IT  
 AS SOON AS POSSIBLE. THIS IS OUR REPORT CARD TO THEM.

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

TOTAL INVOICE \$ 0.00

IF THERE IS ANYTHING THAT YOU ARE NOT "COMPLETELY  
 SATISFIED" WITH PLEASE LET US KNOW BEFORE RETURNING THE  
 SURVEY SO THAT WE MAY CORRECT OUR SHORT COMINGS.  
 IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT RONNIE MARTIN  
 AT 276-964-2511. I WILL BE GLAD TO ASSIST YOU IN ANY WAY  
 THAT I CAN.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

AMI

281

62.00

3,913

05/PONTIAC/G6/GT SEDAN

1 G 2 Z H 5 2 8 4 5 4

SPORT RED/E

055464

MO: 3914

276

09/13/05

09/13/05

07/18/05

PNCS35306

LABOR & PARTS-----  
 #1 010VZ01 VA STATE INSPECTION HOURS: TECH(S) 241 INTERNAL  
 CUSTOMER REQUESTS VIRGINIA STATE INSPECTION  
 VEHICLE PASSED VIRGINIA STATE INSPECTION

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

*****	TOTAL LABOR....	0.00
* PAYMENT METHOD *	TOTAL PARTS....	0.00
* CASH <input type="checkbox"/> CHECK <input type="checkbox"/> CHARGE <input type="checkbox"/> *	TOTAL SUBLET...	0.00
*****	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

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 THAT I CAN.

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

276-964-2511

RONNIE

215

62.00

169

05/PONTIAC/G6/GT SEDAN

1 G 2 Z H 5 2 8 4 5 4

001974217-2

SPORT RED/E

055464

MO: 169

276

02/22/05

02/22/05

07/18/05

RAMEY AUTOMOTIVE  
 2850 CLINCH STREET  
 PO BOX 790  
 RICHLANDS, VA 24641

PNCS35306

10



PNCS39427

LABOR & PARTS-----  
 JOB # 1 03CVZ STEERING SYSTEM HOURS 1.80 TECH(S) 190 WARRANTY  
 CUSTOMER STATES THE STEERING IS LOCKING UP  
 REPLACED STEERING SHFT TORQUE SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	88967179	S/COL REM 6.518		
JOB # 1	-1	88967179	CORE RETURN		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 99CVZ CAMPAIGNS RECALLS HOURS 0.30 TECH(S) 190 WARRANTY  
 RECALL 05548  
 PERFORMED RECALL  
 05548

PNCS39427

18618

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

JOB # 3 98CVZ MISCELLANEOUS HOURS TECH(S) 190 WARRANTY  
 RENTAL

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

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 3	11425			08/22/05	RENTAL	
					TOTAL - SUBLET	0.00

ICHARD 242

62.00 2,193

05/PONTIAC/G6/GT SEDAN

1 G 2 Z H 5 2 8 4 5 4

SPORT RED/E 055464

MO: 2195

276

08/15/05 08/18/05

07/18/05

RAMEY AUTO, INC.  
150 CLINCH STREET RICHLANDS, VA 24641  
PHONE: 276-964-2511  
FAX: 276-964-2222

TERMS: STRICTLY CASH

GE NUMBER  
PNCS46525  
OVER NUMBER  
18618

IONAKER, VA

DECE PHONE  
BUSINESS PHONE  
ISOR  
LEX  
DEL RATE  
62.00  
R/MAKE / MODEL  
05/PONTIAC/G6/GT SEDAN  
LIC ID. NO.  
1 G 2 Z H 5 2 8 4 5 4  
E. NO.

STOCK NO.  
055464  
MO: 18759  
SELLING DEALER NO.

OR  
SPORT RED/E  
MENTS  
MD: 18759  
IVERY MILES  
276  
D. DATE  
07/18/06  
PRINT NUMBER

INVOICE DATE  
07/18/05  
DELIVERY DATE  
PRODUCTION DATE

**Safety Cautions**  
THESE ITEMS NEED CORRECTION

LABOR & PARTS  
J# 1 24CVZ DRIVEABILITY HOURS: TECH(S) 107 WARRANTY  
CUSTOMER STATES LOSS IN POWER, AND VARIOUS LIGHTS HAVE CAME ON (CHECK ENGINE, TRAC, SERVICE ENGINE) POWER WILL JUST DROP INSPECTED AND FOUND CODES C0227, C0561, C0703 STORED, CALLED TAC ADVISED TO CHECK CONNECTOR C206 AT LEFT A-PILLAR PERFORMED PIN DRAG ON C206, INSTALLED DATA RECORDER PER TAC AND TEST DROVE SEVRAL MILES, DTCC DID NOT RESET ADVISED BY TAC TO RETURN VEHICLE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 98GVZ MISCELLANEOUS HOURS: TECH(S) 1215 WARRANTY  
COURTESY TRANS.  
RENTAL 071806

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 80CVZ SUBLET REPAIRS HOURS: TECH(S) 1215 WARRANTY  
TOWED BY ELKINS GARAGE

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INV# INV. DATE DESCRIPTION WARRANTY  
JOB # 1 13839 07/19/06 TOW WARRANTY  
JOB # 2 20220 07/31/06 RENTAL WARRANTY  
TOTAL - SUBLET 0.00

TOTALS  
\*\*\*\*\*  
\* PAYMENT METHOD \*  
\* CASH [ ] CHECK [ ] CHARGE [ ] \*  
\*\*\*\*\*

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\*\*\*\*\* PRE - INVOICE \*\*\*\*\*

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

DISCLAIMER OF WARRANTIES  
Any warranties on the Item/Items sold hereby are those made by the manufacturer. The Seller, RAMEY AUTO, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RAMEY AUTO, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this Item/Items.

ALL REPAIR BILLS CARRY CHARGE OF 7% FOR REPAIR SUPPLIES, MATERIALS AND ENVIRONMENTAL COMPLIANCE.

**Thank You!**  
**We Appreciate Your Business.**



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 31, 2006

Diana Taylor, Finance  
Ramey Automotive  
2750 Clinch Street  
RICHLANDS, VA. 24621-2114

Re:

Siebel Request: 1-420889107  
2005 Pontiac G6  
VIN # 1G2ZH528454

Dear Ms. Taylor:

This is a letter of notification regarding a {Better Business Bureau case/State 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

Please fax them to the number found below. 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,

Patricia Chandler  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 11552  
FAX# 866-893-7511

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Revised 6/9/2006

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

### 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 (**from BARS**)-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
- ☐ Repair Orders (**KY and FL only**)
- ☐ Invoice for any conversion package (**if applicable**)
- ☐ Receipts for any after-market items (**if applicable**)
- ☐ BBB ruling/lemon law ruling and/or BBB settlement letter (**if applicable**)
- ☐ Signed customer acceptance of decision for Mandatory Repurchases
- ☒ Financial Institution information including: account #, phone # & Institution name
- ☒ Overallowance/Incentives/Negative Equity Form
- ☐ ACV on trade-in documented
- ☒ Copy of the Customer Claim Form (**CCF**) only on Mandates
- ☐ Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

**Overallowance/Incentives/Negative Equity Form (non-Florida)****Customer:** [REDACTED] **Request #:** 1-420889107**BBB#:** PGM0655473

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)	\$23,634.00
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$25,600.00
Difference (If positive, look for Over Allowance) <b>If no Trade in, have Dealer explain why customer paid more than MSRP.</b>	\$- 1,966.00

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

<b><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></b>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$23,634.00
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>	\$ 1,000.00

Overallowance and/or Negative Equity minus	<u>\$22,634.00</u>
Actual price of Vehicle that should be presented to BBB for ATA	<u>\$22,634.00</u>

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

- 1.Date (mm/dd/yyyy): 09/13/2006  
 2.Customer Name: [REDACTED]  
 3.Customer Address: [REDACTED]  
 4.Customer City, State, and Zip: Abingdon, Va [REDACTED]  
 5.Primary Customer Phone #: [REDACTED] Work  
 6.Additional Customer Phone #: [REDACTED] Home  
 7.Customer fax #: n/a  
 8. Cust Drivers Licenses #: [REDACTED]  
 9. State tax % rate: 3-1/2%

**Customer Vehicle Information**

- 10.Year/Make/Model: 2005 Pontiac G6 Gt Sedan  
 11.VIN (17 Digits): 1G2ZH528454 [REDACTED] 12.Current Mileage: 21,678  
 13.Purchased: NEW

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

Dealership that will handle entire transaction:

- 14.Dealership Name: Ramey Automotive  
 15.Dealership Phone #: (276) 964-2511  
 16.Dealership Contact Name and **TITLE**: Ronnie Martin, Service Manager  
 17.Dealership Contact Phone # (if different than Dealership #): N/A  
 18.Dealership Contact Fax # (276) 964-2222  
 19.Dealership BAC: 183562 Region: Southeast

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

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

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? Customer does not want to have another General Motors Vehicle**TAC case number is required and if not available, Please explain why not?**

- 23.CAC Case Number: 1-420889107 24.TAC Case Number (N/A if TAC not contacted): 9072010  
 25.If no TAC number, Explain: N/a

**26.Reason for Repurchase (Include specific mechanical failure):** Power Loss

27.This case was resolved by: Field Voluntary Decision

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? STRAIGHT REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): to be determined**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** N/A33.New Vehicle Year/Make/Model: N/A34..Upgrade ☐ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0**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: \$2,500 - No Formula was used, the DVM recommended this figure as a fair amount for the customer to pay, based on the monthly payments for this vehicle.

36.Aftermarket Items: No

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): n/a

37.Lease Termination Terms: n/a

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

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

Explain:n/a

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: n/a

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 09/13/2006

42.Authorizer Name: Mike Harris/Patricia Chandler

43.GM Position: DVM

44.VoiceMail Node: 404082 Mailbox Number: 8211

45.Email Address: chandlp1@gmexpert.com/1-8667905600x11552

**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](mailto: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 at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.**