



UNION PONTIAC-BUICK-GMC

2301 RT 22 WEST
UNION N.J. 07083

Phone Number 908-964-8110
Fax Number 908-964-3907

Web Address UNION PONTIAC.COM
Email TOMP@UNION PONTIAC.COM

FAX TRANSMITTAL FORM

To: *Maria VALVERDI*

From: *Tom Palladino*

Name:
CC:

Date Sent: *11/17/06*

Phone:
Fax: *966-480-3630*

Number of Pages:

Message:

HAFEEZAH SUTTON

THOMAS M. PALLADINO
FIXED OPERATIONS MANAGER

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



BUICK

UNION

A GENERAL MOTORS SUPERSTORE
Pontiac • GMC • Buick Inc.

2301 Rt. 22 West
Union, N.J 07083
Tel. (908) 964-8110
Fax (908) 964-3907



CUSTOMER NO 39831	ADVISOR MANUEL GRILLO	TAG NO 715 272	INVOICE DATE 10/18/06	INVOICE NO PNWS122351
NEWARK, NJ	LABOR RATE	LICENSE NO	MILEAGE 3,796	COLOR BLACK/
	YEAR / MAKE / MODEL 06/PONTIAC/G6/G6 6CYL SEDAN		DELIVERY DATE 02/17/06	STOCK NO 64176507
	VEHICLE I.D. NO. 1 G 2 Z H 1 5 8 9 6 4		SELLING DEALER NO 10	DELIVERY MILES 15
	F.T.E. NO	P.O. NO	H.O. DATE 07/17/06	PRODUCTION DATE
COMMENTS				MO: 3825

LABOR & PARTS

J# 1 18PNZ DRIVABILITY HOURS: 3.50 TECH(S):616 **310.10**
 TOW-IN NO START CONDITON AND DAMAGE ON SIDES WILL TALK TO CUST LM
 TECH CHECKED AND INSPECTED CAR;TECH PERFORMED SYSTEM TEST
 TECH ROAD TESTED CAR.FOUND INTERMIENNT NO STEERING THEN STOPPED ALTOGETHER
 NEC TO DIAG AND REPLACE ELECTRONIC STEERING MOTOR /MODULE PACK:AND PROGRAM TECH ROAD TESTED CAR
 CAR OPERATING TO FACTORY SPEC'S ALSO ADJUSTOR OKED 1.2 ADDT'L DIAG TIME 9/7/06 1.2 VERNON SMITH
 SEE FRT OF RO FOR ADDT'L INFO

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	15775370	MOTOR 6.605	188.58	188.58	301.73
JOB # 1	1	88967381	WHEEL KIT 5.803	195.79	195.79	313.26
JOB # 1	1	WEIGHTS	WHL WGTs	2.25	2.25	5.25
JOB # 1	1	274288	STEM 5.875	1.19	1.19	1.90
JOB # 1	1	Z5000	PRICE DIF	57.99	57.99	57.99
JOB # 1 COST TOTAL				445.80		
JOB # 1 TOTAL PARTS						680.13

J# 2+03PNZ BODY ELECTRICAL HOURS: 0.50 TECH(S):696 **44.30**
 CUSTOMER STATES;BOTH REMOTES INOP
 TECH CHECKED AND INSPECTED CAR;TECH PERFORMED SYSTEM TEST
 BOTH FOBS INTERNAL OPEN
 NEC TO REPLACE AND PROGRAM BOTH FOBS

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	2	22733524	TRANSMITT 10.485	56.00	112.00	89.60
JOB # 2 COST TOTAL				112.00		
JOB # 2 TOTAL PARTS						179.20
JOB # 2 TOTAL LABOR & PARTS						223.50

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	67364			10/10/06	SUBLET BODYSHOP			3141.06
JOB # 1	67556			10/18/06	RENTAL/SUTTON			4067.36
TOTAL - SUBLET								7208.42

COMMENTS
 CUST CALLED GM CALLED BACK WILL CALL W/#
 7/24/06 1:30 SHELLY 1-866-790-5700-21537
 EB RACK
 9733921268

DELETED OPERATION(S)

90PNZ03RENTAL	COURTESYTRANS RENTAL	21PNZ	WHEELS AND TIRES
05PNZ2TRIM-EXT	EXTERIOR TRIM	90PNZ	MISCELLANEOUS

R/O TAX 0.00
 R/O TOTALS 8422.15

*MARK THIS
 ALREADY PAID* ★
8198.65

Newark and Burlington, NJ 08102-3000



BUICK

UNION

A GENERAL MOTORS SUPERSTORE
Pontiac • GMC • Buick Inc.

2301 Rt. 22 West
Union, NJ 07083
Tel. (908) 964-8110
Fax (908) 964-3907



CUSTOMER NO. 39831	ADVISOR MANUEL GRILO	715	TAG NO. 272	INVOICE DATE 10/18/06	INVOICE NO. PNWS122351
	LABOR RATE	LICENSE NO.	MILEAGE 3,796	COLOR BLACK/	STOCK NO. 64176507
NEWARK, NJ	YEAR / MAKE / MODEL 06/PONTIAC/G6/G6 6CYL SEDAN			DELIVERY DATE 02/17/06	DEFINITE MILES 15
	VEHICLE I.D. NO. 1 G 2 Z H 1 5 8 9 6 4			REFILING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		H.O. DATE 07/17/06	
COMMENTS					MO: 3825

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	8422.45
CLAIM TOTALS	8422.45

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.276
10/18/2006
1155
WARRANTY NEW CLAIM
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
122351 07/17/2006 1G2ZH158964 6 08007 3796

CUSTOMER NAME - FIRST: MIDDLE:
LAST: PHONE: WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	CV	4		15775370	622.14	4X	Z1242	3.5		7268.41	310.10
LN-TOT:					8198.95	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		
MEMO PART NUMBERS:					88967381	00274288						

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02	OJ	2		22733524	179.20	6C	R4490	.5			44.30
LN-TOT:					223.50	TECH SSN:		AUTH CODE:		AUTH. AUTHOR.:		

R.O. TOTAL: 8422.45

***** DUPLICATE INVOICE *****

Reproducible and Resizable: ERM/Z/1/AVE CC2003/9 3 112/301

10/10/2006

REPAIR ORDER: 3549
Estimate ID: 5235
FINAL BILL

Asst. WES

CITY AUTO BODY II
 84 JOHNSON STREET
 NEWARK, NJ 07105

Telephone: (973) 578-2070 Fax: (973) 578-4991
 BAR # NJ Lic.#03651A

Owner: Union Pontiac
Address:

Telephone:
Work Phone:

Vehicle: 2006 Pontiac G6 GT 2D Cpe

Insurer:

Claim #:

Gross Total:	<u>\$3,141.06</u>
Total:	<u>\$3,141.06</u>
INSURANCE (Received):	<u>\$0.00</u>
Total Due:	<u>\$3,141.06</u>
Customer Responsibility:	<u>\$0.00</u>
CUSTOMER (Received):	<u>\$0.00</u>
Total Due:	<u>\$0.00</u>

IN 05:09PM 8/18/06 ELRAC, INC
OUT 05:36PM 7/18/06 1755 MORRIS AVE 908-851-9400
UNION NJ 07083-3516 2460
24-HOUR DAY RENTAL TYPE D SOURCE F62217 - 023

RENTAL AGREEMENT
D781751
PAGE 1 OF 1

UNIT 1
UNIT # NY21D7
LIC# DFT6031
MODEL COBA
COLOR BLACK
IN 21220
OUT 19934
V# 1G1AK55F667

RENTER
[REDACTED]
NEWARK NJ [REDACTED]
LOCAL:
(H) [REDACTED] (W) [REDACTED]

SUMMARY OF CHARGES
DAY - 24 HOUR PERIOD
MILES
NO CHARGE
31 DAYS @ 30.00 930.00

DR. LICENSE [REDACTED]
STATE NJ EXPIRE 7/31/09
DOB [REDACTED] HT WT
EYES HAIR
S.S.#
EMPLOYER
HERIZON

BILL TO Y CUST # F62217
UNION PONTIAC/GMC-60
ATTN: MANNY**
2301 ROUTE 22 WEST
UNION NJ
908-964-1900 07083

DAMAGE WAIVER 071806/072306 5 DAYS DW @ 16.99 84.95
SALES TAX* 7.00 71.05
ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED
28 DOMSECFE 5.00 140.00

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES X NO

RO# 122351
INSURED

STATES NJ NY ONLY
CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 1226.00

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

DEPOSITS
REFUND

TYPE CAR

TAX EXEMPT 71.05

SHOP UNION PONTIA
PHONE 908-964-1900
NAME

BILL TO CUST F62217 1154.95

CLOSED TICKET PAYMENT INFO

OPENED BY #206B4 PHILIP A MALCOLM
CLOSED BY #206B4 PHILIP A MALCOLM

IN 12:41PM 10/16/06 ELRAC, INC RENTAL AGREEMENT
OUT 05:44PM 8/18/06 1755 MORRIS AVE 908-851-9400 D782805
UNION NJ 07083-3516 2460 PAGE 1 OF 1
24-HOUR DAY RENTAL TYPE D SOURCE F62217 - 008

UNIT 1 RENTER SUMMARY OF CHARGES
UNIT # NY21D7 DAY = 24 HOUR PERIOD
LIC# MILES
MODEL COBA NEWARK NJ NO CHARGE
COLOR BLACK LOCAL:
IN 22996 (H) (W)
OUT 21220 59 DAYS @ 30.00 1770.00
V# 1G1AK55F667

DR. LICENSE S905043118
STATE NJ EXPIRE 7/31/09
DOB HT WT
EYES HAIR
S.S.#
EMPLOYER
VERIZON

BILL TO Y CUST # F62217
UNION PONTIAC/GMC-60
ATTN: TOMMY**
2301 ROUTE 22 WEST
UNION NJ
908-964-1900 07083

DAMAGE WAIVER 081806/101606 59 DAYS DW @ 16.99 1002.41
SALES TAX@ 7.00 194.07
ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED
28 DOMSECPE 5.00 140.00

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES X NO

RO# 122351
INSURED

STATES NJ NY CT ONLY
CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 3106.48

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

DEPOSITS
REFUND

TYPE CAR

TAX EXEMPT 194.07

SHOP
PHONE
NAME

BILL TO CUST #62217 2912.41

CLOSED TICKET PAYMENT INFO

OPENED BY #20684 PHILIP A MALCOLM
CLOSED BY #20684 PHILIP A MALCOLM

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

December 15, 2010

[REDACTED]
Lexington, SC 2 [REDACTED]

Service Request: 71-525369209
Customer Relationship Specialist: Alicia Robinson

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 1G2ZH528454 [REDACTED] is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on June.5, 2007 and ending on June.5, 2010, and begins with 25,117 and ends with 61,117 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.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Southeast Region 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 3, prompt 2

Field Rep's Name	Bob CARSON	706-339-3936
Field Rep's Phone Number		
Requestor's Name	Johnny COUNTS	803-750-4800
Requestor's Number		
Dealership Name	HAMPTON AUTOMOTIVE	116447
Dealership BAC		
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]	
Customer Complete Mailing Address	[REDACTED]	
Daytime phone number	[REDACTED]	LEXINGTON, SC
Evening phone number	[REDACTED]	
FULL VIN	1G2ZH528454	[REDACTED]
Current Mileage (at least within a 2 week window)	25117	
Short explanation as to why the goodwill tool was offered to the customer (Mechanical reasons i.e. specific failed components, etc.)	GMPP offered TO CUSTOMER TO RESTORE CONFIDENCE IN PRODUCT. CUSTOMER HAS HAD MANY PROBLEMS WITH CAR	
If subsequent owner, indicate date & mileage at time of purchase		

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

Major Guard Value Guard 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 checked="" 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 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

\$0 \$100 \$200

Model years 2003 – Current, 0 – 36,000 Odometer miles

Major Guard Value Guard 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

\$0 \$100 \$200

Model years 2003 – Current, 36,001 – 50,000 Odometer miles

Major Guard Value Guard 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

\$50 \$100 \$200

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

December 14, 2010

[REDACTED]
[REDACTED]
Kingsville, TX [REDACTED]

Service Request: 71-508245941
Customer Relationship Specialist: Mike Jackson

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2005 Chevrolet Malibu MAXX. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1ZT648X5F [REDACTED] enclosed is the Owner Loyalty Certificate for the amount of \$500.00. This certificate is valid through April 21, 2008, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2005 Chevrolet Malibu MAXX and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 1-800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

We hope you will take advantage of this special incentive offer, and assuming you do, simply present the certificate to your dealer after you have negotiated your best deal, sign the certificate and your dealer will complete the necessary information and process it for you.

Sincerely,

Chevrolet Customer Assistance Center

Issued by:
Chevrolet

Certificate No. 1G1ZT648X5F [REDACTED]

Issue Date: December 14, 2010

Issued exclusively for: [REDACTED]

Kingsville, TX [REDACTED]

Valid through: April 21, 2008

Amount: Five Hundred Dollars and Zero Cents
****\$500.00****

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/21/06	Service Request #	1-422665465
Customer Name	[REDACTED]		
VIN	1G2ZH158964 [REDACTED]		
In-Service Date	2/17/2006	Service Contract?	No
Current Mileage	3785	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Union Pontiac-GMC-Buick, Inc.		
Dealer Svc Mgr	Tom Palladin	Dir Warranty Admin:	Tom Palladin
Dealer Phone	(908) 964-1900	Dealer Fax	(908) 964-0022
Dealer BAC	158544		
Dealer Division and Code	11-Bui-34657		
Repair Order Number	122351		
Repair Order Close Date	07/17/06		
Labor Op. Code Z1242	Dollar Amt:	8198.65	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	8198.65		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	cust lost control of steering		
Cause:			
	cust states steering failed due to defect.		
Correction:			
	repair steering and body damage		
Justification:			
	inspection did reveal steering failure		
PAR CRM			
	Mark Valverde/PAR/ATX		

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

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS**

Division: Pontiac	Ref# 1422665465	VIN: 1G2ZH158964	
Claimant's Name (LAST, First) [REDACTED]			
Inspected By: H. Vernon Smith, Jr.		Organization: <u>EAA</u>	
Phone: <u>(215) 364-6260</u> x _____	Inspection Date: <u>9-7-06</u>	Mileage at Inspection: <u>3,796</u>	

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations: No steering power assist by electronic system. Unable to rotate steering wheel. Tech II test, no communication with electronic steering system. Repair estimate \$3,879.35. Will fax on request. Vetronix no event recorded attached.

II INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. **Name, address & phone number** of person being interviewed: [REDACTED], [REDACTED], [REDACTED]
Newark DE [REDACTED]

2. **Prior collision** damage (date, description, etc.) Unknown if damage on right side included in owner's claim

Repaired by: _____

3. Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", tires worn, etc.):

No abnormal conditions

4. **Repairs** outside of warranty (what, when, by whom?): None

5. Other **vehicle history** information (from person being interviewed or GM Warranty History)? None

6. **Last maintenance** (date, description, by whom?): Maintenance Union Pontiac

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: 0 lbs,
Load description: None
Load location: _____

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	<u>Normal</u>	<u>Steering locked up. I loss control of vehicle</u>
Suspension (normal, other)	<u>Normal</u>	<u>Normal</u>
Engine (normal, other)	<u>Normal</u>	<u>Normal</u>
Transmission (normal, other)	<u>Normal</u>	<u>Normal</u>
Electrical (normal, other)	<u>Battery has gone dead three times since ownership 2-17-06</u>	<u>Normal</u>
Warning lights/messages	<u>None</u>	<u>None</u>
Unusual noises (from where?)	<u>Intermittent noise in front, sometimes on turn</u>	<u>None</u>
Smoke/steam (from where?)	<u>None</u>	<u>None</u>
Other	<u>None</u>	<u>None</u>

*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: Avon Ave., Newark, NJ

Type: Concrete, ASPHALT, Gravel, Crushed Rock, Dirt, or Other? _ Describe:

Condition: Wet, DRY, Icy, or Other? _ If other, specify: _____

Estimated vehicle speed 3 MPH Source of estimate: Driver

Incident occurred while: Accelerating, TURNING, Braking, Coasting, Driving normally: _____

What did you do after you realized something was wrong? Describe: Could not turn steering wheel, applied brakes

Any other comments or observations that have not been covered? None

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

- A. Exterior:
 - Front
 - Right side
 - Rear
 - VIN
 - Left side

Comments: Damage left and right side. Estimate of repair cost of \$3,879.36 includes both sides. See photo.

B. Corner assemblies, if applicable:

- Struts/shocks
- Springs
- Control arms
- Ball joints
- Steering knuckles
- Axle assemblies

Comments: _____

C. Interior:

- Instrument panel & odometer

Comments: _____

D. Underhood:

- Engine compartment
- Steering linkage
- Steering
- Power steering lines/hoses, connections/clamps

Comments: **No steering linkage damage or defect**

E. Underbody:

- Steering linkage
- Scrapes or impact damage on the following:
 - Fuel tank
 - Tires/Wheels
 - Etc.

Comments: **No damage**

F. General Observations (Take photographs if applicable):

- Anything on vehicle which is after-market: **No**
- Anything on vehicle which is a modification: **No**
- Anything on vehicle which is unusual, out-of-place, etc.: **No**
- Other relevant information: **None**

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	<u>No electronic power assist. Could not turn steering wheel</u>
Steering linkage	<u>No defect, no damage</u>
Gear/rack and pinion	<u>No defect, no damage</u>
Steering column, ignition switch, intermediate shaft	<u>Normal operation</u>
Steering pump, drive, hoses, connections, flow, pressure	<u>None. Electronic assist inoperative</u>
PS fluid level and condition	<u>Not equipped</u>
Steering knuckle	<u>No damage</u>
Suspension components - LF	<u>Normal</u>
RF	<u>Normal</u>
LR	<u>Normal</u>
RR	<u>Normal</u>
Rear axle assembly	<u>Normal</u>
Deformation to the frame	<u>Normal</u>
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/ tire contact with frame, body or components	<u>None</u>
Describe contact of the under-carriage with the road surface (road, shoulder, curb, or grass)	<u>None</u>
Electronic level control system/components	<u>No defects</u>
Engine (normal, other)	<u>Normal</u>
Electrical (normal, other)	<u>Battery dead.</u>
Warning lights/messages	<u>None</u>
Wheels (damage/impact marks)	<u>None</u>
Codes/numbers for failed components. Describe	<u>Tech II test, no communication with electronic steering assist. See photos.</u>
Other	<hr/>

B. ECM/PCM

Stored codes? (Y/N) If yes, list code number and description.

CODE COUNTS

DESCRIPTION

_____ No codes

Other comments: _____

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT CODE	DESCRIPTION
<u>No codes</u>	
_____	_____
_____	_____
_____	_____
_____	_____

HISTORY CODE	DESCRIPTION
<u>No codes</u>	
_____	_____
_____	_____
_____	_____
_____	_____

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: No defect evident. See photos.

3. Other comments: _____

D. TIRE INSPECTION

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch
LF	<u>Michelin</u>	<u>Sport</u>	<u>P225/50R16</u>	<u>27</u>	<u>9</u>
RF	<u>Michelin</u>	<u>Sport</u>	<u>P225/50R16</u>	<u>8</u>	<u>9</u>
LR	<u>Michelin</u>	<u>Sport</u>	<u>P225/50R16</u>	<u>27</u>	<u>7</u>
RR	<u>Michelin</u>	<u>Sport</u>	<u>P225/50R16</u>	<u>26</u>	<u>8</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF None

RF None

LR None

RR None

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>P225/50R16</u>	_____	_____
SPARE TIRE	_____	_____	_____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: Not relevant

VII Other Report Information

- Check** here if there was evidence of a "Fire-Related" event.
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

- Photographs
- Data Downloads
- Other Records: **Estimate faxed**

FIELD PHOTOGRAPHIC NOTES

DIVISION: Pontiac	REF#	1422665465
VIN: 1G2ZH158964		
CLAIMANT'S NAME (LAST, FIRST)		
INSPECTOR: H. VERNON SMITH, JR		EAA
215-364-6260		
INSPECTION DATE: 9-7-06	MILEAGE:	3,796

PHOTO ID. NUMBER AND DESCRIPTION

55. Not relevant
- 56,57. Vehicle and case ID
- 58,59,60,61,62. Body
63. Damage right side
- 64,66,67,68,69,70. Damage left side
71. Odometer reading
- 72,73,74. No electronic steering communication with Tech II
- 75,76. Engine master cylinder full, belt tight
- 78,79,80,81,82,83,84. Steering linkage, no defects
- 85,86. Steering module wiring connection good

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS**

Division: Pontiac	Ref# 1422665465	VIN: 1G2ZH158964
Claimant's Name (LAST, First) [REDACTED]		
Inspected By: H. Vernon Smith, Jr.	Organization: <u>EAA</u>	
Phone: <u>(215) 364-6260</u> x _____	Inspection Date: <u>9-7-06</u>	Mileage at Inspection: <u>3,796</u>

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations: No steering power assist by electronic system. Unable to rotate steering wheel. Tech II test, no communication with electronic steering system. Repair estimate \$3,879.35. Will fax on request. Vetronix no event recorded attached.

II INTERVIEW - VEHICLE HISTORY

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

1. **Name, address & phone number** of person being interviewed: [REDACTED]
Newark DE [REDACTED]

2. **Prior collision** damage (date, description, etc.) Unknown if damage on right side included in owner's claim

Repaired by: _____

3. Describe **existing vehicle conditions** at the time of the incident(e.g. warning lights "On", tires worn, etc.):

No abnormal conditions

4. **Repairs** outside of warranty (what, when, by whom?): None

5. Other **vehicle history** information (from person being interviewed or GM Warranty History)? None

6. **Last maintenance** (date, description, by whom?): Maintenance Union Pontiac

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: 0 lbs,
Load description: None
Load location: _____

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	<u>Normal</u>	<u>Steering locked up. I loss control of vehicle</u>
Suspension (normal, other)	<u>Normal</u>	<u>Normal</u>
Engine (normal, other)	<u>Normal</u>	<u>Normal</u>
Transmission (normal, other)	<u>Normal</u>	<u>Normal</u>
Electrical (normal, other)	<u>Battery has gone dead three times since ownership 2-17-06</u>	<u>Normal</u>
Warning lights/messages	<u>None</u>	<u>None</u>
Unusual noises (from where?)	<u>Intermittent noise in front, sometimes on turn</u>	<u>None</u>
Smoke/steam (from where?)	<u>None</u>	<u>None</u>
Other	<u>None</u>	<u>None</u>

*The beginning of the incident is the start of the sequence which resulted in the incident.

Exact incident location: Avon Ave., Newark, NJ

Type: Concrete, ASPHALT, Gravel, Crushed Rock, Dirt, or Other? _ Describe:

Condition: Wet, DRY, Icy, or Other? _ If other, specify: _____

Estimated vehicle speed 3 MPH Source of estimate: Driver

Incident occurred while: Accelerating, TURNING, Braking, Coasting, Driving normally: _____

What did you do after you realized something was wrong? Describe: Could not turn steering wheel, applied brakes

Any other comments or observations that have not been covered? None

IV VEHICLE INSPECTION

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format.

Take color photographs of the following:

- A. Exterior:
 - Front
 - Right side
 - Rear
 - VIN
 - Left side

Comments: Damage left and right side. Estimate of repair cost of \$3,879.36 includes both sides. See photo.

B. Corner assemblies, if applicable:

- Struts/shocks
- Springs
- Control arms
- Ball joints
- Steering knuckles
- Axle assemblies

Comments: _____

C. Interior:

- Instrument panel & odometer

Comments: _____

D. Underhood:

- Engine compartment
- Steering linkage
- Steering
- Power steering lines/hoses, connections/clamps

Comments: **No steering linkage damage or defect**

E. Underbody:

- Steering linkage
- Scrapes or impact damage on the following:
 - Fuel tank
 - Tires/Wheels
 - Etc.

Comments: **No damage**

F. General Observations (Take photographs if applicable):

- Anything on vehicle which is after-market: **No**
- Anything on vehicle which is a modification: **No**
- Anything on vehicle which is unusual, out-of-place, etc.: **No**
- Other relevant information: **None**

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	<u>No electronic power assist. Could not turn steering wheel</u>
Steering linkage	<u>No defect, no damage</u>
Gear/rack and pinion	<u>No defect, no damage</u>
Steering column, ignition switch, intermediate shaft	<u>Normal operation</u>
Steering pump, drive, hoses, connections, flow, pressure	<u>None. Electronic assist inoperative</u>
PS fluid level and condition	<u>Not equipped</u>
Steering knuckle	<u>No damage</u>
Suspension components - LF	<u>Normal</u>
RF	<u>Normal</u>
LR	<u>Normal</u>
RR	<u>Normal</u>
Rear axle assembly	<u>Normal</u>
Deformation to the frame	<u>Normal</u>
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/suspension/ tire contact with frame, body or components	<u>None</u>
Describe contact of the under-carriage with the road surface (road, shoulder, curb, or grass)	<u>None</u>
Electronic level control system/components	<u>No defects</u>
Engine (normal, other)	<u>Normal</u>
Electrical (normal, other)	<u>Battery dead.</u>
Warning lights/messages	<u>None</u>
Wheels (damage/impact marks)	<u>None</u>
Codes/numbers for failed components. Describe	<u>Tech II test, no communication with electronic steering assist. See photos.</u>
Other	<hr/>

B. ECM/PCM

Stored codes? (Y/N) If yes, list code number and description.

CODE COUNTS

DESCRIPTION

_____ No codes

Other comments: _____

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT CODE	DESCRIPTION
<u>No codes</u>	
_____	_____
_____	_____
_____	_____
_____	_____

HISTORY CODE	DESCRIPTION
<u>No codes</u>	
_____	_____
_____	_____
_____	_____
_____	_____

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments: No defect evident. See photos.

3. Other comments: _____

D. TIRE INSPECTION

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch
LF	<u>Michelin</u>	<u>Sport</u>	<u>P225/50R16</u>	<u>27</u>	<u>9</u>
RF	<u>Michelin</u>	<u>Sport</u>	<u>P225/50R16</u>	<u>8</u>	<u>9</u>
LR	<u>Michelin</u>	<u>Sport</u>	<u>P225/50R16</u>	<u>27</u>	<u>7</u>
RR	<u>Michelin</u>	<u>Sport</u>	<u>P225/50R16</u>	<u>26</u>	<u>8</u>

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF None

RF None

LR None

RR None

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>P225/50R16</u>	_____	_____
SPARE TIRE	_____	_____	_____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments: Not relevant

VII Other Report Information

- Check** here if there was evidence of a "Fire-Related" event.
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

- Photographs
- Data Downloads
- Other Records: **Estimate faxed**



Brunson Automobile Sales, Inc.

739 W. Elm Street Telephone 943-2151
Hampton, South Carolina 29924



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

CUSTOMER NO. 19966	ADVISOR BERNARD	TAG NO. 314	INVOICE DATE 10/18/06	INVOICE NO. CVWS88875
ALLLENDALE, SC	LABOR RATE	LICENSE NO.	MILEAGE 31,384	COLOR GREEN/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 1G1ZT54875F	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/09/06	
	COMMENTS			

MO: 31384

LABOR & PARTS
J# 1 44CVZ **STEERING** **HOURS: 1.10 TECH(S):378** **65.99**
 CUSTOMER STATES THAT STEERING WHEEL GETS HARD TO TURN AT TIMES
 FOUND INTERNALLY SHORTED MODULE FOR EPS
 R AND R EPS MOTOR MODULE ASM

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15775370	MOTOR	6.605	183.62	183.62	257.07
				JOB # 1 COST TOTAL	183.62		
				JOB # 1 TOTAL PARTS	257.07		
				JOB # 1 TOTAL LABOR & PARTS	323.06		

DISCLAIMER OF WARRANTIES
 THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

TERMS: STRICTLY CASH
 UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of 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.

J# 2 10CVZ **ELECTRICAL** **HOURS: 0.60 TECH(S):378** **35.99**
 CUSTOMER STATES THAT WHEN HAVING REAR DEFROST ON IT MAKES THE RADIO STATION NOT CLEAR
 SEARCHED FOR BULL AND FOUND 03-08-44-005F
 PERFORMED DEFROSTER GRID REPAIR

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 2	1	12346001	REPAIR KI	8.800	11.86	11.86	16.60
				JOB # 2 COST TOTAL	11.86		
				JOB # 2 TOTAL PARTS	16.60		
				JOB # 2 TOTAL LABOR & PARTS	52.59		

R/O TAX 0.00
 R/O TOTALS 375.65

VEHICLES IN EXCESS OF 100,000 MILES.
 Warranty applies to installed parts and labor. Secondary, adverse effects caused by these procedures are not covered by our warranty.

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	375.65
CLAIM TOTALS	375.65

APPROVED BY SIGNATURE _____



REYNOLDS / Automobile Sales, INC.

739 W. Elm Street Telephone 943-2151
Hampton, South Carolina 29924



CUSTOMER NO. 19966	ADVISOR BERNARD	TAG NO. 314 8979	INVOICE DATE 10/18/06	INVOICE NO. CVWS88875
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 31,384	COLOR GREEN/
ALLEDALE, SC	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT54875F	SELLING DEALER NO.		PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 10/09/06	
COMMENTS				

MO: 31384

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.771
10/18/2006
1847
WARRANTY NEW CLAIM

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
088875	10/09/2006	1G1ZT54875F	3	08001	31384	250-31-1244

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: [REDACTED]
LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OG	1		15775370	257.07	2F	E7631	1.1			65.99
LN-TOT:					323.06							
2	02	MH	1		12346001	16.60	93	C6031	.6			35.99
LN-TOT:					52.59							

R.O. TOTAL: 375.65

DISCLAIMER OF WARRANTIES
THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; that you are not responsible for any delays caused by unavailability or delayed availability of 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.

VEHICLES IN EXCESS OF 100,000 MILES.
Warranty applies to installed parts and labor. Secondary, adverse effects caused by these procedures are not covered by our warranty.

***** DUPLICATE INVOICE *****



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

May 9, 2007

VIA FAX ONLY

William Nicholson, III, Esq.
 Alex Simanovsky & Associates, LLC
 109 W Court Ave
 Greenwood, SC 29646-2748

RE: [REDACTED]
 Service Request: 71-515920891
 2005 Chevrolet Malibu
 Vehicle Identification Number: 1G1ZT54875F [REDACTED]

Dear Mr. Nicholson:

This is to advise that General Motors is in receipt of the above referenced case dated April 30, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted by Emily Butler in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

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

General Motors Corporation
 c/o MSX International, ATTN: BRC Legal
 1919 Concept Drive
 Warren, MI 48091

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V6302006



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

FACSIMILE TRANSMITTAL SHEET

TO: Linda Cheatham

FROM: Alex Simanovsky

COMPANY: General Motors Corporation

DATE: 5/16/2007

FAX NUMBER: (866)233-3014

TOTAL NO. OF PAGES: 3

RE: [REDACTED] v. General Motors Corporation

Our Client: [REDACTED]
Vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT54875F [REDACTED]
Date of purchase: 08/12/2006
Our File No.: SC07-10118

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

RELEASE OF LIEN INFORMATION

I [Redacted] (Client's Name) [Redacted] (Client's Social Security Number)

hereby authorize WELLS Fargo Auto Finance (Lien holder Name)

P.O. Box 29764 (Lien holder Address)

1800 559 3557 (Lien holder Phone Number)

to release any and all information regarding my loan account [Redacted] (Account Number)

with WELLS Fargo auto Finance (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 May 16, 2007

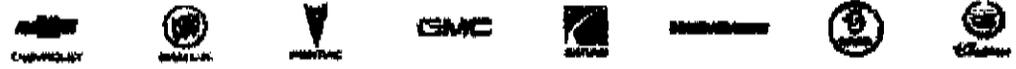
VEHICLE INFORMATION

The current vehicle mileage is 43,266 Date mileage read: May 16, 2007

[Redacted Signature]

Signature

LC0004
V6300004



S.C. DOCUMENT OF REGISTRATION
S.C. DEPARTMENT OF MOTOR VEHICLES

MARCIA S. ADAMS
EXECUTIVE DIRECTOR

PLATE NUMBER [REDACTED]
PLATE CLASS RP
ISSUE DATE 12/28/2006
PLATE EXP. 12/2008
DECAL EXP. 12/2007
VIN 1G1ZT54875F [REDACTED]
YEAR 2005
MAKE CHEV
BODY 4S
MODEL MALIBU
VEHICLE TYPE 1
EMPTY / GVW 3180 / 0

TITLE [REDACTED]
EQUIPMENT NO. [REDACTED]
COUNTY 3
VEHICLE NO. 18977861
FLEET NUMBER

CUSTOMER NO. 26218554

[REDACTED] OR

SC 298104815

72646921

SOUTH CAROLINA INSURANCE IDENTIFICATION CARD

COMPANY NUMBER 23817 COMPANY ILLINOIS NATIONAL INSURANCE CO
POLICY NUMBER [REDACTED] EFFECTIVE DATE 04/23/07 EXPIRATION DATE 10/23/07
YEAR 05 MAKE: MODEL CHEV MALIBU LS VEHICLE IDENTIFICATION NUMBER 1G1ZT54875F [REDACTED]
AGENCY/COMPANY ISSUING CARD
LANCASTER INSURANCE AGENCY INC
P.O. BOX 1042
BARNWELL, SC 29812
INSURED [REDACTED]

[REDACTED]
ALLENDALE, SC [REDACTED]

COVERAGE MEETS THE MINIMUM STATE REQUIREMENTS

SEE IMPORTANT NOTICE ON REVERSE SIDE

Alex Simanovsky & Associates, LLC
2300 Henderson Mill Rd. Suite 300
Atlanta, GA 30345



MAY 03 2007

General Motors Corporation
c/o MSX Int'l, ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

4809186013 0037



ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

WILLIAM H. NICHOLSON III, ESQ., OF COUNSEL
LICENSED IN SOUTH CAROLINA

109 WEST COURT AVENUE
GREENWOOD, SOUTH CAROLINA 29646
PHONE: (864) 229-7241 FAX: (864) 229-2739

April 30, 2007

General Motors Corporation
c/o MSX Int'l, ATTN: BRC LEGAL
1919 Concept Drive
Warren, MI 48091

RE: [REDACTED] v. General Motors Corporation

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client: [REDACTED]

Vehicle: 2005 Chevrolet Malibu

VIN: 1G1ZT54875F [REDACTED]

Date of purchase: 08/12/2006

Our File No.: SC07-10118

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Steering;**
2. **Suspension;**
3. **Electrical.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not

bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

William H. Nicholson III

William H. Nicholson III, Esq.
Attorney at Law

CC:



S.C. DOCUMENT OF REGISTRATION
S.C. DEPARTMENT OF MOTOR VEHICLES

MARCIA E. ADAMS
EXECUTIVE DIRECTOR

PLATE NUMBER [REDACTED]
PLATE CLASS RP
ISSUE DATE 12/29/2006
PLATE EXP. 12/2008
DECAL EXP. 12/2007
VIN 1G1ZT54875F [REDACTED]
YEAR 2005
MAKE CHEV
BODY 4S
MODEL MALIBU
VEHICLE TYPE 1
EMPTY/GWW 3100 10

TITLE [REDACTED]
EQUIPMENT NO.
COUNTY 3
VEHICLE NO. 18977951
FLEET NUMBER

CUSTOMER NO 26219554

[REDACTED]
ALLENDALE

SC

[REDACTED] 72646921

SOUTH CAROLINA INSURANCE IDENTIFICATION CARD

COMPANY NUMBER

COMPANY

23817

ILLINOIS NATIONAL INSURANCE CO

POLICY NUMBER

EFFECTIVE DATE

EXPIRATION DATE

04/23/07

10/23/07

YEAR

MAKE-MODEL

VEHICLE IDENTIFICATION NUMBER

05

CHEV MALIBU LS

1G1ZT54875F [REDACTED]

AGENCY/COMPANY ISSUING CARD

LANCASTER INSURANCE AGENCY INC

P.O. BOX 1042

29812

BARNWELL, SC

INSURED

[REDACTED]
ALLENDALE, SC

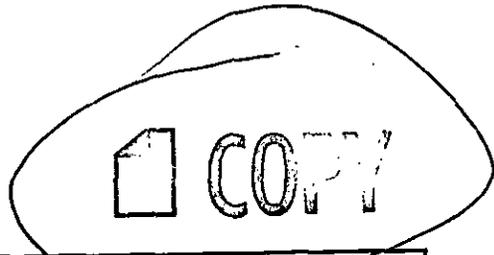
COVERAGE MEETS THE MINIMUM STATE REQUIREMENTS

SEE IMPORTANT NOTICE ON REVERSE SIDE



Brunson Automobile Sales, Inc.

739 W. Elm Street Telephone 943-2151
Hampton, South Carolina 29924



CUSTOMER NO. 19966	ADVISOR BERNARD	TAG NO. 314 8979	INVOICE DATE 10/18/06	INVOICE NO. EVCS88875
	LICOR RATE	LICENSE NO.	MILEAGE 31,384	COI OR GREEN/
ALLEDALE, SC	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT54875F		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. Q. NO.	R. O. DATE 10/09/06	
COMMENTS				MO: 31384

LABOR & PARTS
J# 1 44CVZ **STEERING** **HOURS: 1.10 TECH(S):378** **WARRANTY**
 CUSTOMER STATES THAT STEERING WHEEL GETS HARD TO TURN AT TIMES
 FOUND INTERNALLY SHORTED MODULE FOR EPS
 R AND R EPS MOTOR MODULE ASM .

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

J# 2 10CVZ **ELECTRICAL** **HOURS: 0.60 TECH(S):378** **WARRANTY**
 CUSTOMER STATES THAT WHEN HAVING REAR DEFROST ON IT MAKES THE RADIO STATION NOT CLEAR
 SEARCHED FOR BULL AND FOUND 03-08-44-005F
 PERFORMED DEFROSTER GRID REPAIR

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE.....	WARRANTY
JOB # 2 1 12346001 REPAIR KI 8.800 0.00	
JOB # 2 TOTAL PARTS 0.00	
JOB # 2 TOTAL LABOR & PARTS 0.00	

J# 3 99CVZ **FREE MULT/INSPECTION HOURS: 0.00 TECH(S):378** **INTERNAL**
 BRUNSON AUTOMOTIVE FREE MULTI POINT INSPECTION
 THE FREE BRUNSON AUTOMOTIVE MULTI POINT INSPECTION ,ESPECIALY DESIGNED FOR OUR CUSTOMERS TO KEEP YOU INFORMED OF ANY SERVICES DUE ON YOUR VEHICLE WHICH MIGHT NEED YOUR ATTENTION AND ITS ABSOLUTELY FREE. ITS JUST OUR WAY HERE AT BRUNSON AUTOMOTIVE OF TELLING YOU, OUR CUSTOMER, THAT WE WANT YOUR BUSINESS.
 FREE MULTI POINT INSPECTION

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE.....	INTERNAL
JOB # 3 TOTAL PARTS 0.00	
JOB # 3 TOTAL LABOR & PARTS 0.00	

J# 4+02CVZCDM **DECLINED MAINTENANCE HOURS: TECH(S):378** **0.00**
 CUSTOMER HAS ELECTED TO DECLINE MAINTENANCE AT THIS TIME
 RECOMMENDED 30K SERVICE

PARTS.....QTY...FP-NUMBER.....DESCRIPTION.....UNIT PRICE.....	0.00
JOB # 4 TOTAL PARTS 0.00	
JOB # 4 TOTAL LABOR & PARTS 0.00	

DISCLAIMER OF WARRANTIES
 THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; that you are not responsible for any delays caused by unavailability or delayed availability of 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.

VEHICLES IN EXCESS OF 100,000 MILES.
 Warranty applies to installed parts and labor. Secondary, adverse effects caused by these procedures are not covered by our warranty.



Brunson Automobile Sales, Inc.

739 W. Elm Street Telephone 843-2151
Hampton, South Carolina 29924



COPY

CUSTOMER NO. 19966	ADVISOR TIMOTHY JAMISON	TAG NO. 214	INVOICE DATE 01/22/07	INVOICE NO. CVCS90799
	LABOR RATE	LICNCE NO.	MILEAGE 33,299	COLOR GREEN/
ALLEDALE, SC	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1G1ZT54875F	SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. Q. NO.	R. O. DATE 01/11/07	
	COMMENTS	MO: 33299		

LABOR & PARTS
J# 1 42CVZ FRT SUSPENSION HOURS: TECH(S):274 **0.00**
 CUSTOMER STATES THAT STEERING HARD WHILE TURNING...LIGHT STAYS ON SAY CHECK POWER STEERING PERFORMED STEERING WHEEL CENTERING CALIBRATION
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99CVZ FREE MULT/INSPECTION HOURS: 0.00 TECH(S):274 **INTERNAL**
 BRUNSON AUTOMOTIVE FREE MULTI POINT INSPECTION THE FREE BRUNSON AUTOMOTIVE MULTI POINT INSPECTION ESPECIALLY DESIGNED FOR OUR CUSTOMERS TO KEEP YOU INFORMED OF ANY SERVICES DUE ON YOUR VEHICLE WHICH MIGHT NEED YOUR ATTENTION AND ITS ABSOLUTELY FREE. ITS JUST OUR WAY HERE AT BRUNSON AUTOMOTIVE OF TELLING YOU, OUR CUSTOMER, THAT WE WANT YOUR BUSINESS.
 FREE MULTI POINT INSPECTION
JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$190.00 (+TAX)

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

DISCLAIMER OF WARRANTIES
 THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; that you are not responsible for any delays caused by unavailability or delayed availability of 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.

VEHICLES IN EXCESS OF 100,000 MILES.
 Warranty applies to installed parts and labor. Secondary, adverse effects caused by these procedures are not covered by our warranty.

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



Brunson Automobile Sales, Inc.

739 W. Elm Street Telephone 843-2161
Hampton, South Carolina 29824



COPY

CUSTOMER NO. 19966	ADVISOR TIMOTHY JAMISON	TAG NO. 214 640	INVOICE DATE 04/18/07	INVOICE NO. CVCS92422
	LABOR RATE	LICENSE NO.	MILEAGE 41,727	COLOR GREEN/
ALLEDALE, SC	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE
	VEHICLE I.D. NO. 1G1ZT54875F			DELIVERY MILES
	F. T. E. NO.	P. O. NO.	R. O. DATE 04/11/07	PRODUCTION DATE
REFERENCE PHONE	BUSINESS PHONE	COMMENTS		
		MO: 41727		

LABOR & PARTS
J# 1 99CVZ FREE MULT/INSPECTION HOURS: 0.00 TECH(S):416
 BRUNSON AUTOMOTIVE FREE MULTI POINT INSPECTION
 THE FREE BRUNSON AUTOMOTIVE MULTI POINT INSPECTION ESPECIALLY
 DESIGNED FOR OUR CUSTOMERS TO KEEP YOU INFORMED OF ANY
 SERVICES DUE ON YOUR VEHICLE WHICH MIGHT NEED YOUR ATTENTION
 AND ITS ABSOLUTELY FREE. ITS JUST OUR WAY HERE AT BRUNSON
 AUTOMOTIVE OF TELLING YOU, OUR CUSTOMER, THAT WE WANT YOUR
 BUSINESS.
 FREE MULTI POINT INSPECTION

INTERNAL
DISCLAIMER OF WARRANTIES
 THE SELLER, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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

J# 2 44CVZ STEERING HOURS: 0.50 TECH(S):416
 CUSTOMER STATES THAT PANEL READ CHECK POWER STEERING LIGHT
 TRACES OUT AND LOCATED INTERMITTANT OPEN CIRCUIT AT
 207 RED WIRING TO TORQUE SENSOR WIRING BROKEN IN
 CASING.
 REPAIR CIRCUIT AND CLEAR DTCS AND ROAD TESTED. RECALIBRATED
 TORQUE SENSOR AND RECALIBRATE POSITION SENSOR

WARRANTY
TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE
 I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; that you are not responsible for any delays caused by unavailability or delayed availability of 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.

PARTS -----	QTY ----	FP-NUMBER -----	DESCRIPTION -----	UNIT PRICE -----	
JOB # 2	1	12089189	SPLICE SL 8.965	JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

VEHICLES IN EXCESS OF 100,000 MILES.
 Warranty applies to installed parts and labor. Secondary, adverse effects caused by these procedures are not covered by our warranty.

TOTALS

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

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



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

VIA FAX ONLY

June 4, 2007

William Nicholson III, Esq.
Nicholson & Anderson
109 West Court Avenue
Greenwood, NC 29646

RE: [REDACTED]
Service Request: 71-515920891
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT54875F [REDACTED]
Customer Relationship Specialist: Tonya Sorrells

Dear Mr. Nicholson III:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

- ◆ We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0007
V06292006





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

Amherst, NY

BUFFALO NY 142

15 JUN 2007 PM 11

JUN 18 2007



CHEVROLET

P.O. BOX 33170

DETROIT, MI. 48232-5170

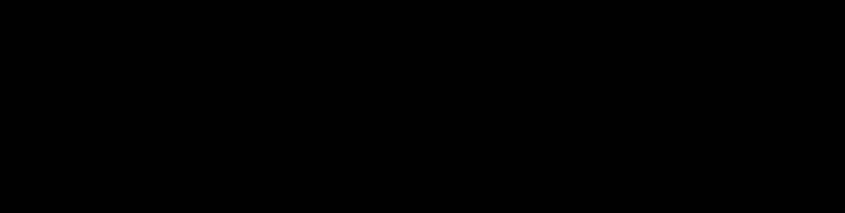
ATTN: CHRIS BECHARD

REFERENCE SERVICE # 71-526605-454
482325170

06/14/07

CHRIS BECHARD:

HERE'S THE DOCUMENTS YOU ASKED
ME TO SEND YOU FOR MY RECENT
2005 MALIBU REPAIR. HOPE TO HEAR
FROM YOU SOON! THANKS FOR ALL
YOUR HELP.





FUCCILLO CHEVROLET INC.

PO Box 805 2000 Alvin Road

Grand Island, NY 14072

Phone: (716)-773-7505

Fax: (716) 775-3711

NYS Facility Code 7086093

SERVICE # 71-526605-454

ORIGINAL

1601ICVCS125304



CUSTOMER NO. 29037	ADVISOR STEVEN PINO 7105	TAG NO.	INVOICE DATE 06/14/07	INVOICE NO. CVCS125304
	LABOR RATE	LICENSE NO.	COLOR GREEN/	STOCK NO.
		MILEAGE 41192	DELIVERY DATE 03/30/05	DELIVERY MILES 1720
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DSD LS		SELLING DEALER NO. FUCCILLO	PRODUCTION DATE
AMHERST, NY	VEHICLE I.D. NO. 1G1ZT52845F		R. O. DATE 06/14/07	
	F. T. E. NO.	P. O. NO.		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 41193	

LABOR & PARTS-----
 J# 1 45CVZ02 STEERING CONCERN HOURS: TECH(S):3136 225.00
 CUSTOMER STATES THAT THERE IS NO P/S
 CUSTOMER STATES POWER STEERING IS INOP TECH FOUND DOCUMENT
 #1241508 TO CHECK THE MOTOR MODULE AND STEERING COLUMN TECH
 HAD TO CALL TAC CASE#9697977 THEY ADVISES TO PUT A COLUMN
 IN CAR TECH REMOVED AND REPLACED COLUMN AND RECHECK ALL
 WORKING AS DISGINED AT THIS TIME

PARTS-----	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE-
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00	359.00
JOB # 1 TOTAL PARTS						359.00
JOB # 1 TOTAL LABOR & PARTS						584.00

TOTALS-----

*****		TOTAL LABOR...	225.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS...	359.00
* [] VISA [] MASTERCARD [] OTHER		TOTAL SUBLET...	0.00
* [] OTHER [] CHARGE		TOTAL G.O.G. ...	0.00
*****		TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	51.10
		TOTAL INVOICE \$	635.10

IF YOU HAVE ANY QUESTIONS OR CONCERNS WITH THIS REPAIR
 OR YOU RECIEVE A SURVEY FROM GM IN THE MAIL AND CANNOT
 ANSWER ALL QUESTIONS !!!!COMPLETELY SATISFIED!!!!
 PLEASE CONTACT NORM BRADY @ 716-773-7505 OR E-MAIL NORM
 @ nbrady@fuccillo.com.....THANK YOU FOR YOUR BUSINESS !!!!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DIS-
 CLAIMS ALL WARRANTIES EITHER EXPRESS
 OR IMPLIED, INCLUDING ANY IMPLIED WAR-
 RANTY OF MERCHANTABILITY OR FITNESS
 FOR A PARTICULAR PURPOSE, AND SELLER
 NEITHER ASSUMES NOR AUTHORIZES ANY
 OTHER PERSON TO ASSUME FOR IT ANY
 LIABILITY IN CONNECTION WITH THE SALE
 OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90
 days or 4000 miles whichever occurs
 first. The dealer hereby limits any
 implied warranties of merchantability
 and fitness to the same period.

ALL PARTS INSTALLED ARE NEW
 UNLESS OTHERWISE SPECIFIED.

THANK YOU!

SERVICE # 71-526605-484

900022216999
FUCCILLO CHEVROLET INC
2549 WHITEHAVEN RD WEST
GRAND ISLAND, NY 14072
7167737505

Sale

ID: [REDACTED]
06/14/07 13:32:03
Batch #: 000726

VISA

[REDACTED]
Appr Code: [REDACTED] Inv#: [REDACTED]
Total: \$ 635.10

Customer Copy
THANK YOU

SERVICE # 71-526605-454

MV-839CR (6/05) NEW YORK STATE REGISTRATION DOCUMENT

PAS
[REDACTED]

2005 CHEVR NONTRANSFERABLE
4DSD GR 1G1ZT52845F [REDACTED]

3149 G 6 [REDACTED] NOV 01 2005
Wt/Seats Fuel/Cyl 007 UTD

[REDACTED] Expires 12/16/07

[REDACTED] 20.00
AMHERST NY ANNUAL CHG

[REDACTED] AMT PAID (INCL ADD CHG)

[REDACTED] 40.00
VOID IF ALTERED EXCEPT FOR ADDRESS

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
06/21/07

*****391 DOLLARS

AMOUNT

31 CENTS **391.31

[REDACTED]
 AMHERST NY [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

PAY
 TO THE
 ORDER
 OF

Richard C. [Signature]
 SIGNATURE

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

AUDIT
 [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000062
 VENDOR NAME [REDACTED]

CHECK NO. [REDACTED]
 PAYMENT DATE 06/21/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52845 [REDACTED]	06/20/07 I-526605454	VH 1-8RH9UX I-8RH9UX	00.0000	391.31	.00	391.31
TOTAL				391.31	.00	391.31

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

W3

43332

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

December 15, 2010

[REDACTED]
[REDACTED]
Waukesha, WI [REDACTED]

Service Request: 71-528470370
Customer Relationship Specialist: Chris Bechard

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2006 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Pontiac Customer Assistance Center

December 15, 2010

[REDACTED]
Waukesha, WI [REDACTED]

Service Request: 71-528470370
Customer Relationship Specialist: Stacey McLean

Dear [REDACTED]

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: -71528470370	BBB#: 751031
-----------------------------	---------------------------	---------------------

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	27186.60
MSRP (from BARS Invoice screen)	- 24295.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 2891.60

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	9700.00
Actual Cash Value (ACV) (from ACV Statement)	- 5000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 4700.00

Section 3

Trade Allowance (from Bill of Sale)	9700.00
Payoff on Trade (from Bill of Sale)	- 9700.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	27186.60
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 2210.36
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 4700.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 20276.00

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

Privileged and Confidential Information**CASE ASSESSMENT**

By: Cathy Paquette State: WI

Customer Name: [REDACTED]

Service Request: 71-
528470370BBB Case No.:
PGM0751031Vehicle ID No.:
1G2ZH158364 [REDACTED]In Service
Date:
6/30/2006

Vehicle is: new

BAC Code:
116142Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing 31600
Lien holder: GMAC OtherX: N/AVehicle Purchased Used on: N/A at odometer
{odometer}Sale Type: Purchase x Lease Other :
{Type}DVM Name: Rodney Klemme
Phone/Cell Number: 414-405-3154CAM Name: Rob Johnson
Phone Number: 630-961-6817**VEHICLE REPAIR HISTORY**

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

 Sunroof Leaks

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02/07/07	91567	1	19551	Customer states water leak on right side of car...right seat belt gets wet and carpeting behind right front seat,,, advise. Body – glass – trim - accessories.
04/20/07	95625	*	23920	Customer states sun roof leaks water. Secured drain hose. Leaks gone.
06/28/07	10041	1	28312	Customer states sunroof still leaks. Could not duplicate. Loosen headliner. Sunroof drain hoses connected, went through car wash. Checked hoses for leaks. Did not leak. Removed left and right sill plates. Checked for water under carpet. Was dry.
08/08/07	12529	1	31467	Water leak at floor of vehicle, water comes in from floor area while driven. Seal power steering pump shaft, oil replace.

 Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/20/07	95625	1	23920	Customer states hearing a squeaking from steering column on turns... advise.. Rattle in steering gear. Internal noise removed and replaced steering gear.
05/09/07	97058	7	24866	Customer states hearing a clicking / clunking noise from steering column. Put noise ears all over car front end. No noise heard. Put ears on intermediate shaft and noise there. Retorque shaft bolt. Drove 45 other cars and all had some noise in column. Some more and anything at this time. They consider noise TECH 6314 Steering intermediate shaft noisy. Removed and replaced steering intermediate shaft.
06/28/07	10041	*	28312	Recheck clicking/clunking noise from steering column. Checked latest

bulletins. No new information on steering noise.

Fuses

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

Radio

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

11/01/06	85699	*	10163	Check and repair radio to operate. Could not duplicate customers complaint.
04/20/07	95625	*	23920	Customer states left front door speaker is noisy. Replace left front door lower speaker.

Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

Driver Seat

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

11/01/06	85699	1	10163	Check and repair seat lever to operate. Parts on order.
11/20/06	86860	1	12191	Customer states drives seat will not move. Install S/O parts. Replace seat adjuster lever.

Oil light

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

09/14/06	82690	1	6273	Customer request re set oil life on stereo
11/20/06	86860	*	12191	Reset oil light.

Struts

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

04/20/07	95625	*	23920	Customer states front bounces a lot over bumps and is leaking fluid leak at front wheels. Leaking strut. Replace front right and front left struts. Replaced and aligned.
----------	-------	---	-------	---

Turn Signals

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

07/03/07	10378	1	28824	Replace right rear turn signal bulb.
----------	-------	---	-------	--------------------------------------

Key FOB

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

08/09/06 80169 1 5997 Provide and program Key and FOB as per contract

x Passenger Seat

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/06	80169	*	5997	Passenger seat knob coming off. Seat adjuster knob. Loose handle, reinstalled passenger seat back release handle.

THE STATE LEMON LAW READS:

Days out of service: 12 Days

Repairs 4

Time period 12 / 12,000 miles

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs { # of repair attempts }

Safety-related time period { # of months } / { # of miles }

Number of repair attempts in the presumption period: 3

Total days out of service during the presumption period: 14

Total days out of service during customer's ownership: 16

Vehicle Meets Presumption of Lemon Law NO
--

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

DVM is not willing to repurchase the vehicle but has offered the customer a CCL to 60,000 miles or July 2008 whichever comes first and the customer has accepted the offer.

CRS FINAL OFFER:	Offered by DVM :	DATE: 09/07/07	CUST Accepted
Goodwill: CCL on Sunroof and steering		Attorney Fees (if applicable): \${Amount}	

TEAM LEAD APPROVING:	{Name}	Date: {Date}
----------------------	--------	--------------

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

* SES light is to be captured under affected component above.

ADR File Checklist

SR Number:71-528470370

BBB Case: PGM0751031

Customer: [REDACTED]

VIN:1G2ZH158364 [REDACTED]

Make/Model/Year: 2006/Pontiac /G6

In Service: 6/30/2006 Mileage: 26,000

Received Date: 08/20/07

Day 15 Date: 09/03/07

Goes Active:

Primary Concern: Sunroof Leaks, steering, fuses, radio

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

Initial Calls (72 hrs):

Customer

Completion Date/Time: 08/21/07 / 9:14

Dealer Svc Mgr

Completion Date/Time: 08/20/07 / 4:38

Dealer Finance Mgr

Completion Date/Time: 08/20/07 / 4:38

AVM

Completion Date/Time: 08/21/07 / 8:58

Repair Orders Requested:

Received:

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: 09/12/07 / 12:01

Executive Summary

Completion Date/Time: 09/12/07 / 12:06

Close Siebel

Completion Date/Time: 19/12/07 / 12:15

DVM: Rodney Klemme

Node/Box: 630092-8023

Service Dealer: ERNIE VON SCHLEDORN, INC

Svc Mgr: Brian Ranson

Selling Dealer: ERNIE VON SCHLEDORN, INC

Contact: Brian Ranson

NOTES:

Privileged and Confidential Information**CASE ASSESSMENT**

By: Cathy Paquette State: WI

Customer Name: [REDACTED]

Service Request: 71-
528470370BBB Case No.:
PGM0751031Vehicle ID No.:
1G2ZH158364 [REDACTED]In Service
Date:
6/30/2006

Vehicle is: new

BAC Code:
116142Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing 31600
Lien holder: GMAC OtherX: N/AVehicle Purchased Used on: N/A at odometer
{odometer}Sale Type: Purchase x Lease Other :
{Type}DVM Name: Rodney Klemme
Phone/Cell Number: 414-405-3154CAM Name: Rob Johnson
Phone Number: 630-961-6817**VEHICLE REPAIR HISTORY**

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

 Sunroof Leaks

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/07/07	91567	1	19551	Customer states water leak on right side of car...right seat belt gets wet and carpeting behind right front seat,,, advise. Body – glass – trim - accessories.
04/20/07	95625	*	23920	Customer states sun roof leaks water. Secured drain hose. Leaks gone.
06/28/07	10041	1	28312	Customer states sunroof still leaks. Could not duplicate. Loosen headliner. Sunroof drain hoses connected, went through car wash. Checked hoses for leaks. Did not leak. Removed left and right sill plates. Checked for water under carpet. Was dry.
08/08/07	12529	1	31467	Water leak at floor of vehicle, wate comes in from floor area while driven. Seal power steering pump shaft, oil replace.

 Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
04/20/07	95625	1	23920	Customer states hearing a squeaking from steering column on turns... advise.. Rattle in steering gear. Internal noise removed and replaced steering gear.
05/09/07	97058	7	24866	Customer states hearing a clicking / clunking noise from steering column. Put noise ears all over car front end. No noise heard. Put ears on intermediate shaft and noise there. Retorque shaft bolt. Drove 45 other cars and all had some noise in conumn. Some more and anything at this time. They consider noise TECH 6314 Steering intermediate shaft noisy. Removed and replaced steeing intermediate shaft.
06/28/07	10041	*	28312	Recheck clicking/clunking noise from steering column. Checked latest

bulletins. No new information on steering noise.

Fuses

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

Radio

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/20/07	95625	*	23920	Customer states left fornt door speaker is noisy. Replace left fornt door lower speaker.

Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

Driver Seat

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11/20/06	86860	1	12191	Customer states drives seat will not move. Install S/O parts. Replace seat adjuster lever.

Oil light

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
11/20/06	86860	*	12191	Reset oil light.

Struts

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
04/20/07	95625	*	23920	Customer states front bounces a lot over bumps and is seenin fluid leak at fornt wheels. Leaking strut. Replace front right and front left struts. Replaced and aligned.

Turn Signals

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/03/07	10378	1	28824	Replace right rear turn signal bulb.

Other

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

THE STATE LEMON LAW READS:

Days out of service: 12 Days

Repairs 4

Time period 12 / 12,000 miles

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs { # of repair attempts}

Safety-related time period { # of months} / { # of miles}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	11
Total days out of service during customer's ownership:	13

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

DVM is not willing to repurchase the vehicle but has offered her 2 car payments which she has declined. CRS has been instructed by the DVM not to offer anything further including the 2 car payments.

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	DATE: {Date}	CUST {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if applicable): \${Amount}	

TEAM LEAD APPROVING:	{Name}	Date: {Date}
----------------------	--------	--------------

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

* SES light is to be captured under affected component above.

ADR File Checklist

SR Number: 71-528470370

BBB Case: PGM0751031

Customer: [REDACTED]

VIN: 1G2ZH158364 [REDACTED]

Make/Model/Year: 2006/Pontiac /G6

In Service: 6/30/2006 Mileage: 26,000

Received Date: 08/20/07

Day 15 Date: 09/03/07

Goes Active:

Primary Concern: Sunroof Leaks, steering, fuses, radio

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

Initial Calls (72 hrs):

Customer

Completion Date/Time: 08/21/07 / 9:14

Dealer Svc Mgr

Completion Date/Time: 08/20/07 / 4:38

Dealer Finance Mgr

Completion Date/Time: 08/20/07 / 4:38

AVM

Completion Date/Time: 08/21/07 / 8:58

Repair Orders Requested:

Received:

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: /

Executive Summary

Completion Date/Time: /

Close Siebel

Completion Date/Time: /

DVM: Rodney Klemme

Node/Box: 630092-8023

Service Dealer: ERNIE VON SCHLEDORN, INC

Svc Mgr: Brian Ranson

Selling Dealer: ERNIE VON SCHLEDORN, INC

Contact: Brian Ranson

NOTES:

January 3, 2011

[REDACTED]
Ellettsville, IN [REDACTED]

Service Request: 71-558746369
Customer Relationship Specialist: Marion Lindsey

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64815F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 20, 2010, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

Repair Order History

Vehicle 2005 CHEVROLET MALIBU
1=Display 6=Reprint Invoice

<u>Opt</u>	<u>Co#</u>	<u>RO#</u>	<u>Date</u>	<u>Customer</u>	<u>SWR</u>	<u>Odometer</u>	
-	RW2	6009328	10/17/07	[REDACTED]	395	033393	
		(1)	296:CUST.STATES VEHICLE POPS WHEN TURNING				
		(2)	296:FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.				
-	RW2	6008923	09/26/07	[REDACTED]	395	033103	
		(1)	296:CUST.STATES VEHICLE SHAKES AND MAKES A HUMMING				
		(2)	296:FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.				
-	RW2	6007971	08/09/07	[REDACTED]	395	032466	
		(1)	583:\$27.99 VALVOLINE OIL CHANGE. INCLUDES FIVE QUARTS				
		(2)	583:CUST.STATES FRONT END POPS WHEN TURNING				
		(3)	583:FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.				
-	RW2	6007179	07/16/07	[REDACTED]	428	031484	
F3=Exit	F12=Cancel	F18=Print				More...	

147507

Repair Order History

Vehicle 2005 CHEVROLET MALIBU

1=Display 6=Reprint Invoice

<u>Opt</u>	<u>Co#</u>	<u>RO#</u>	<u>Date</u>	<u>Customer</u>	<u>SWR</u>	<u>Odometer</u>
-	RW2	* 6006431	05/30/07	[REDACTED]	428	030690
		(1)	708:CUSTOMER STATES THAT VEHICLE HAS A POP NOISE			
		(2)	708:CUSTOMER STATES THAT THE BRAKES GRIND			
		(3)	708:FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.			
-	RW2	* 6004997	03/30/07	[REDACTED]	292	029015
		(1)	925:CUST STATES LEFT TURN SIGNAL CUTS OUT INTERM.			
		(2)	925:FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.			
-	RW2	*19870	09/09/06	[REDACTED]	156	020000
		(1)	155:CAR			
		(2)	135:PAINT			
		(3)	155:CAR			

F3=Exit F12=Cancel F18=Print

Bottom

05 CHEVROLET MALIBU RED
1G1ZT64815F

RO Number 6008923
Date Closed 9/26/07
Service Writer JUSTIN MORROW
Odom Out/Tag # 33103 055

Line	Description	Hours	Rate	Exten
1	CUST.STATES VEHICLE SHAKES AND MAKES A HUMMING NOISE IN THE FRONT Pay Method WARR-GENERAL MO Cause: TECH FOUND NO ISSUES. Tech: 296 JOE PRINCE 9/26/07	.00	.00	
2	1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED. Pay Method Customer Pay Tech: 296 JOE PRINCE 9/26/07	.00	.00	

Option* ___

Bottom

F3=Exit F12=Cancel

CHEVROLET MAZDA Royal

3115 South Walnut Street
Bloomington, IN 47401
Phone: (812) 339-1161
Fax: (812) 339-1474

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. - Saturday

Email: [REDACTED]

R/O Open Date	R/O Number				
9/26/07	6008923/1				
R/O Close Date	Status				
9/26/07	Reprint				
Mileage In	Mileage Out				
33103	33103				
Service Advisor / Tag #					
JUSTIN MORROW/055					
Vehicle Identification Number					
1G1ZT64815F [REDACTED]					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	MALIBU		RED	

[REDACTED]		Work Phone
[REDACTED]		Home Phone
[REDACTED]		

ELLETTSVILLE, IN [REDACTED]

Year	Make	Model	Body	Color	License Number
2005	CHEVROLET	MALIBU		RED	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: CUST. STATES VEHICLE SHAKES AND MAKES A HUMMING NOISE IN THE FRONT Caused by TECH FOUND NO ISSUES. Work performed by JOE PRINCE (296)	Warranty
#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED. Work performed by JOE PRINCE (296) Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 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."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

ROYAL

5F147507

19870

CHEVROLET-MAZDA, INC.

ACCOUNTING

3115 SOUTH WALNUT STREET

BLOOMINGTON, INDIANA 47401

(812) 339-1161

ELLETTSVILLE, IN
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 1560 RANDALL YOUNT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	05	CHEVROLET MALIBU	1G1ZT64815F		20000/20000		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
28AUG06 IS					30.00	CASH	09SEP06
R.O. OPENED	READY	OPTIONS:					
13:30 28AUG06	07:31 09SEP06	DLR:25398 ENG:3.5 Liter SFI					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A REPAIR PER ESTIMATE											
CAR REPAIR PER ESTIMATE											
	1550	CCC		3.30	3.30	6600	14520			145.20	145.20
B PAINT & MATERIALS											
PAINT PAINT & MATERIALS											
	1350	CPM		4.10	4.10	9840	10360			103.60	103.60
C REPAIR PER ESTIMATE											
CAR REPAIR PER ESTIMATE											
	1550	CCC		3.70	3.70	7400	16280			162.80	162.80

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
47000	30800	14000		47900	10360	9840	
32400	622	0		22500	41782	*****	

141001

COST, SALE, & COMP TOTALS 23840 41160 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	
	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	
	DESCRIPTION	TOTALS
	LABOR AMOUNT	411.60
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	RECYCLE CHARGES	0.00
	TOTAL CHARGES	411.60
	LESS INSURANCE	0.00
SALES TAX	6.22	
PLEASE PAY THIS AMOUNT	417.82	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	

BODY SHOP FILE COPY

CUSTOMER #: 5F147507

19870



CHEVROLET-MAZDA, INC.

3115 SOUTH WALNUT STREET
BLOOMINGTON, INDIANA 47401
(812) 339-1161



WORKORDER

PAGE 1



ELLETTSVILLE, IN

BUS:

SERVICE ADVISOR: 1560 YOUNT, RANDALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	05	CHEVROLET MALIBU	1G1ZT64815F		20000/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
28AUG06 IS					30.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:25398 ENG:3.5 Liter_SFI				

28AUG2006 13:30

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

- # A RPE CCT REPAIR PER ESTIMATE
- # B PM CCT PAINT & MATERIALS
- # C RPE CCT REPAIR PER ESTIMATE

For Valley Warrantys Chev.

Body Labor 145.20 3.5
 Pol Labor 162.80 3.7
 Mater 103.60
 Tax 6.22
 \$417.82

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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 APPROVAL OF THE ABOVE REVISED ESTIMATES:

AUTHORIZATION FOR REPAIRS

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

ESTIMATE FOR REPAIRS

APPROVED BY _____ DATE _____ In Person By Phone

PREPARED BY _____ DATE _____ In Person By Phone

LABOR # HOURS _____ \$ _____

TAX AND ENVIRONMENTAL FEES \$ _____

ESTIMATED TOTAL \$ _____

APPROVED BY _____ DATE _____ In Person By Phone

PREPARED BY _____ DATE _____ In Person By Phone

LABOR # HOURS _____ \$ _____

TAX AND ENVIRONMENTAL FEES \$ _____

ESTIMATED TOTAL \$ _____

APPROVED BY _____ DATE _____ In Person By Phone

PREPARED BY _____ DATE _____ In Person By Phone

LABOR # HOURS _____ \$ _____

TAX AND ENVIRONMENTAL FEES \$ _____

ESTIMATED TOTAL \$ _____

LINE#	MECHANIC'S NAME & NUMBER	FLAT RATE PRICE	STRAIGHT TIME (HRS)	ON	OFF
1	David 919	3.13	19870	ON	OFF
2	David 919	3.17	19870	ON	OFF

REPAIR ORDER - AUDIT COPY

[Redacted]			Work Phone	R/O Open Date	R/O Number
[Redacted]			Home Phone	3/29/07	6004997/1
ELLETTSVILLE, IN [Redacted]			[Redacted]	R/O Close Date	Receipt No.
[Redacted]			[Redacted]	3/30/07	Original
Year	Make	Model	[Redacted]	Mileage In	Mileage Out
2005	CHEVROLET	MALIBU	[Redacted]	29015	29015
Vehicle Identification Number			License Number	Service Advisor	
1G1ZT64815F			[Redacted]	KYLE PETERSON	
Color			Account No.	Delivery Date	In-Service Date
RED			[Redacted]	[Redacted]	[Redacted]

#1 - Customer Reports: CUST STATES LEFT TURN SIGNAL CUTS OUT INTERM.
 Caused by TECH FOUND LEFT FRONT TURN BULB SOCKET BURNT AND DISCOLORED.
 Corrected by N0681: (OJ) (93) BULBS, PARK AND TURN SIGNAL LAMP (LEFT) REPLACE
 Work by Tech 925/ 0.30hrs @ 65.47 19.64 4.50
 15945363 : SOCKET (02727-C) 1@7.85 7.85 5.61
 TECH REPLACED SOCKET PER BUL.

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.
 Work by Tech 925/ 0.00hrs @ .00 .00

Account	Description	Control	Reference	Amount
46200	SLS SRV-WARR CLAIM LBR	6004997	6004997	19.64
24700	INV-WORK IN PROCESS	1925	6004997	4.50
66200	CST SRV-WARR CLAIM LBR	6004997	6004997	4.50
48000	SLS P&A-WARR CLAIMS	6004997	6004997	7.85
68000	CST P&A-WARR CLAIMS	6004997	6004997	5.61
24200	INV-PARTS & ACCESS -CHEV	6004997	6004997	5.61
26300	WARRANTY CLAIMS CHEVY	6004997	6004997	27.49

147507

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS			19.64		4.50
DEDUCTIBLE			7.85		5.61
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

[Redacted]			Home Phone	R/O Open Date	R/O Number
[Redacted]			Work Phone	3/29/07	6004997
ELLETTSVILLE, IN [Redacted]			[Redacted]	Time Received	Time Promised
[Redacted]			[Redacted]	8:12	3/29 17:00
Year	Make	Model	Key Tag #	Current Mileage	Mileage Out
2005	CHEVROLET	MALIBU	654	29015	
Vehicle Identification Number			Body	Engine Code	Service Advisor
1G1ZT64815F			[Redacted]	[Redacted]	KYLE PETERS
Color			License Number	Delivery Date	In-Service Date
RED			[Redacted]	[Redacted]	[Redacted]

#1 - Customer Reports: CUST STATES LEFT TURN SIGNAL CUTS OUT INTERM. W
 NO 681 05-93 .3 W

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED. C

P.# 15945363
 12089189
 OK to
 O.P.

I hereby authorize the repair work shown to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or items left in the 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 here for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair thereto. I am giving you my implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Signature

[REDACTED]			Home Phone	R/O Open Date	R/O Number
ELLETTSVILLE, IN			Work Phone	7/03/07	600717
Year	Make	Model	Key Tag #	Time Received	Time Promised
2005	CHEVROLET	MALIBU	135	9:41	Waiting
Vehicle Identification Number		Color	Body	Current Mileage	Mileage Out
1G1ZT64815F		RED		31484	
			License Number	Engine Code	Service Advisor
				Delivery Date	JIM WILLI
					In-Service Date

#1 - Customer Reports: CUSTOMER STATES THAT THE REAR WIPER DOES NOT MOVE.

B1785 0.2

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.

W
W
C

I hereby authorize the repair work above 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 the 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 shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or other public places for the purpose of testing and/or instruction. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repair charges. The seller hereby expressly disclaims all warranties, express or implied, made by the manufacturer. The seller hereby expressly disclaims not authorized any other person to sell the vehicle herein described. This sale is prohibited by law.

Customer Signature

[REDACTED]			Home Phone	R/O Open Date	R/O Number
ELLETTSVILLE, IN [REDACTED]			[REDACTED]	7/03/07	6007179
[REDACTED]			Work Phone	Time Received	Time Promised
[REDACTED]			[REDACTED]	9:41	7/10 17:00
[REDACTED]			Key Tag #	Current Mileage	Mileage Out
[REDACTED]			[REDACTED]	31484	[REDACTED]
Year	Make	Model	Body	Engine Code	Service Advisor
2005	CHEVROLET	MALIBU	[REDACTED]	[REDACTED]	JIM WILLIAM
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZT64815F		RED	[REDACTED]	[REDACTED]	[REDACTED]

#1 - Customer Reports: CUSTOMER STATES THAT THE REAR WIPER DOES NOT MOVE.

W
W

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.

C

Order Wiper Arm
[Signature]

I hereby authorize the repair work shown to be done along with the necessary material and agree that you are not responsible for loss of fittings to vehicle or articles left in the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or installation. An express mechanic's lien is hereby acknowledged in whom vehicle is shown the amount of repairs therein. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Signature

ESTIMATE FOR REPAIRS

LINE#	PREPARED BY	\$	DATE						
PARTS									
LABOR	# HOURS	\$							
TAX AND ENVIRONMENTAL FEES		\$							
ESTIMATED TOTAL		\$							
APPROVED BY									
LINE#	PREPARED BY	\$	DATE						
PARTS									
LABOR	# HOURS	\$							
TAX AND ENVIRONMENTAL FEES		\$							
ESTIMATED TOTAL		\$							
APPROVED BY									
LINE#	PREPARED BY	\$	DATE						
PARTS									
LABOR	# HOURS	\$							
TAX AND ENVIRONMENTAL FEES		\$							
ESTIMATED TOTAL		\$							
APPROVED BY									

REPAIR ORDER - AUDIT COPY			Work Phone	R/O Open Date	R/O Number
[Redacted]			Home Phone	8/09/07	6007971/1
			Body	R/O Close Date	Receipt No.
ELLETTSVILLE, IN [Redacted]			License Number	8/09/07	Original
Year	Make	Model	Account No.	Mileage In	Mileage Out
2005	CHEVROLET	MALIBU		32466	32466
Vehicle Identification Number			Service Advisor	JUSTIN MORROW 353	
1G1ZT64815F [Redacted]			Delivery Date	In-Service Date	
RED					

#1 - 105: \$27.99 VALVOLINE OIL CHANGE. INCLUDES FIVE QUARTS 5/30 OIL, AC-DELCO FILTER, TOP OFF FLUIDS, CHECK TIRE PRESSURES. ADDITIONAL OIL, TAX, AND ENVIRO FEES EXTRA. (0.4)					
Work by Tech 583/5238* 0.40hrs				10.04	6.60
Hazardous Materials Charge				1.00	6.60
Kit: 475				18.25	13.37
25010792 : FILTER (01836-BOPCKT)				Included	3.52
5W30 : VALVOLINE				Included	9.85
#2 - Customer Reports: CUST.STATES FRONT END POPS WHEN TURNING					
Caused by TECH FOUND CAUSED BY STEERING GEAR.TECH REPLACED G EAR.					
Corrected by E9740: (NP) (2W) GEAR ASSEMBLY, POWER STEERING REPLACE					
Work by Tech 583/5238 1.70hrs @ 65.48				111.32	28.05
15858368 : GEAR (06508-PC) 1@217.34				217.34	155.24
15858368-C : GEAR (06508-PC) - Core Charge 1@100.00				100.00	100.00
15858368-C : GEAR (06508-PC) - Core Charge-1@100.00				-100.00	-100.00
#3 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.					
Work by Tech 583/5238 0.00hrs @ .00				.00	
Account	Description	Control	Reference	Amount	
46000	SLS SRV-CUST MEC LBR-CAR	6007971	6007971	10.04	
24700	INV-WORK IN PROCESS	1583	6007971	-34.65	
66000	CST SRV-CUST MEC LBR-CAR	6007971	6007971	6.60	
49100	SLS P&A-GAS OIL & GREASE	6007971	6007971	-13.45	
69100	CST P&A-GAS OIL & GREASE	6007971	6007971	9.85	
24400	INV-G.O.G.	6007971	6007971	-9.85	
46700	SLS SRV-CUST RO P&A-CAR	6007971	6007971	-4.80	
66700	CST SRV-CUST RO P&A-CAR	6007971	6007971	3.52	
24200	INV-PARTS & ACCESS -CHEV	6007971	6007971	-158.76	
46200	SLS SRV-WARR CLAIM LBR	6007971	6007971	-111.32	
66200	CST SRV-WARR CLAIM LBR	6007971	6007971	28.05	
48000	SLS P&A-WARR CLAIMS	6007971	6007971	-217.34	
LABOR	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

TOTAL

REPAIR ORDER - AUDIT COPY

ELLETTSVILLE, IN

Work Phone	R/O Open Date	R/O Number
	8/09/07	6007971/2
Home Phone	R/O Close Date	Receipt No.
	8/09/07	Original
	Mileage In	Mileage Out
	32466	32466
License Number	Service Advisor	
	JUSTIN MORROW	3531
Account No.	Delivery Date	In-Service Date

Year	Make	Model
2005	CHEVROLET	MALIBU
Vehicle Identification Number		Color
1G1ZT64815F		RED

68000	CST P&A-WARR CLAIMS	6007971	6007971	155.24
6104	OTHER SUPPLY - SRV	6007971	6007971	-1.85
32400	SALES TAX PAYABLE	6007971	6007971	-1.10
22011	ACCOUNTS RECEIVABLE-EMP	*VISA	6007971	31.24
26300	WARRANTY CLAIMS CHEVY	6007971	6007971	328.66

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR			111.32	10.04	34.65
PARTS			217.34	18.25	168.61
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES				.85	
HAZARDOUS MATERIALS				1.00	
SALES TAX OR TAX I.D.				1.10	
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
Paid by Visa/MC 536956			328.66	31.24	203.26

REPAIR ORDER - AUDIT COPY

[REDACTED]			Work Phone	R/O Open Date	R/O Number
ELLETTSVILLE, IN [REDACTED]			Home Phone	10/16/07	6009328/1
[REDACTED]			Year	R/O Close Date	Receipt No.
[REDACTED]			Make	10/17/07	Original
[REDACTED]			Model	Mileage In	Mileage Out
[REDACTED]			CHEVROLET	33393	33399
[REDACTED]			MALIBU	License Number	Service Advisor
[REDACTED]			2005	JUSTIN MORROW	353
[REDACTED]			Vehicle Identification Number	Account No.	Delivery Date
[REDACTED]			1G1ZT64815F		In-Service Date
[REDACTED]			Color		
[REDACTED]			RED		

#1 - Customer Reports: CUST. STATES VEHICLE POPS WHEN TURNING
 Caused by TECH FOUND CAUSED BY STEERING SHAFT. TECH
 REPLACED STEERING SHAFT.
 Corrected by E7700: (NP) (2K) SHAFT, STEERING
 INTERMEDIATE REPLACE
 Work by Tech 296/3495 1.00hrs @ 65.48 65.48 16.00
 22687711 : SHAFT KIT (06526-PC) 1@150.45 150.45 112.84

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.
 Work by Tech 296/3495 0.00hrs @ .00 .00

Account	Description	Control	Reference	Amount
46200	SLS SRV-WARR CLAIM LBR	6009328	6009328	-65.48
24700	INV-WORK IN PROCESS	1296	6009328	-16.00
66200	CST SRV-WARR CLAIM LBR	6009328	6009328	16.00
48000	SLS P&A-WARR CLAIMS	6009328	6009328	150.45
68000	CST P&A-WARR CLAIMS	6009328	6009328	112.84
24200	INV-PARTS & ACCESS -CHEV	6009328	6009328	-112.84
26300	WARRANTY CLAIMS CHEVY	6009328	6009328	215.93

107607

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS			65.48		16.00
DEDUCTIBLE			150.45		112.84
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
			215.93		128.84

[REDACTED]		Home Phone	R/O Open Date	R/O Number
LETTSVILLE, IN [REDACTED]		Work Phone	10/16/07	6009328
[REDACTED]		Key Tag #	Time Received	Time Promised
[REDACTED]		892	8:15	10/16 17:00
[REDACTED]		Body	Current Mileage	Mileage Out
[REDACTED]		2005	33393	
Make	Model	Engine Code	Service Advisor	
CHEVROLET	MALIBU		JUSTIN MORR	
Vehicle Identification Number		License Number	Delivery Date	In-Service Date
1G1ZT64815F				
	Color			
	RED			

#1 - Customer Reports: CUST. STATES VEHICLE POPS WHEN TURNING W

VN / 2K Clunk E7700

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED. C

OLH 1.5
1.0
Doubt
w/ Rph

Car men
gemus
9933046
case #

PO# 2007141

2268771

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or vehicle left in the 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 shipment by the supplier or transporter. I hereby grant you 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 therein. Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither disclaims nor authorizes any other person to assume any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Signature

DATE FOR REPAIRS

MECHANIC'S NAME AND REMARKS

LABOR RECORD

ELAPSED TIME
CLOCK

MECHANIC'S NAME & NUMBER Line #

COMPLAINT: Line #

CAUSE: Line #

CORRECTION: Line #

MECHANIC'S NAME & NUMBER Line #

COMPLAINT: Line #

CAUSE: Line #

CORRECTION: Line #

MECHANIC'S NAME & NUMBER Line #

COMPLAINT: Line #

CAUSE: Line #

CORRECTION: Line #

MECHANIC'S NAME & NUMBER Line #

COMPLAINT: Line #

CAUSE: Line #

CORRECTION: Line #

MECHANIC'S NAME & NUMBER Line #

COMPLAINT: Line #

CAUSE: Line #

CORRECTION: Line #

0011742.00

PARTS RETURNED

Line #	Part #	Line #	Part #

Date	Line #	Date	Line #

FLAG

FLAG

REPAIR ORDER - AUDIT COPY

Work Phone	R/O Open Date	R/O Number
Home Phone	5/30/07	6006431/1
Body	R/O Close Date	Receipt No.
	5/30/07	Original
License Number	Mileage In	Mileage Out
	30690	30690
Account No.	Service Advisor	
	JIM WILLIAMS	3772
	Delivery Date	In-Service Date

ELLETTSVILLE, IN

Year	Make	Model
2005	CHEVROLET	MALIBU
Vehicle Identification Number		Color
1G1ZT64815F		RED

#1 - Customer Reports: CUSTOMER STATES THAT VEHICLE HAS A POP NOISE IN THE STEERING. Caused by TECH FOUND BOTH STEERING GEAR MOUNTING BOLTS LOOSE AND THE INTERMEDIATE STEERING SHAFT-TO-GEAR BOLT FINGER TIGHT. Corrected by E9740: (NP) (2H) GEAR ASSEMBLY, POWER STEERING REPLACE Work by Tech 708/4831 1.00hrs @ 65.48 TECH RETORQED ALL AND RETURNED TO CUSTOMER.	A	W	65.48	23.75
#2 - Customer Reports: CUSTOMER STATES THAT THE BRAKES GRIND Caused by TECH CONFIRMED NOISE. Work by Tech 708/4831 0.00hrs @ .00 VEHICLE NEEDS REAR BRAKES. CUSTOMER DECLINED.	C		.00	
#3 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED. Work by Tech 708/4831 0.00hrs @ .00	C		.00	
Account	Description	Control	Reference	Amount
46200	SLS SRV-WARR CLAIM LBR	6006431	6006431	65.48
24700	INV-WORK IN PROCESS	1708	6006431	23.75
66200	CST SRV-WARR CLAIM LBR	6006431	6006431	23.75
26300	WARRANTY CLAIMS CHEVY	6006431	6006431	65.48

Handwritten: 7507

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS			65.48		23.75
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
			65.48		23.75



GMC

HUMMER

General Motors Business Resource Center

FAX

To: ~~Jeremy Brake~~
Company:
Fax: 18128294847
Phone:

Felicia

8664854469

From: Jeremy
Fax:
Phone:
E-mail:

CC:



NOTES:

**GMC****HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

Jeremy Drake
Valley Chevrolet
180 Fletcher Ave.
Spencer, IN 47460

Re:

[REDACTED]
Siebel Request: 71-558746369
2005 Chevrolet Malibu
VIN # 1G1ZT64815F [REDACTED]

Dear Mr. Drake:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The 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,

Felicia Williams
BRC Customer Relationship Specialist
Ph# 866-790-5600 EXT 11142
FAX# 866-485-4469



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

William Clopton
800-334-2406 EXT 502
Indiana

Re: [REDACTED]
CHV0761555
2007 Chevrolet Malibu Maxx
VIN # 1G1ZT64815F [REDACTED]

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that [REDACTED] is dissatisfied with his vehicle. We have and will continue to address all concerns per the terms of the warranty.

[REDACTED] vehicle was last at our dealership 10/17/07 regarding concern with the steering gear noise. The intermediate steering shaft was replaced. All concerns were addressed and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that [REDACTED] make the vehicle available for repairs per the terms of the warranty.

We do not believe this vehicle meets the presumption of the Lemon Law or the Program Summary as there have been no more than three repairs to any one concern. As of the last time the vehicle was in a GM dealer the vehicle was operating as designed when released. There has been no loss of use, value or safety of the vehicle.

We did offer [REDACTED] reimbursement for half of a vehicle payment. [REDACTED] declined the offer. We ask that the customers request for repurchase be denied and that the customer continue to work with GM per the terms of the warranty.

Sincerely,

Felicia Williams
BRC Customer Relationship Specialist
Ph# 866-790-5600 EXT 11142
FAX# 866-485-4469

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: 71-558746369	BBB#: CHV0761555
-----------------------------	---------------------------	-------------------------

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 Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	14945.00
MSRP (from BARS Invoice screen)	- 23545.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 8600.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	7000.00
Actual Cash Value (ACV) (from ACV Statement)	- 7000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

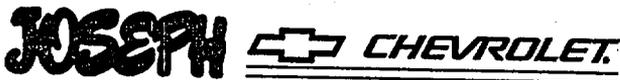
Section 3

Trade Allowance (from Bill of Sale)	7000.00
Payoff on Trade (from Bill of Sale)	- 7996.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= -996.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	14945.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 996.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 13949.00

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



PURCHASE CONTRACT

8733 Colerain Avenue
Cincinnati, Ohio 45251
Phone (513)741-6700

NEW USED SALESMAN LEROY GLASS DATE APR 03 20 07

YEAR 2007	MAKE CHEVROLET TRUCK	MODEL OR SERIES SILVERADO	BODY TYPE P/U	COLOR
MVI OR SERIAL NO. 1GCHK24U97E		STOCK NO.		TO BE DELIVERED ON OR ABOUT APR 03 20 07
COMMENTS:				
Used Vehicle Window Sticker Rule: The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.				
Purchaser to provide free and clear title to trade described below. SIGNED: _____				
If the "Pay-Off" is greater than \$ _____ the purchaser (customer) is responsible for payment of the difference, and, if the "Pay-Off" is less than this amount, the purchaser will be refunded the difference. SIGNED: _____				
PURCHASER AGREES TO TAKE DELIVERY OF VEHICLE TODAY, CONTINGENT UPON LOAN APPROVAL BY THE LENDING INSTITUTION AT AGREED UPON TERMS. SIGNED: _____				
3290 MILEAGE APPEARING ON ODOMETER				
<input checked="" type="checkbox"/> ODOMETER MILEAGE IS ACCURATE				
<input type="checkbox"/> ODOMETER MILEAGE IS NOT ACCURATE				
<input type="checkbox"/> ODOMETER MILEAGE EXCEEDS 100,000 MILES				
By signing below, purchaser agrees to resign any and all documents pertaining to the purchase of this vehicle, and agrees to provide the documentation regarding discounts or incentives.				
CASH DEPOSIT SUBMITTED WITH ORDER			REBATE	4024.82
CASH BALANCE DUE ON DELIVERY				N/A
ALLOWANCE FOR TRADE-IN				N/A
YEAR	MAKE	MODEL	TYPE	TOTAL CREDITS
MVI OR SERIAL NO.		LICENSE NO.	MILES	UNPAID BALANCE
				4024.82
				20775.18
1. SALE PRICE		24519.50		
2. DEALER INSTALLED EQUIPMENT				
3. SALES TAX		N/A		
4. DOC FEE		250.00		
5. SUB TOTAL		24769.50		
6. SALES TAX		N/A		
7. TITLE FEES		10.00		
8. PLATES - TRANSFER OR 30 DAY TAG		N/A		
9. TRADE-IN PAYOFF AMOUNT		N/A		
TO OTHER FEES		20.50		
10. TOTAL OF ABOVE ITEMS (CASH PRICE)		24800.00		

Note - If the "unpaid balance" stated above is to be financed and the financing is to be arranged by dealer, then, in that event, a complete disclosure statement as required by 15 U.S.C. § 1601 ET SEQ. shall be fully completed and signed by the purchaser prior to delivery. The purchase contract and the disclosure statement in such event shall constitute the entire agreement between Joseph Chevrolet Co. Inc., and the purchaser. Any new motor vehicle purchased hereunder is warranted only as provided on the reverse side of this order and more particularly additional terms and conditions. Limited warranties, paragraph 2. Any used motor vehicle purchased hereunder is purchased as is and the dealer makes no warranty, express or implied, including any warranty of merchantability or fitness for a particular purpose except that warranty printed on the reverse side of this order and more particularly under additional terms and conditions limited warranties, paragraph 1. Purchaser acknowledges having read the applicable warranty and accepts the additional terms and conditions as they appear on the reverse side of this order. Delivery of the vehicle described herein to the purchaser, his family, his agents or his employees, obligates the purchaser to be solely responsible for the insurance on said motor vehicle including liability insurance, property damage, comprehensive fire, theft and collision insurance.

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

APPROVED _____
SALES MANAGER

SIGNED _____ PURCHASER
PURCHASER'S NAME _____
STREET ADDRESS _____
CITY & STATE BROOKVILLE IN ZIP _____
BUS. PHONE _____ RES. PHONE _____

Privileged and Confidential Information

CASE ASSESSMENT

By: Felicia Williams/Marion Lindsey State: IN

Customer Name: [REDACTED] Service Request: 71-558746369 BBB Case No.: CHV0761555

Vehicle ID No.: 1G1ZT64815F [REDACTED] In Service Date: 4/20/2005 Vehicle is: Used BAC Code: 166405

Year, Make & Model: 2005 Chevrolet Malibu Mileage at Time of BBB Filing 34101 Vehicle Purchased Used on: 8-11-06 at odometer 22,261 miles

Lien holder: GMAC [] Other [x]: Unknown Sale Type: Purchase [x] Lease [] Other [] : {Type}

DVM Name: Dave Bourdeaux Phone/Cell Number: 630092 8017 CAM Name: Rob Johnson Phone Number: 630-961-6817

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

Steering gear noise

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/30/07	600643	1	30690	C/S Vehicle has a pop noise in the steering DLR Found both steering gear mounting bolts loose and the intermediate steering shaft to gear bolt finger tight: Replaced gear assembly
8/9/07	600977	1	32466	C/S Front ends pops when turning DLR Replace steering gear
10/16/07	600932	2	33399	C/S Vehicle pops when turning DLR Replaced intermediate steering shaft

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 18/18
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs { # of repair attempts }
Safety-related time period { # of months } / { # of miles }

Number of repair attempts in the presumption period: 3
Total days out of service during the presumption period: 3
Total days out of service during customer's ownership: 4

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: Repurchase

DVM sts: DVM Davd Boudreaux l/m stating cust was offered and accepted ccl and has not recd' from CAC. Cust has been provided w/ special policy for the noise.

Repurchased denied. If cust would like to pursue arbitration that is fine. We will continue to work under terms of warranty to repair vehicle. Cust has been notified of special policy.

SVM sts: Svc Mgr Jim Williams states intermediate steering shaft was replaced in October. Cust has not been back to dlr since.

CRS Rationale: Vehicle has been to dlr 3 times w/in presumption period. Vehicle out of service for 4 days. Cust was offered reim for half of a vehicle payment. Offer was declined.

On 1-25-08 the customer withdrew claim form BBB.

On 2-04-08, New OCRS, Marion Lindsey assumed the file.

On 2-07-08, New OCRS spoke: Sales MGR Jeremy Drake

CRS advised: that customer was offered

5 year/60,000 mile component letter for steering if it would satisfy her after dealer completed the repairs to her vehicle under warranty.

Dealer stated the customer has spoken to them about trading out the vehicle for a new GM vehicle. Dealer wanted to verify that this would not interfere with BBB claim.

CRS advised that customer has dropped pursuit of BBB claim and even if they had not the customer could still work with dealer on trading out of the vehicle.

Dealer thanked for feedback.

New OCRS called customer at [REDACTED]

CRS requested info on whether he was going to purchase a new vehicle or not. CRS advised that selling dealer had advised that customer was possibly in market to purchase a new GM vehicle.

Customer stated that he would not be in market to purchase a new vehicle at this time and has decided to keep this vehicle because he can fill his towing needs with it. Customer wanted to purchase a Chevrolet Tracker but it is not made by GM anymore. Customer stated that he does not have a lot of faith in the current. Customer seeks to know if GM could offer assistance on purchase of another vehicle. Customer stated: approx. 34,101 miles on vehicle currently.

CRS advised that GM can't assist with trading out of the car but could assure him that he will not have to cover any repairs to the steering components on the vehicle

Customer accepted 5 years/100,000 miles Steering Component Coverage Letter. CRS advised that it would cover the following: Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

CRS advised that component letter would reach him in mail in approx. 2-3 weeks. CRS verified address as being correct.

No further assistance is requested at this time.

CRS FINAL OFFER:	5 year/100,000 mile Steering component letter	DATE: 2-07-08	CUST accepted.
Goodwill: 5 year/100,000 mile Steering component letter		Attorney Fees (if applicable): N/A	

TEAM LEAD APPROVING:	{Name}	Date: {Date}
-----------------------------	--------	--------------

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

* SES light is to be captured under affected component above.

South Central Region Enhanced Dealership Empowerment Process
(Service Manager Template - revised 1/3/2005)

1. Please complete this template by either typing or legibly writing in all required information.
2. You may either fax the completed template to 866-430-2718, or attach it to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
 - It is not necessary to FAX in all 11 pages of the template, only those pages that apply
3. Place the template in the service file for future reference

AVM's Name AVM's Phone	Brent Longmire 18002113611 x 8214
Service Manager's Name Service Manager's Phone	Jim McCum 901 333 8000
Dealership Name Dealership BAC	Sunrise BPG @ Wolfchase 171243
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]
Customer Complete Mailing Address	[REDACTED] Marion, AK [REDACTED]
Daytime phone number	[REDACTED]
Evening phone number	[REDACTED]
FULL VIN	1G22G558164 [REDACTED]
Current Mileage	41,580
Short explanation as to why the goodwill tool was offered to the customer (specific information is appreciated)	Vehicle has had several steering gear assemblies replaced - On going concern - to help retain customer as GM owner!
If subsequent owner, indicate date & mileage at time of purchase	

Component Coverage Letter

<input type="checkbox"/> Component Coverage Letter	
Definition:	A letter that covers a specific component for a defined period of time and mileage.
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
When to use:	<ul style="list-style-type: none"> ➤ The customer has concerns regarding repeated failure(s) of a specific component ➤ The customer has concerns about potential out of warranty expenses on a specific component
When <u>NOT</u> to use:	<ul style="list-style-type: none"> ➤ The "complete vehicle" ➤ The "electrical system" ➤ The vehicle has a salvage or branded title ➤ Wear and maintenance items (e.g. tires, brake pads, wiper blades, etc.) ➤ In conjunction with other goodwill tools
Parameters of use:	<ul style="list-style-type: none"> ➤ Can be written up to, but not to exceed 84 months/100,000 miles from the original in-service date ➤ For <u>Diesel Engines</u>, it can be written up to, but not to exceed 84 months/150,000 miles from the original in-service date ➤ For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it falls within the parameters noted in TSB #01-06-01-022 or 01-06-01-028A, a transferable component letter will be issued (only exception to the "not transferable" criteria). ➤ Electrical components MUST be specific (e.g. alternator, radio), NEVER the entire system ➤ Should be offered while the vehicle is still within warranty ➤ Match terms to the customer's ownership cycle
Examples:	<ul style="list-style-type: none"> ➤ A catastrophic engine failure within the warranty period, customer is offered a 84/100,000 component letter ➤ The second alternator failure within the warranty period, customer is offered a 72/75,000 component letter
Time limit (months) 84	Mileage limit 100,000
Specified Component(s) (i.e. transmission) Steering gear	

January 3, 2011

[REDACTED]
[REDACTED]
[REDACTED]
Marion, AR [REDACTED]

Service Request: 71-558914897
Customer Relationship Specialist: Jennifer Decan

Dear [REDACTED]:

Pontiac is pleased to provide service coverage for the steering gear on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558164 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 16, 2012, or 100,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

If you have any future questions, 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

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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



Service Satisfaction Survey

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

[Redacted]
Snowflake, AZ

Home telephone: [Redacted]

Change to: [Redacted] Cell [Redacted]

Please provide us with your preferred email address:
[Redacted]

Dissatisfied Customer

Box 2052
Idyllwild CA
92549-2052



Dear [Redacted]

Our records indicate that you had your **2006 Malibu Maxx** serviced at **Moreno Valley Chevrolet** on **July 13, 2006**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Moreno Valley Chevrolet.

Sincerely,

Scott Lawson
Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

Please check this box if you no longer own/lease this 2006 Malibu Maxx, and return the questionnaire.

****PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 13, 2006, COMPLETE THIS SURVEY.****

About Your Chevrolet Dealership's Service Department

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

About Your Service Consultant/Advisor

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

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

Please complete other side

1G1ZT61816F [Redacted] 20024

021630076988 00000119587 153852

0581

CSI 020200

About Your Service Consultant/Advisor - continued

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

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle? | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | | | |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |

IF NO, why not? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Condition explained - repair not necessary | <input type="checkbox"/> Parts not available |
| <input checked="" type="checkbox"/> Work performed <u>did not correct</u> the problem | <input type="checkbox"/> I declined repair |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Service Department was too busy | <input type="checkbox"/> Don't know |

The problems that I have has not yet been solved

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|--------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | | | |
| 14. Were you given a copy of the completed repair order/invoice? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |
| | Yes | No | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | |
| | Yes | No | Don't Know/ Not Sure | | |

Not all the time

Hasn't been fix yet!!

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-----------------------------------|--|----------------------------------|---|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Moreno Valley Chevrolet? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 18. Overall, how satisfied are you with your 2006 Malibu Maxx? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you ... | <input type="checkbox"/> Male | <input checked="" type="checkbox"/> Female | | | |
| 20. Your age ... | <input type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34 | <input type="checkbox"/> 35 - 44 | <input checked="" type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64 |
| | | | | Yes | No |
| 21. May we include your name when providing this survey information to your dealership? | | | | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

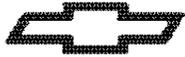
As far as I am concern you can have the car!

22. Do you have any other comments/recommendations about Moreno Valley Chevrolet?
MC *I hate my car because of the problems we are having since we brought the car has not been solved at all!!! Still having a lot of problems yet. Now I am in AZ. & they can't solve the problem either!!!*
 If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

Thank You!! *I've done all this for 10299 in AZ. & Ca. nothing solve. So I reported it to the Better Business Bureau*

Your opinions will help us serve you better.

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



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 11, 2006

SVC MGR, Gary Loy
Moreno Valley Chevrolet
12625 Auto Mall Drive
Moreno Valley, CA 92555

Re:

[REDACTED]
Siebel Request: 1-421492953
2006 Chevrolet Malibu
VIN # 1G1ZT61816F [REDACTED]

Dear Mr. Loy:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- 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,

Marion Lindsey
BRC Customer Relationship Manager
Ph# 1-800-231-1841, prompt 9, prompt 5, extension 21259
FAX# 1-866-278-1779



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 21, 2006

[REDACTED]
Snow Flake, AZ [REDACTED]

Re: [REDACTED] vs Chevrolet Motor Division # CHV0660189

Dear [REDACTED]:

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

The Manufacturer has offered the Consumer a Trade/Replacement of his 2006 Chevrolet Malibu to find a substantially identical vehicle. Marion Lindsey will contact the consumer to advise of which dealership with dealer contact. The consumer shall be responsible for any upgrade difference in MSRP to MSRP plus any sales tax on the total difference. The MSRP on the consumer's current vehicle is \$22,275.00. The consumer shall also be responsible for a usage fee from 1318 miles, which was the first repair attempt. The consumer's total usage fee shall be \$214.49. The consumer has been instructed to contact Marion Lindsey at GM and the BBB with the VIN once replacement vehicle has been chosen. Once VIN has been provided, the Replacement shall be completed within 45 days.

NOTE: The scheduled hearing has been cancelled.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within **eight days** from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that 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 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to assist you in reaching an agreeable resolution of your claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

Mari Lopez at Extension 215

cc: Marion Lindsey

CN00000189 - Griffin
Sla

ATTN: Mari Lopez

BB Autoline

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 749027

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) [REDACTED] IDYLLWILD CA 92549 RIVERSIDE	Creditor - Seller (Name and Address) MORENO VALLEY CHEVY OLDS PO BOX C 12025 AUTO MALL DR MORENO VALLEY CA 92556-4003
---	--

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. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2006	CHEVROLET MALIBU	25	1S1ZT61813F [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

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
7.9%	\$ 732.96	23593.15	31022.86	\$ 3053.00
(e) means an estimate				

STATEMENT OF INSURANCE
 NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. 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.

Vehicle Insurance		Term	Premium
\$ 30.00	Comp. Fire & Theft	12 Mos.	\$ 360.00
\$ 30.00	Collision	12 Mos.	\$ 360.00
\$ 0.00	Body Injury	12 Mos.	\$ 0.00
\$ 0.00	Property Damage	12 Mos.	\$ 0.00
\$ 0.00	Medical	12 Mos.	\$ 0.00
Total Vehicle Insurance Premiums			\$ 720.00

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
36 Payments	369.32	Monthly, Beginning 04/12/2006
Payments	N/A	Monthly, Beginning
One Final Payment	369.32	DUE ON 02/12/2013

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

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

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, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price

- A. Cash Price of Motor Vehicle and Accessories \$ 23079.00
1. Cash Price Vehicle \$ 22017.38
2. Cash Price Accessories \$ 3061.00
3. Other (Non-taxable) Describe N/A \$ N/A
B. Document Preparation Fee (not a governmental fee) \$ 45.00
C. Smog Fee Paid to Seller \$ N/A
D. Sales Tax (on taxable items in A+B+C) \$ 1732.00
E. Optional DMV Electronic Filing Fee \$ N/A
F. (Optional) Service Contract \$ 1800.00
G. (Optional) Service Contract \$ N/A
H. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A
I. (Optional) Gap Contract (to whom paid)* CUBI GAP \$ 500.00
J. Other (to whom paid)* N/A \$ N/A

Total Cash Price (A through J) \$ 27323.64

2. Amounts Paid to Public Officials

- A. License Fees ESTIMATED \$ 214.00
B. Registrar/Transfer/Titling Fees \$ N/A
C. California Tire Fees \$ 8.00
D. Other N/A \$ N/A
E. Other N/A \$ N/A
Total Official Fees (A through E) \$ 222.75

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) \$ N/A

4. Smog Certification or Exemption Fee Paid to State

\$ N/A

5. Subtotal (1 through 4)

\$ 27546.39

6. Total Downpayment

- A. Agreed Trade-In Value Yr Make \$ N/A
Model Qdom VIN
B. Less Prior Credit or Lease Balance \$ N/A
C. Net Trade-In (A less B) (indicate if a negative number) \$ N/A
D. Deferred Downpayment \$ N/A
E. Manufacturer's Rebate \$ 253.00
F. Other N/A \$ N/A
G. Cash \$ 3000.00

Total Downpayment (C through G) \$ 3853.00

(if negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6)

\$ 23593.39

*Seller may keep part of these amounts.

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount \$ Finance Charge \$ N/A
Total \$ Payable in N/A
installments of \$ N/A
from this Loan is shown in item 6D

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

Name of autobroker receiving fee, if applicable: N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

are not required to buy any other insurance to obtain credit

Buyer X

Co-Buyer X

Seller X

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

Application for Optional Credit Insurance

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

Table with columns: Term, Exp, Premium. Rows: Credit Life, Credit Disability, Total Credit Insurance Premiums, Insurance Company Name, 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 and credit disability insurance will not be a factor in the credit approval process.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date.

Date Buyer Signature Age
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge.

Term 6 Mos CUBI GAP
Name of Gap Contract

You want to buy a gap contract

Buyer X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1F and/or 1G above.

1F Company FIRST AUTOMOTIVE
Term Mos or Miles

1G Company N/A
Term Mos or Miles

Buyer X

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 both you and we must sign it. No oral changes are binding.

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ Year _____ SELLER'S INITIALS _____

X Co-Buyer Signs

THE MINIMUM PUBLIC LIABILITY INSURANCE COVER PROVIDED BY LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHAT YOUR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT. YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE THE FULL RANGE OF COVERAGE WHICH YOUR VEHICLE REQUIRES. YOU DO NOT HAVE FULL COVERAGE SUPPLEMENTS. COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE PROVIDED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROVIDES ONLY THE MINIMUM LIABILITY OF THE amount of THE UNPAID BALANCE OF THE FINANCE AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD. FOR ADVICE ON FULL COVERAGE, CONTACT YOUR INSURANCE AGENT. YOU SHOULD CONTACT YOUR INSURANCE AGENT. THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6 B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____ Co-Buyer X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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.

THERE IS NO COOLING OFF PERIOD
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.
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 Signature X _____ Date 02/25/06 Co-Buyer Signature X _____ Date 02/25/06

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 Signature X _____ Address _____

GUARANTY
To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing. Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.
Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

HORNE
AUTO CENTER, INC.

P.O. BOX 1090
SHOW LOW, AZ 85901
928-537-5500 1-800-772-4289



SNOWFLAKE, AZ

SERVICE ADVISOR **JIMMY WAGNER**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21AUG06	22AUG06		1G1ZT61816F				22AUG06	105370
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	LOSS PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SEA
16:07	13:24	06	CHEVROLET MALIBU		0.00	15FEB06	295	591
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8925	8925							

A CUST STATES HEARS LOUD RATTILING SOUND IN FT SUSPENSION AREA WHEN DRIVING OVER BUMPS=NQ

CAUSE: WEAK

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

682 WC94

1 15858368 GEAR

FC: 4Q

PART#: 15858368

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NQ

(N/C)
(N/C)

**** PRE-INVOICE ****

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

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I acknowledge notice and oral approval of any additional customer of warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle.

ORIGINAL ESTIMATE \$ _____
 X _____ AUTHORIZED CUSTOMER SIGNATURE
 REVISED ESTIMATE \$ _____

Service Information[← Back](#)[Forward →](#)**Document ID# 1837885**
2006 Chevrolet Malibu[Feedback](#)[Print](#)

Subject: Knock, Clunk or Rattle Type Noise From Front of Vehicle While Driving Over Bumps At Low Speeds (Diagnose and Replace Steering Gear, If Necessary) #06-02-32-007 - (06/13/2006)



Models: 2004-2006 Chevrolet Malibu/Maxx
2005-2006 Pontiac G6
with Electronic Power Steering (EPS)

Condition

Some customers may comment on a knock, clunk or rattle type noise from the front of the vehicle when driven at low speeds and over bumps. The noise is most likely to occur when the steering wheel is straight ahead and sounds like it is in the suspension on the left side of the vehicle or directly in front of the driver. This noise will usually develop after 4828-8047 km (3000-5000 mi) on the vehicle.

Cause

The noise may be generated during contact between the rack gear and the pinion gear. The EPS motor holds the pinion gear from rotating and the suspension input drives the rack gear into the pinion gear.

Correction

1. Determine the source of the noise. Install chassis ears at the following locations:
 - sway bar link one side at a time
 - upper strut mount one side at a time
2. If the noise is coming from the upper strut mount or sway bar link, replace as necessary and retest.
3. If the noise is not coming from the stabilizer shaft links or struts, then the noise the customer is hearing is the rack gear and pinion gear contact. The steering gear should be replaced with the new part number gear listed below. Refer to the Power Steering Gear (EPS) Replacement procedure in SI.

Part Information

Part Number	Description
15858368 (Base Gear)	Steering Gear Assembly
15858369 (Restricted Travel Gear) (Vehicles with 17" Wheels)	Steering Gear Assembly

Service Information

Page 2 of 2

Warranty Information

For vehicles repaired under warranty, submit the appropriate published labor operation for the repair performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

© Copyright General Motors Corporation. All Rights Reserved.

[<- Back](#)[Forward ->](#)

Document ID# 1837885
2006 Chevrolet Malibu

[Feedback](#)[Print](#)

HORNE AUTO CENTER
651 W. DUECE OF CLUBS
SHOW LOW, AZ. 85901

520-537-5500

Name _____
 Address _____
 Telephone _____
 Vehicle (VIN) _____
 License _____
 Technician _____
 Mileage _____
 Time Printed **8/22/06 1:13 PM**

Chevrolet : Malibu : 2000-03

Front : Left

Actual	Before	Specified Range	
11.6°	11.6°	-1.2°	0.8°
10.9°	10.9°	3.1°	5.1°
.....	-0.08°	0.18°
.....
.....

Front : Right

Actual	Before	Specified Range	
11.5°	11.5°	-1.2°	0.8°
10.9°	10.9°	3.1°	5.1°
.....	-0.08°	0.18°
.....
.....

Camber
 Caster
 Toe
 SAI
 Included Angle
 Turning Angle Diff.

Front

Actual	Before	Specified Range	
.....	-1.0°	1.0°
.....	-1.0°	1.0°
.....	-0.15°	0.35°

Cross Camber
 Cross Caster
 Total Toe

Rear : Left

Actual	Before	Specified Range	
.....	-0.7°	0.3°
.....	-0.13°	0.07°

Rear : Right

Actual	Before	Specified Range	
.....	-0.7°	0.3°
.....	-0.13°	0.07°

Rear

Actual	Before	Specified Range	
.....	-0.26°	0.14°
.....	-0.20°	0.20°

Total Toe
 Thrust Angle

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
P.O. BOX C MORENO VALLEY, CA 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY, CA 92555
PHONE (951) 485-3500 FAX (951) 485-3515



Mr. Goodwrench

BAR # AA 151180

EPA # CA0000367912

CUSTOMER NO. 47537	ADVISOR PHYLLIS JONES	1048	TAG NO. 1769	INVOICE DATE 04/17/06	INVOICE NO. CVCS150370
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,343	COLOR SILVERSTONE	STOCK NO. 149067
IDYLLWILD, CA	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU			DELIVERY DATE 02/26/06	DELIVERY MILES 25
	VEHICLE I.D. NO. 1G1ZT61816F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/17/06		
	BUSINESS PHONE	COMMENTS			

MO: 1345

LABOR & PARTS
J# 1 07CVZ SUSPENSION DIAG 1 TECH(S): 45 WARRANTY
 CUSTOMER STATES VEHICLE DOES NOT GO STRAIGHT DOWN THE ROAD. VEHICLE PULLS.
 FRONT END OUT OF FACTORY SPECS
 ALIGN FRONT END AND TEST DROVE
 E2020 1.7

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 20CVZRUNVISS CHECK FOR CAMPAIGNS TECH(S): 45 WARRANTY
 PLEASE CHECK FOR ANY OPEN CAMPAIGNS AND PERFORM CAMPAIGN OR
 ORDER CAMPAIGN PARTS FOR PERFORMANCE AT A LATER DATE.

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

*****				TOTAL LABOR	0.00
*	CASH	CHARGE	*	TOTAL PARTS	0.00
*	VISA MASTERCARD		*	TOTAL SUBLET	0.00
*	DISCOVER	CHECK #	*	TOTAL G.O.G.	0.00
*			*	TOTAL MISC CHG.	0.00
*			*	TOTAL MISC DISC	0.00
*			*	TOTAL TAX	0.00
*****				TOTAL INVOICE \$	0.00

"I acknowledge notice and oral approval of an increase in the original estimated price."

Customer signature on initial [REDACTED]



Reynolds and Reynolds EPA/VTIS/ME 00306282 01 14403

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
P.O. BOX C MORENO VALLEY, CA 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY, CA 92555
PHONE (951) 485-3500 FAX (951) 485-3515



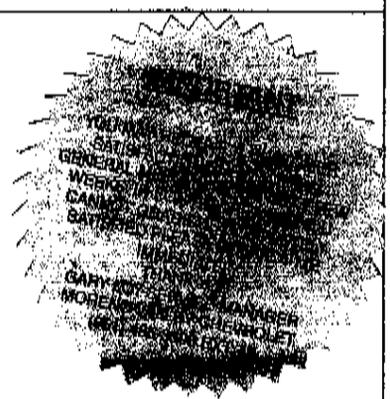
Mr. Goodwrench

BAR # AA 151180

EPA # CA0000367912

CUSTOMER NO. 47537	ADVISOR PHYLLIS JONES	1048	TAG NO. 3164	INVOICE DATE 06/13/06	INVOICE NO. CVCS152606
	LABOR RATE	LICENSE NO.	MILEAGE 5,090	COLOR SILVERSTONE	STOCK NO. 149067
IDYLLWILD, CA	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU			DELIVERY DATE 02/26/06	DELIVERY MILES 25
	VEHICLE I.D. NO. 1G1ZT61816F			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 06/13/06	
COMMENTS					MO: 5090

LABOR & PARTS		WARRANTY	
J# 1 07CVZ	SUSPENSION DIAG 1	TECH(S):45	
CUST REPORTS THAT WHEN DRIVING VEHICLE IT STARTS TO DRIFT TO THE RIGHT AND WHEN GOING THROUGH A ROUGH ROAD YOU CAN HEAR A RATTLE NOISE LIKE SOMETHING IS LOOSE.CK AND ADVISE. SPECIAL ORDER PARTS			
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 20CVZRUNVISS		CHECK FOR CAMPAIGNS	TECH(S):45
PLEASE CHECK FOR ANY OPEN CAMPAIGNS AND PERFORM CAMPAIGN OR ORDER CAMPAIGN PARTS FOR PERFORMANCE AT A LATER DATE.			
		JOB # 2 TOTAL LABOR & PARTS	0.00
TOTALS			
*****		TOTAL LABOR...	0.00
* CASH CHARGE *		TOTAL PARTS...	0.00
* VISA MASTERCARD *		TOTAL SUBLET...	0.00
* DISCOVER CHECK # *		TOTAL G.O.G...	0.00
		TOTAL MISC CHG...	0.00
		TOTAL MISC DISC...	0.00
		TOTAL TAX.....	0.00
		TOTAL INVOICE \$	0.00



"I acknowledge notice and oral approval of an increase in the original estimated price."

[Redacted signature area]

Reynolds and Reynolds EPA8002242 D 04/06



DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
 P.O. BOX C MORENO VALLEY, CA 92556-4003
 12625 AUTO MALL DRIVE MORENO VALLEY, CA 92555
 PHONE (951) 485-3500 FAX (951) 485-3515



Mr. Goodwrench

BAR # AA 151180

EPA # CA0000367912

CUSTOMER NO. 47537	ADVISOR PHYLLIS JONES	TAG NO. 1048	INVOICE DATE 07/14/06	INVOICE NO. CVCS153852
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 7,443	COLOR SILVERSTONE
IDYLLWILD, CA	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU	DELIVERY DATE 02/26/06	STOCK NO. 149067	
	VEHICLE I.D. NO. 1G1ZT61816F	SELLING DEALER NO.	DELIVERY MILES 25	
	R.T.E. NO.	R.O. NO.	PRODUCTION DATE	
			R.O. DATE 07/13/06	
COMMENTS				

MO: 7443

J# 1 07CVZ SUSPENSION DIAG 1 TECH(S): 45 WARRANTY
 CUSTOMER STATES FRONT TIRES ARE WEARING ON OUTSIDE, CHECK AND ADVISE FRONT TIRES WEARING UNEVEN REPLACED BOTH FRONT TIRES E0436 .6

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	2	89016781	B2156016 5.880		WARRANTY
JOB # 1	2	22670300	LINK 7.240		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 07CVZ00A SUSPENSION DIAG 1 TECH(S): 45 WARRANTY
 CUSTOMER STATES WHEN ON ROUGH ROAD HEARS A RATTLE NOISE AND VEHICLE DRIFTS TO THE RIGHT, INSTALL SPECIAL ORDER PART FRONT STABILIZER DRY REPLACED BOTH FRONT STABILIZER LINK E2147 .5

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

J# 3 04CVZ INSTRUMENT CLUSTER DIAG 1 TECH(S): 45 WARRANTY
 CUSTOMER STATES DASH PLUG AND CENTER CONSOLE ACCESSORY PLUGS ARE INOP. OPEN FUSE REPLACE FUSE N1720 .7

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	1	12092079	FUSE 8.965		WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 20CVZRUNVSS CHECK FOR CAMPAIGNS TECH(S): 45 WARRANTY
 PLEASE CHECK FOR ANY OPEN CAMPAIGNS AND PERFORM CAMPAIGN OR ORDER CAMPAIGN PARTS FOR PERFORMANCE AT A LATER DATE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

Reprints and Reproduction: EPA/NTS/HE-G062026-0-000001

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
P.O. BOX C MORENO VALLEY, CA 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY, CA 92555
PHONE (951) 485-3500 FAX (951) 485-3515



Mr. Goodwrench

BAR # AA 161180

EPA # CA0000367912

CUSTOMER NO 47537	ADVISOR PHYLLIS JONES	1048	TAG NO. 3971	INVOICE DATE 07/14/06	INVOICE NO. CVCS153853
[REDACTED] IDYLLWILD, CA	LABOR RATE	LICENSE NO.	MILEAGE 7,443	COLOR SILVERSTONE	STOCK NO. 149067
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU			DELIVERY DATE 02/26/06	DELIVERY MILES 25
	VEHICLE I.D. NO. 1G1ZT61816F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		H.O. DATE 07/13/06	
COMMENTS					MO: 7443

LABOR & PARTS		JOB # 1 TOTAL LABOR & PARTS		21.00
# 1 01CVZ09	*ROTATE TIRES ADJUST PRESSURE.	TECH(S):45		
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	PA	GOODWILL POLICY ADJUSTMENT		-21.00
TOTAL - MISC				-21.00

CASH	CHARGE	TOTAL LABOR...		21.00
VISA MASTERCARD		TOTAL PARTS...		0.00
DISCOVER	CHECK #	TOTAL SUBLET...		0.00
		TOTAL G.O.G....		0.00
		TOTAL MISC CHG.		0.00
		TOTAL MISC DISC		-21.00
		TOTAL TAX.....		0.00
*****			TOTAL INVOICE \$	0.00

"I acknowledge notice and oral approval of an increase in the original estimated price."

Customer: [REDACTED]
CUSTOMER SIGNATURE: [REDACTED]

Reprints and Reproduction: EPW/TS/14E 01050242 0 (04/03)

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET
P.O. BOX C MORENO VALLEY, CA 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY, CA 92555
PHONE (951) 485-3500 FAX (951) 485-3515



Mr. Goodwrench

BAR # AA 161180

EPA # CA0000367912

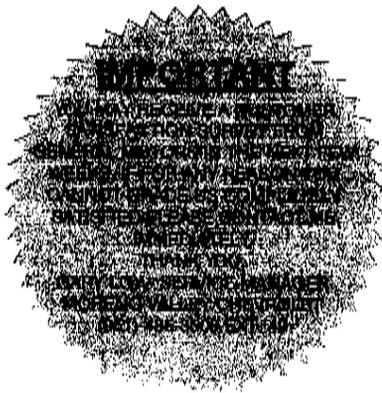
CUSTOMER NO. 47537	ADMBOR PHYLLIS JONES	1048	TAG NO. 3971	INVOICE DATE 07/14/06	INVOICE NO. CVCS153852
IDYLLWILD, CA	LABOR RATE	LICENSE NO.	MILEAGE 7,443	COLOR SILVERSTONE	STOCK NO. 149067
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU			DELIVERY DATE 02/26/06	DELIVERY MILES 25
	VEHICLE I.D. NO. I G 1 Z T 6 1 8 1 6 F			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O.		P. O. DATE 07/13/06	
COMMENTS					MO: 7443

TOTALS

*****	TOTAL LABOR....	0.00
* CASH CHARGE	TOTAL PARTS....	0.00
* VISA MASTERCARD	TOTAL SUBLET...	0.00
* DISCOVER CHECK #	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

"I acknowledge notice and oral approval of an increase in the original estimated price."

Cust: [Redacted Signature]



Reynolds and Reynolds EDWARDS14E 06500242 Q (REV05)

YOUNG'S FUTURE TIRE, INC.

INVOICE

P.O. BOX 520
400 E. DEUCE OF CLUBS
SHOW LOW, AZ 85901
928-537-TIRE
INVOICE

1384 E. WHITE MTN. BLVD.
PINETOP, AZ 85935
928-367-4171
184811

2416 NAVAJO BLVD.
HOLBROOK, AZ 86025
928-524-TIRE

LI1	MOSE 1
SALES PERSON	DATE OF INVOICE
	07/17/06

SNOWFLAKE, AZ

When repairing brakes, the hydraulic system, including master cylinder, power brakes, booster unit, disk brake calipers, wheel cylinder, brake hoses and fittings are visually inspected for leaks and other signs of wear. Because visual inspection cannot guarantee trouble free operation of these vital parts, we cannot be held responsible for any brake failure due to any hydraulic or mechanical parts we have not replaced.
*NOTE: WEAK MASTER CYLINDERS, POWER UNITS AND WHEEL CYLINDERS MAY FAIL AFTER NEW BRAKE LININGS ARE INSTALLED

Ph: license # [redacted] Ph2: mileage 9885 make/model GM MALIBU

ACCOUNT NO.	DATE	SHIPPED VIA	COL.	P.P.	F.O.B. POINT	TERMS	YOUR ORDER NUMBER	
QUANTITY		DESCRIPTION					UNIT PRICE	AMOUNT
1	001301	BRIDGESTONE INSIGNA SE200-21560				T	97.99	97.99
1	WB	WHEEL BALANCE					6.00	6.00
1	WBW	WHEEL BALANCE WEIGHTS				T	1.50	1.50
1	V	VALVE ASSEMBLY				T	1.95	1.95
0.02	AZ	ARIZONA NEW TIRE FEE					97.99	1.96
1	RH	ROAD HAZARD WARRANTY				T	9.95	9.95
Discover								128.37

I hereby authorize the above repair work to be done along with the necessary materials and 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 which I have authorized and are not covered by my warranty. You will not be held responsible for loss or damage to the vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.
Note: A finance charge of 2% per month, 24% per annum, will be made on delinquent accounts after 30 days. Buyer agrees to pay all collection cost and attorney's fees.

I have read and understand the above terms. I authorize service to be performed, including sublet work.

CUSTOMER'S SIGNATURE X _____

SALES TAX	9.02
TOTAL	128.37

THANK YOU

This is out of our pocket
we should not of have to
put anything into the car
yet.

HORNE
AUTO CENTER, INC.

P.O. BOX 1080
 SHOW LOW, AZ 85801
 928-537-5500 1-800-772-4269



SNOWFLAKE, AZ

SERVICE ADVISOR **JIMMY WAGNER**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21AUG06	22AUG06		1G1ZT61816F		T3087		22AUG06	105370
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUSTOMER LABOR RATE	DEPOSIT DATE	PAID BY	SA
16:07	13:24	06	CHEVROLET MALIBU		0.00	15FEB06	295	591
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8925	8925							

A CUST STATES HEARS LOUD RATTLING SOUND IN FT SUSPENSION AREA WHEN DRIVING OVER BUMPS=NQ

CAUSE: WEAK
 E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

682 WC94
 1 15858368 GEAR
 FC: 4Q
 PART#: 15858368
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 NQ

(N/C)
 (N/C)

**** PRE-INVOICE ****

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

DISCLAIMER OF WARRANTIES
 Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and receipt of vehicle.

ORIGINAL ESTIMATE \$ _____ AUTHORIZED REVISED ESTIMATE \$ _____
 ORIGINAL ESTIMATE

CUSTOMER SIGNATURE

AUG 22 2006

< Back

Forward >

Document ID# 1837885
2006 Chevrolet Malibu

Feedback

Print

Subject: Knock, Clunk or Rattle Type Noise From Front of Vehicle While Driving Over Bumps At Low Speeds (Diagnose and Replace Steering Gear, If Necessary) #06-02-32-007 - (06/13/2006)



Models: 2004-2006 Chevrolet Malibu/Maxx
2005-2006 Pontiac G6
with Electronic Power Steering (EPS)

Condition

Some customers may comment on a knock, clunk or rattle type noise from the front of the vehicle when driven at low speeds and over bumps. The noise is most likely to occur when the steering wheel is straight ahead and sounds like it is in the suspension on the left side of the vehicle or directly in front of the driver. This noise will usually develop after 4828-8047 km (3000-5000 mi) on the vehicle.

Cause

The noise may be generated during contact between the rack gear and the pinion gear. The EPS motor holds the pinion gear from rotating and the suspension input drives the rack gear into the pinion gear.

Correction

- Determine the source of the noise. Install chassis ears at the following locations:
 - sway bar link one side at a time
 - upper strut mount one side at a time
- If the noise is coming from the upper strut mount or sway bar link, replace as necessary and retest.
- If the noise is not coming from the stabilizer shaft links or struts, then the noise the customer is hearing is the rack gear and pinion gear contact. The steering gear should be replaced with the new part number gear listed below. Refer to the Power Steering Gear (EPS) Replacement procedure in SI.

Part Information

Part Number	Description
15858368 (Base Gear)	Steering Gear Assembly
15858369 (Restricted Travel Gear) (Vehicles with 17" Wheels)	Steering Gear Assembly

Case No. CHV0660184
 ATTN: [REDACTED]

ON FEB. 26, 2006 WE BOUGHT A CHEVROLET MALIBU MAXX. EVER SINCE THEN WE HAVE HAD OUR CAR WORKED ON SEVERAL TIME SINCE WE HAVE HAD THE CAR. AND WHEN YOU CALL THEY SAY OUR GOAL IS FOR YOU TO BE SATIFIED AND TO THIS DAY MY HUSBAND [REDACTED] [REDACTED] ARE NOT COMPLETEY SATIFIED WITH OUR MALIBU MAXX WE BOUGHT THE VEHICLE AT MORENO VALLEY CHEVROLET 12625 AUTO MALL DR. MORENO VALLEY CA. 92549 PHONE NO. (951) 485- 3500, THE SALES GUY THAT SOLD US THE VEHICLE IS JOSH CRAIN PHONE NO. (951) 485-3500 EXT. 27 IF HE IS STILL THERE. THE TOTAL COST OF THE CAR WAS \$23,693.19 THAT'S A LOT OF MONEY TO HAVE A LOT OF PROBLEMS THIS SOON WITH OUR VEHICLE, BUT I DO KNOW ONE THING THEY SURE ARE ANXIOUS TO SELL US THIS VEHICLE, BUT THEY CAN'T SEEM TO FIND THE PROBLEM. MY HUSBAND AND I ARE DISABLED WE HAVE TO HAVE A RELIABLE VEHICLE AND I DO NOT HAVE THAT RIGHT NOW. NOT WITH THIS VECIICE. WE FEEL THIS CAR IS A LEMON AND GM IS JUST STALLING US UNTIL THE WARRANTY RUNS OUT. TALK TO ANGIE THAT DOES THINGS TO TRY AND SOLVE THE PROBLEM STARTED TALKING TO HER ON 7-20-2006 AT 1-866-790-5700 EXT. 20830 MY FILE NO. SHE GAVE ME IS :1-421492953..TALK TO ANGIE ON AUG 12TH, CALL AGAIN AUG 28TH, LEFT MESSAGE NEVER CALLED BACK, AUG29TH LEFT MESSAGE NEVER CALLED BACK, CALLED AUG 30TH LEFT MESSAGE NEVER CALLED BACK, SEPT. 6TH LEFT A MESSAGE SHE FINALLY CALLED BACK AND TOLD ME TO CALL THIS NO. 1-800-231-1841 EXT. 21259, LEFT A MESSAGE AND A GUY BY THE NAME OF MARION LINDSEY CALL ME BACK AND SAID HE WOULD CALL ME ON SEPT 11TH BUT IF I NEEDED HIM I COULD REACH HIM AT 1-866-790-5700 EXT.21259, BUT HE NEVER DID CALL ME BACK ON THE DATE HE SAID, I HAD TO CALL HIM AND NOTHING AT THAT TIME HAS BEEN TAKEN CARE OF WITH OUR VEHICLE. HERE ARE COPIES OF WHEN I HAD MY CAR IN AND WHAT FOR THE ONLY THING THAT WILL MAKE MY HUSBAND AND I HAPPY RIGHT NOW IS FOR YOU TO TAKE THE CAR BACK CAUSE WE STILL HAVE THE NOISE AND ALSO THEY REPLACE THE STEERING AND THERE IS A NOISE IN IT NOW IT REALY SCARES US TO DRIVE THIS VEHICLE WE ARE SO UNHAPPY RIGHT NOW WITH THIS VEHICLE , AND EVER TIME YOU TALK TO SOME ONE THEY TELL US TO TAKE THE CAR BACK WELL IT'S THE ONLY VEHICLE WE HAVE RIGHT NOW. AND THEY SURE WON'T GIVE YOU A CAR TO DRIVE..SO WE WANT YOU TO TAKE THIS CAR BACK AND YOU LET US GET SOMETHING ELSE. YOU CAN REACH ME AT [REDACTED] WHICH IS MY SISTER LAND LINE OR YOU CAN REACH ME ON MY CELL [REDACTED] ALSO JUST TO LET YOU KNOW ALSO TOOK THE VEHICLE IN WHICH IT HAD ABOUT 100 MILES ON IT BECAUSE IT WAS PULLING TO THE RIGHT BUT THEY DID NOT GIVE US A RECIEPT I WAS TOLD BY THE DEALER HERE IN AZ AT HORNE WHERE WE TOOK OUR CAR WHILE WE WERE HERE IN AZ THAT WHEN THEY DON'T DO ANYTHING TO THE CAR THEY DON'T HAVE TO GIVE US A RECIEPT AND THAT'S NOT RIGHT

THANK YOU, [REDACTED]

9/12/06

Total Price 27,323

Downpayment \$3000 ck no. 1143
 2-26-06

**GMC****HUMMER****General Motors Business Resource Center****FAX**

From ~~To~~: **SVC MGR, Gary Loy**

Company: Moreno Valley Chevrolet

Fax: 1-951-485-3518

Phone: 1-951-485-3500

TO

~~From~~: **Marion Lindsey**

Fax: 1-866-278-1779

Phone: 1800231184121259

E-mail:

CC:

NOTES:

SR # 1-421492953. Customer, [REDACTED] VIN - 1G1ZT51816F [REDACTED] 2006
Chevrolet Malibu Maxx LT.
Customer has contacted BBB seeking repurchase.

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 11, 2006

SVC MGR, Gary Loy
Moreno Valley Chevrolet
12625 Auto Mall Drive
Moreno Valley, CA 92555

Re:

[REDACTED]
Siebel Request: 1-421492953
2006 Chevrolet Malibu
VIN # 1G1ZT61816F [REDACTED]

Dear Mr. Loy:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- 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,

Marion Lindsey
BRC Customer Relationship Manager
Ph# 1-800-231-1841, prompt 9, prompt 5, extension 21259
FAX# 1-866-278-1779

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET

P.O. BOX C MORENO VALLEY, CA 92556-4003
 12625 AUTO MALL DRIVE MORENO VALLEY, CA 92555
 PHONE (951) 485-3500 FAX (951) 485-3515



Mr. Goodwrench

BAR # AA 1S1180

EPA # CA0000367912

CUSTOMER NO. 47537	ADVISOR PHYLLIS JONES	1048	TAG NO. 3971	INVOICE DATE 07/31/06	INVOICE NO. CVWS153852
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 7,443	COLOR SILVERSTONE	STOCK NO. 149067
IDYLLWILD, CA	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU			DELIVERY DATE 02/26/06	DELIVERY MILES 25
[REDACTED]	VEHICLE I.D. NO. 1G1ZT61816F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T.F. NO.	P.O. NO.	R.O. DATE 07/13/06		
COMMENTS					MO: 7443

LABOR & PARTS
 # 1 07CVZ SUSPENSION DIAG 1 HOURS: 0.60 TECH(S): 45 40.73

CUSTOMER STATES FRONT TIRES ARE WEARING ON OUTSIDE. CHECK AND ADVISE FRONT TIRES WEARING UNEVEN
 REPLACED BOTH FRONT TIRES
 E0436 .6

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	2	89016781	B2156016 5.880	72.23	144.46	101.12	202.24
JOB # 1	2	22670300	LINK 7.240	22.68	45.36	31.75	63.50
JOB # 1 COST TOTAL				189.82			
JOB # 1 TOTAL PARTS							265.74
JOB # 1 TOTAL LABOR & PARTS							308.47

2 07CVZ00A SUSPENSION DIAG 1 HOURS: 0.50 TECH(S): 45 35.61

CUSTOMER STATES WHEN ON ROUGH ROAD HEARS A RATTLE NOISE AND VEHICLE DRIFTS TO THE RIGHT. INSTALL SPECIAL ORDER PART FRONT STABILIZER DRY
 REPLACED BOTH FRONT STABILIZER LINK
 E2147 .5

JOB # 2 TOTAL LABOR & PARTS 35.61

3 04CVZ INTERIOR DIAG 1 HOURS: 0.70 TECH(S): 45 49.85

CUSTOMER STATES DASH PLUG AND CENTER CONSOLE ACCESSORY PLUGS ARE INOP. OPEN FUSE
 REPLACE FUSE
 N1720 .7

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 3	1	12092079	FUSE 8.965	0.95	0.95	1.33	1.33
JOB # 3 COST TOTAL				0.95			
JOB # 3 TOTAL PARTS							1.33
JOB # 3 TOTAL LABOR & PARTS							51.18

4 20CVZRUNVISS CHECK FOR CAMPAIGNS HOURS: TECH(S): 45

PLEASE CHECK FOR ANY OPEN CAMPAIGNS AND PERFORM CAMPAIGN OR ORDER CAMPAIGN PARTS FOR PERFORMANCE AT A LATER DATE.

JOB # 4 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00
 R/O TOTALS 395.26

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
153852	395.26
CLAIM TOTALS	395.26

APPROVED BY SIGNATURE

7/14/06 MS
 WALKER PARTS
 HAVE BEEN RECEIVED

Ft tire are wearing unevenly
 Ft tire are wearing unevenly
 replac 2 Ft tires

E0436 .4 + 22.6

7/14/06 MS

Customer state when on Rough
 Road heard a Rottb
 Ft stabilizer are Dry
 replac Both Ft stabilizer
 link

E2147 .5

7/14/06 MS

customer state Accy out
 let Inop
 Blow Fuse

V1720 .2 + 5 = .7

inspect unit, and connect, inspect
 wiring for short to ground

replace 20 amp Fuse in Rear
 Fuse Block

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 1538524	TIME	OFF
18		OPER. NO.		7-14-6
		EMP. NO. 45		DN

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET

P.O. BOX C MORENO VALLEY, CA. 92556-4003

12525 AUTO MALL DRIVE MORENO VALLEY GA. 92555

PHONE (951)-485-3500 FAX (951) 485-3515

CS153853



Mr. Goodwrench

CS153853

EPA # CA0000367913

BAR # AA 151180



0101CVCS153853

CUSTOMER NO. 47537	ADVISOR PHYLLIS JONES	1048	TAG NO. 3971	INVOICE DATE 07/14/06	INVOICE NO. CVCS153853
[REDACTED] IDYLLWILD, CA	LABOR RATE	LICENSE NO.	MILEAGE 7,443	COLOR SILVERSTONE	STOCK NO. 149067
	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU			DELIVERY DATE 02/26/06	DELIVERY MILES 25
	VEHICLE I.D. NO. 1G1ZT61816F			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.		R.O. DATE 07/13/06	
COMMENTS					MO: 7443

LABOR & PARTS	DESCRIPTION	CONTROL NO.	AMOUNT
J# 1 01CVZ09	PROTATE TIRES	TECHCSN15	21.00
	ADJUST PRESSURE.		
JOB # 1 TOTAL LABOR & PARTS			21.00
MISC	DESCRIPTION	CONTROL NO.	AMOUNT
JOB # 1	PA GOODWILL POLICY ADJUSTMENT		-21.00
TOTAL - MISC			-21.00
TOTALS			

	TOTAL LABOR		21.00
	TOTAL PARTS		0.00
	TOTAL SUBLET		0.00
	TOTAL G.O.G.		0.00
	TOTAL MISC CHG.		0.00
	TOTAL MISC DISC		-21.00
	TOTAL TAX		0.00
TOTAL INVOICE \$			0.00

[Handwritten signature]

"I acknowledge notice and oral approval of an increase in the original estimated price."

CUSTOMER SIGNATURE

[Handwritten signature]

Reprints and Reproducts EPA/NTWAE 050923H C PAMEL

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET

P.O. BOX C MORENO VALLEY, CA. 92556-4003

12625 AUTO MALL DRIVE MORENO VALLEY CA. 92558

PHONE (951)-485-3500 FAX (951) 485-3515

CS152606



Mr. Goodenough

EPA # CA0000367912

BAR # AA 151180



01011CVCS152606

CUSTOMER NO. 47537	ADVISOR PHYLLIS JONES	1048	TAG NO. 3164	INVOICE DATE 06/13/06	INVOICE NO. CVCS152606
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 5,090	COLOR SILVERSTONE	STOCK NO. 149067
IDYLLWILD, CA	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU			DELIVERY DATE 02/26/06	DELIVERY MILES 25
	VEHICLE I.D. NO. 1G1ZT61816F			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		P. O. DATE 06/13/06	
	COMMENTS				MO: 5090

LABOR & PARTS
J# 1 07CVZ SUSPENSION DIAG 1 TECH(S) 45 WARRANTY
 CUST REPORTS THAT WHEN DRIVING VEHICLE IT STARTS TO DRIFT TO THE RIGHT AND WHEN GOING THROUGH A ROUGH ROAD YOU CAN HEAR A RATTLE NOISE LIKE SOMETHING IS LOOSE. CK AND ADVISE.
 SPECIAL ORDER PARTS

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 20CVZRUNVISS CHECK FOR CAMPAIGNS TECH(S) 45 WARRANTY
 PLEASE CHECK FOR ANY OPEN CAMPAIGNS AND PERFORM CAMPAIGN OR ORDER CAMPAIGN PARTS FOR PERFORMANCE AT A LATER DATE.

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

*****				TOTAL LABOR...	0.00
*			*	TOTAL PARTS...	0.00
*	CASH	CHARGE	*	TOTAL SUBLET...	0.00
*	VISA MASTERCARD		*	TOTAL G.O.G....	0.00
*	DISCOVER	CHECK #	*	TOTAL MISC CHG.	0.00
*			*	TOTAL MISC DISC	0.00
*			*	TOTAL TAX.....	0.00
*****				TOTAL INVOICE \$	0.00

"I acknowledge notice and oral approval of an increase in the original estimated price."

[REDACTED SIGNATURE]

CUSTOMER SIGNATURE

DIAMOND CHEVROLET, INC.

dba MORENO VALLEY CHEVROLET

P.O. BOX C MORENO VALLEY, CA. 92556-4003
12625 AUTO MALL DRIVE MORENO VALLEY CA. 92555

PHONE (951) 485-3500 FAX (951) 485-3515

CS150370



Mr. Goodwrench

EPA # CA0000367912



BAR # AA 151180



01011CVCS150370

CUSTOMER NO. 47537	ADVISOR PHYLLIS JONES	1048	TAG NO. 1769	INVOICE DATE 04/17/06	INVOICE NO. CVCS150370
	LABOR RATE	LICENSE NO.	MILEAGE 1,343	COLOR SILVERSTONE	STOCK NO. 149067
IDYLLWILD, CA	YEAR / MAKE / MODEL 06/CHEVROLET/MALIBU/SD-MALIBU			DELIVERY DATE 02/26/06	DELIVERY MILES 25
	VEHICLE I.D. NO. 1G1Z161816F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 04/17/06	
	BUSINESS PHONE	COMMENTS			MO: 1345

LABOR & PARTS
J# 1 07CVZ SUSPENSION DIAGNOSTIC TECH(S) 45 WARRANTY
 CUSTOMER STATES VEHICLE DOES NOT GO STRAIGHT DOWN THE ROAD. VEHICLE PULLS. FRONT END OUT OF FACTORY SPECS. ALIGN FRONT END AND TEST DROVE E2020 1.7

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 20CVZRUNVSS CHECK FOR CAMPAIGNS TECH(S) 45 WARRANTY
 PLEASE CHECK FOR ANY OPEN CAMPAIGNS AND PERFORM CAMPAIGN OR ORDER CAMPAIGN PARTS FOR PERFORMANCE AT A LATER DATE.

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS

*****		TOTAL LABOR....	0.00
* CASH CHARGE		TOTAL PARTS....	0.00
* VISA MASTERCARD		TOTAL SUBLET...	0.00
* DISCOVER CHECK #		TOTAL G.O.G....	0.00
*		TOTAL MISC CHG.	0.00
*		TOTAL MISC DISC	0.00
*		TOTAL TAX.....	0.00
*****		TOTAL INVOICE \$	0.00

"I acknowledge notice and oral approval of an increase in the original estimated price."

Cris [Redacted Signature]

Reynolds and Reynolds PRINTING 90310241 3 12/05

1	OFF
2	ON
3	OFF
4	ON

06 APR 17 2:05 PM
miles out 1343

1	OFF
2	ON
3	OFF
4	ON

06 APR 17 1:04 PM
miles in 1360

1	OFF
2	ON
3	OFF
4	ON

1	OFF
2	ON
3	OFF
4	ON

customer state veh DON'T goes straight
Pt end out OF Alignment spec.
Align Pt end Adjust cas, cam and

E 2020 .5+.8+.2+.2+.7 top

STRAIGHT TIME HOURS	FLAT RATE	R/O NO.	5	TIME	OFF
1.7		50370			4-17-6
		OPER. NO.			ON
		EMP. NO.	45		

(Handwritten mark)

General Motors Car and Truck Divisions

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1G1ZT61816F [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) AA to the down payment on this vehicle, (b) _____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive and final price with incentive applied) or (c) _____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
MG REBATE	\$ 500.00	CWE
DLR \$\$\$	\$ 353.00	DXP
_____	\$ _____	N/A
_____	\$ _____	N/A
_____	\$ _____	N/A
Total Incentive Amount Received	\$ 853.00	

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 _____ 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 02/26/06. 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: 02/26/2006

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: 02/26/2006
 Dealership Name: MORENO VALLEY CHEVY OLDS Dealer Code: 20024

* 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 - Vehicle Purchase Program
Customer-Dealer Agreement and Pricing Sheet**

Eligible Participant: JERRY F BROWN Relationship to Eligible Participant: SIBLING
Purchaser's First Name: [Redacted] Purchaser's Last Name: [Redacted]
Purchaser's Date Of Birth: 05/21/1953
Vehicle Identification Number (VIN): 1G1ZT6L816F [Redacted]
Authorization Number: 400413061 Incentive Code: GMS
Approval Number: 515205421 Approval Date: 02/26/2006
00:00:00
Dealer Name: MORENO VALLEY CHEVROLET
Division: CHEVROLET Dealer Code: 20024
Program Name: GM EMPLOYEE PURCHASE
Company Name: ALLISON TRANSMISSION DIV
Secondary Company Name:

- (1) Amount listed on invoice below caption Employee Price (GMS/GMU) or Supplier Price, as applicable to the program referenced above. Copy of invoice must be shown to customer for verification.
- (2) I have confirmed that the Employee or Supplier price shown on line (1) above is correct.
- (3) I have reviewed the Incentive Acknowledgment and/or Assignment form and confirm that all applicable incentives have been reflected in final purchase price.
- (4) I have reviewed the vehicle price worksheet (Buyer's Order) and understand all additions and deductions that affect the final purchase price

20017.38

[Redacted]

Customer Initials

[Redacted]

Customer Initials

[Redacted]

Customer Initials

Customer Agreement and Verification of Delivery

- 1. By signing this form, the Purchaser acknowledges the following:
 - A. Receipt of the vehicle designated above and a copy of this form
 - B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
 - C. The Purchaser agrees that he/she will not violate any Program provision
 - D. Penalties for violation of Program provisions may include one or more of the following:
 - i. Termination of Program privileges
 - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - iii. Disciplinary action up to and including termination of employment (for GM Employees) ⁽¹⁾
 - E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a

transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et. seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature:  Date: 2-26-06

Dealer Agreement

1. By signing this form, the dealer agrees to the following:
 - A. Assume General Motors's obligation for delivery of the vehicle
 - B. Collect from the purchaser the amount specified in the Purchase Contract
 - C. Comply with the Rules and Guidelines of The Program
 - D. Review the Factory Invoice with the customer
 - E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
 - F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
 - A. Comply with the terms and conditions contained in The Program Rules and Guidelines
 - B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - i. Declared ineligible to participate further in the Program
 - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature:  Date: 2/26/06

- (1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

Welcome to the GM Vehicle Purchase Program

[Obtain Approval Code](#)

[Approve & Assign](#)

[Rules and Guidelines](#)

[Request a Duplicate
Customer Dealer
Agreement](#)

Congratulations! Please Print for Your Records.

[Resubmit for Payment](#)

YOUR APPROVAL CODE IS: 515205421

Relationship: SIBLING

[Void An Approval](#)

Purchaser's Date of birth: 05/21/1953

Last 4 Digits - Purchaser's SSN: [REDACTED]

Program: GM EMPLOYEE PURCHASE

[Frequently Asked
Questions](#)

Authorization Number: 400413061

Authorization Expiration: 08/23/2006

[Ambassador 2
Redemption](#)

Company Name: ALLISON TRANSMISSION DIV

Secondary Company Name:

Status: Approved

Approval Date: 02/26/2006 00:00:00

Dealer: MORENO VALLEY CHEVROLET

Dealer Location: 12625 AUTO MALL DR, MORENO VALLEY

[PRINT CUSTOMER DEALER AGREEMENT](#)

[VALIDATE ANOTHER CODE - SAME DIVISION](#)

[Authorization Approval Questions](#)

1-800-835-4646

[Technical Support](#)

1-888-337-1010



B. Less Prior Credit or Lease Balance \$ N/A
 C. Net Trade-in (A less B) (Indicate if a negative number) \$ N/A
 D. Deferred Downpayment \$ 853.00
 E. Manufacturer's Rebate \$ N/A
 F. Other N/A \$ 3000.00
 G. Cash \$ 3853.00
Total Downpayment (C through G) \$ 3853.00
 (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)
7. Amount Financed (5 less 6) \$ 23693.19
 *Seller may keep part of these amounts.

OPTIONAL GAP CONTRACT A gap contract (optional contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.
 Term 36 Mos. **CUBL GAP**
 Name of Gap Contract
 You want to buy a gap contract
 Buyer X [Redacted]

SELLER ASSISTED LOAN
 BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
 Proceeds of Loan From: N/A
 Amount \$ N/A Finance Charge \$ N/A
 Total \$ N/A Payable In N/A
 Installments of \$ N/A N/A
 from this Loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE
 If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
 Name of autobroker receiving fee, if applicable:
 N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written below with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.
 1.F Company **FIRST AUTOMOTIVE**
 Term Mos. or Miles
 1.G Company N/A
 Term Mos. or Miles
 Buyer X [Redacted]

NOTICE OF RESCISSION RIGHTS
 If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.
 Buyer X [Redacted] Co-Buyer X [Redacted]

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 both you and we must sign it. No oral changes are binding.
 Buyer Signs
 Co-Buyer Signs

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A Year. **SELLER'S INITIALS**

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
 YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
 THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
 S/S X [Redacted] X [Redacted]

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.
 Buyer X [Redacted] Co-Buyer X [Redacted]

Notice to buyer:
 (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
 After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.
 Buyer Signature X [Redacted] Co-Buyer Signature X [Redacted]

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.

THERE IS NO COOLING OFF PERIOD
 California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

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 Signature X [Redacted] Date 02/26/06 Co-Buyer Signature X [Redacted] Date 02/26/06
 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 Signature X _____ Address _____

GUARANTY
 To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
 Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.
 Guarantor X _____ Date _____ Guarantor X _____ Date _____
 Address _____ Address _____

Seller Signs **MORENO VALLEY CHEVY OLDS** Date 02/26/06 Title _____

CW0000189 - Griffin
SLA

ATTN: Mari Lopez

BB Autoline

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number 149057

Buyer (and Co-Buyer) Name and Address (City, State, County and Zip Code)	Creditor - Seller (Name and Address)
[REDACTED] RIVERSIDE	MORENO VALLEY CHEVY OLDS PO BOX C 12025 AUTO HALL DR MORENO VALLEY CA 92556-4003

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. The Truth-in-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2006	CHEVROLET MALIBU	25	1S1ZT61815F [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
7.9%	\$ 732.26	\$ 23693.45	\$ 31022.05	\$ 3053.60
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				

STATEMENT OF INSURANCE
NOTICE: No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. 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.

Vehicle Insurance		Term	Premium
\$ 90.00	Comp. Fire & Theft	Mo.	\$
\$ 90.00	Collision	Mo.	\$
\$	Body Injury	Mo.	\$
\$	Property Damage	Mo.	\$
\$	Medical	Mo.	\$
Total Vehicle Insurance Premiums			\$

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
Payments	369.32	Monthly, Beginning
Payments	N/A	Monthly, Beginning
One Final Payment	369.32	DUE ON 02/12/2013

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

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

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, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price
A. Cash Price of Motor Vehicle and Accessories \$ 23017.38
B. Document Preparation Fee (not a governmental fee) \$ 45.00
C. Smog Fee Paid to Seller \$ 30.00
D. Sales Tax (on taxable items in A+B+C) \$ 1732.00
E. Optional DMV Electronic Filing Fee* \$ N/A
F. (Optional) Service Contract* \$ 1800.00
G. (Optional) Service Contract* \$ N/A
H. Prior Credit or Lease Balance paid by Seller to N/A \$ N/A
I. (Optional) Gap Contract (to whom paid)* \$ 500.00
J. Other (to whom paid)* \$ N/A
Total Cash Price (A through J) \$ 27323.64
2. Amounts Paid to Public Officials
A. License Fees ESTIMATED \$ 214.00
B. Registrar/Transfer/Titling Fees \$ N/A
C. California Tire Fees* \$ 8.76
D. Other \$ N/A
E. Other \$ N/A
Total Official Fees (A through E) \$ 222.76
3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b)* \$ N/A
4. Smog Certification or Exemption Fee Paid to State \$ N/A
5. Subtotal (1 through 4) \$ 27546.40
6. Total Downpayment
A. Agreed Trade-In Value Yr Make \$ N/A
B. Loss Prior Credit or Lease Balance \$ N/A
C. Net Trade-In (A less B) (indicate if a negative number) \$ N/A
D. Deferred Downpayment \$ N/A
E. Manufacturer's Rebate \$ 253.00
F. Other \$ N/A
G. Cash \$ 3000.00
Total Downpayment (C through G) \$ 3853.00
7. Amount Financed (5 less 6) \$ 23593.40

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

Application for Optional Credit Insurance
Credit Life: Buyer Co-Buyer Both
Credit Disability (Buyer Only)
Credit Life Term Exp Premium
Credit Disability Term Exp Premium
Total Credit Insurance Premiums \$
Insurance Company Name
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 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 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. 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 above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details) You want to buy the credit insurance.

Date Buyer Signature
Date Co-Buyer Signature

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge if you choose to buy a gap contract, the charge is shown in item 1I. See your gap contract for details on the protection it provides. it is a part of this contract.
Term Mos
Name of Gap Contract

You want to buy a gap contract
Buyer X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1F and/or 1G above.

1F Company FIRST AUTOMOTIVE
Term Mos or Miles
1G Company
Term
Buyer X

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 both you and we must sign it. No oral changes are binding.

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From
Amount \$ Finance Charge \$
Total \$ Payable in
installments of \$
from this loan is shown in item 6D

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
Name of autobroker receiving fee, if applicable:

NOTICE OF RECISSION RIGHTS
if Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

OPTION: You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____ Year _____ SELLER'S INITIALS _____

X _____ Co-buyer signs

THE MINIMUM PUBLIC LIABILITY INSURANCE COVER PROVIDED BY THE FACTS SET FORTH BY EVERY PERSON WHO PURCHASES A VEHICLE... NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT... YOU SHOULD CONTACT YOUR INSURANCE AGENT... YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT COVER THE FULL AMOUNT OF DAMAGE... YOU DO NOT HAVE FULL COVERAGE... COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLER... HOWEVER, UNLESS OTHERWISE PROVIDED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE BALANCE OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD... FOR ADVICE ON FULL COVERAGE, YOU WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT... THE SELLER DOES NOT KNOW OR GUARANTEE THAT YOU UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6 B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X _____ Co-Buyer _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof. After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

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 Signature X _____ Date 02/25/06 Co-Buyer Signature X _____ Date 02/25/06

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 Signature X _____ Address _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notices of the amount owing at any time, and of any demands upon the Buyer.

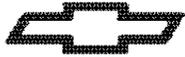
Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

LAW FORM NO. 553-CA (REV. 1-85) U.S. PATENT NO. 4,842,782 ©2002 B. J. Holdre and Reynolds. TO ORDER, write to B. J. Holdre, 107-100 2nd St. S.E., Kent, WA 98032. THE PRINTED MATTER IS THE PROPERTY OF B. J. HOLDRE AND IS TO BE RETURNED TO HIM AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TITLE-IN-LENDING COPY



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 11, 2006

SVC MGR, Gary Loy
Moreno Valley Chevrolet
12625 Auto Mall Drive
Moreno Valley, CA 92555

Re:

[REDACTED]
Siebel Request: 1-421492953
2006 Chevrolet Malibu
VIN # 1G1ZT61816F [REDACTED]

Dear Mr. Loy:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- 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,

Marion Lindsey
BRC Customer Relationship Manager
Ph# 1-800-231-1841, prompt 9, prompt 5, extension 21259
FAX# 1-866-278-1779

Customer Claim Form

Contact Date: 08/30/06

Start Date: 08/30/06

Case Number : CHV0660189

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

SNOW FLAKE, AZ

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: _____ Number of vehicles registered in California by vehicle owner/lessee: _____

Make: Chevrolet Model: Malibu LS Model Year: 2006 Current Mileage: 8925

Vehicle Identification Number: 1G1ZT61816F _____

Service Dealer/City/State : MORENO VALLEY CHEVROLET,

Selling Dealer/City/State : MORENO VALLEY CHEVROLET, MORENO VALLEY CA., CA

Insurance Carrier : HARTFORD 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: 02/26/06 Mileage at purchase: _____

Lease Date: _____ Mileage at lease: _____

Purchased As : New Used Demo

Leased As : New Used Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? _____

Lienholder's Name: BANK OF THE WEWST

Leasing Company's Name: _____

Address: P.O. BOX 4002

Address: _____

City/St/Zip: CONCORD, CA 94524

City/St/Zip: _____

Phone: () - _____

Phone: _____

Lienholder Acct # : _____

Leasing Company's Acct #: _____

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

IT IS OBVIOUS THAT THE STEERING AND OR SUSPENSION IS FALITY

WE HAVE TALK TO ANGIE IN THE COMPLAINT DEPT SEVERAL TIMES

ITS BEEN 3 DAYS SINCE TALK TO HER LAST NO PHONE CALL RETURN

SHE SAID, SHE WOULD CK WITH THE HIGHER UP AND SEE WHAT COULD BE DONE. HOPE SOMETHING CAN BE DONE ABOUT THIS. MEDIATION/ARBITRATION.

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



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 11, 2006

SVC MGR, Gary Loy
Moreno Valley Chevrolet
12625 Auto Mall Drive
Moreno Valley, CA 92555

Re: [REDACTED]

Siebel Request: 1-421492953
2006 Chevrolet Malibu
VIN # 1G1ZT61816F [REDACTED]

Dear Mr. Loy:

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

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

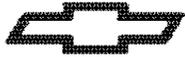
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include 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,

Marion Lindsey
BRC Customer Relationship Manager
Ph# 1-800-231-1841, prompt 9, prompt 5, extension 21259
FAX# 1-866-278-1779



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 11, 2006

SVC MGR, Bill Robertson
Horne Auto Center, Inc.
651 West Deuce Of Clubs Avenue
Show Low, AZ 85901

Re:

[REDACTED]
Siebel Request: 1-421492953
2006 Chevrolet Malibu
VIN # 1G1ZT61816F [REDACTED]

Dear Mr. Robertson :

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,

Marion Lindsey
BRC Customer Relationship Manager
Ph#1- 800-231-1841, prompt 9, prompt 5, extension 21259
FAX#1- 866-278-1779

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

November 19, 2010

[REDACTED]
Snowflake, AZ [REDACTED]

Service Request: 1-421492953
Customer Relationship Specialist: Angela Graves

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2006 Chevrolet Malibu. 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,

Chevrolet Customer Assistance Center

Privileged and Confidential Information

CASE ASSESSMENT BY: Marion Lindsey
Siebel/CARS Request No: 1-421492953

Customer Name: [REDACTED]

Year of Vehicle: 2006 Make: Chevrolet Model: Malibu Current Mileage: 9,000

Vehicle ID No.: 1G1ZT61816F [REDACTED] In Service Date: 2/26/06 Purchased: New

What is customer seeking: repurchase of vehicle.

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: customer stated alignment keeping vehicle from driving straight down the road. Customer stated he hears a loud rattling noise in front suspension when driving over a bump.

Date:	Mileage:	Days Out:	Description of Repair:
04/17/06	1,343 miles	1 day	RO # 150370, Moreno Valley Chevrolet. Dealer found front end alignment out of factory specs. Dealer adjusted front end wheel alignment under warranty.
6-13-06	5,090 miles	1 day	RO # 152606, Moreno Valley Chevrolet. Dealer inspected for a rattling noise over bumps and vehicle alignment drifting while driving. Dealer special ordered replacement parts for both front stabilizer links.
07/13/06	7,443 miles	1 day	RO # 153852, Moreno Valley Chevrolet. Dealer replaced front control arm bushings at front stabilizer links.
8-21-06	8,925 miles	2 days	RO # 105370, Horne Auto Center. Dealer test drove vehicle and verified noise was present. Dealer replaced power steering gear assembly with updated part and reset front end wheel alignment. Dealer referred to Technical Service Bulletin # 06-02-32-007 for repair correction info.

OTHER SYMPTOM/CONCERN: tire wearing out due to bad alignment.

Date:	Mileage:	Days Out:	Description of Repair:
07/13/06	7,443 miles	----	RO # 153852, Moreno Valley Chevrolet. Dealer replaced both front tires under warranty.

OTHER SYMPTOM/CONCERN: customer stated front dash panel and center console accessory outlets were inoperative.

Date:	Mileage:	Days Out:	Description of Repair:
07/13/06	7,443 miles	---	RO # 153852, Moreno Valley Chevrolet. Dealer replaced blown fuse.

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

OTHER SYMPTOM/CONCERN:

Date:	Mileage:	Days Out:	Description of Repair:
-------	----------	-----------	------------------------

Total Days Out of Service: 5 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:

Team Manager Approval:

Date:

Privileged and Confidential Information

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? _ Number of repair attempts 3X for suspension noise and alignment are not meeting the 4X required for California Lemon Law presumption according to Chevrolet dealers docs. sent in. Days out of service are not meeting 30 days required to meet CA Lemon Law presumption. However customer provided more repair docs. than Horne Chevrolet provided to ADR CRS and these would qualify the vehicle under CA Lemon Law. _____

AVM and/or DEALER RECOMMENDATION(s):

CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRS Advised DVM that customer has more docs. than have been provided by Horne Chevrolet, Showlow, AZ and these repairs will qualify vehicle for CA Lemon Law presumption on suspension noise and alignment issues. ADR CRS requested that DVM authorize voluntary repurchase.

Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval:

Date:

SR # 1-421492953

[REDACTED]
VIN- 1G1ZT61816F [REDACTED]

2006 Chevrolet Malibu

Lienholder's info:

Bank of the West

P O. Box 4002

Concord, CA 94524

Account # [REDACTED]

Phone # 1-800-827-7500

or alt. 925-942-8998.

Overallowance/Incentives/Negative Equity Form (non-Florida)

Customer: [REDACTED]

Request #: 1-421492953

BBB#: CHV0660189

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)	\$
MSRP (from BARS Invoice) <i>Note: If GMS price, use in place of MSRP price</i>	\$22,275.00
Difference (If positive, look for Over Allowance) If no Trade in, have Dealer explain why customer paid more than MSRP.	\$

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

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

<u>If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Manager before submitting information to BBB</u>	
Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	\$
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>	\$

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

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





MFD BY GENERAL MOTORS CORP

DATE
09/05

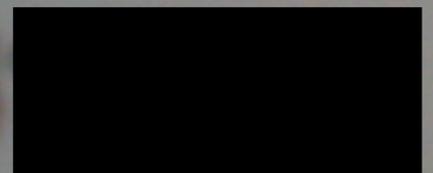
GVWR
1922 KG
4238 LB

GAWR FRT
1085 KG
2393 LB

GAWR RR
837 KG
1845 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G2ZH158964



TYPE: PASS CAR

1422665465-

1922 K
4238 LB

GAWR FRT
1085 KG
2393 LB

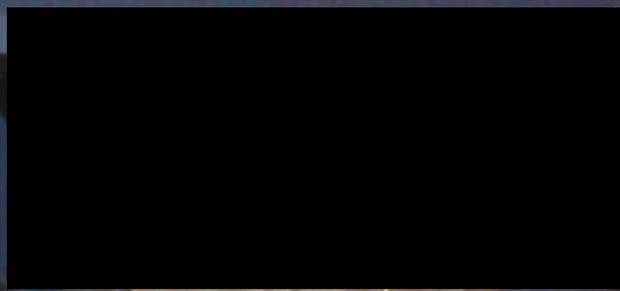
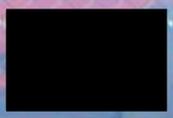
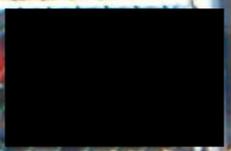
GAWR RR
837 KG
1845 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN
EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G2ZH158964 [REDACTED]

TYPE: PASS CAR

-1422665465-



15 2

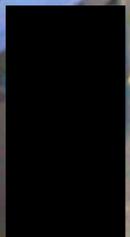




















2 10



2 10



3796 m

DTC Information

ECU Name

Status

HMVC Control Module

No Com

Power Steering Control No

No Com

Vehicle Conn. InterFace II

No Com

Body Control Module

3

Theft Deterrent Module

3

ECM

2

5 / 11

Theft Deterrent Module

1

DTCs Sorted By Priority

Body Control Module

U2111

Symptom 00

Lost Communications with Steering
Control System

Last Test:

Failed/C

This Ignition:

Not Run

Since Clear:

Passed
History

DTCs Sorted By Priority

Body Control Module

U2111

Symptom 00

Lost Communications with Steering Control System

Last Test:

Failed/Current

This Ignition:

Not Run

Since Clear:

Passed History

1 / 1

Clear DTCs

3500 V6

SAE 5W-30

XGX

CAUTION
A gas restriction under hood pressure may occur.
For Air Conditioning System Only.
System to be serviced by qualified personnel only. Improper service methods may create personal injury.
General Motors Corporation, Detroit, MI 48106

ATTENTION
Risque d'explosion à l'ouverture du capot.
Pression d'air sous pression possible.
Système de climatisation uniquement.
L'entretien du système doit être effectué par un personnel qualifié seulement. Des méthodes d'entretien incorrectes peuvent causer des blessures.
General Motors Corporation, Detroit, MI 48106

NOTICE
AIR CONDITIONING SYSTEM

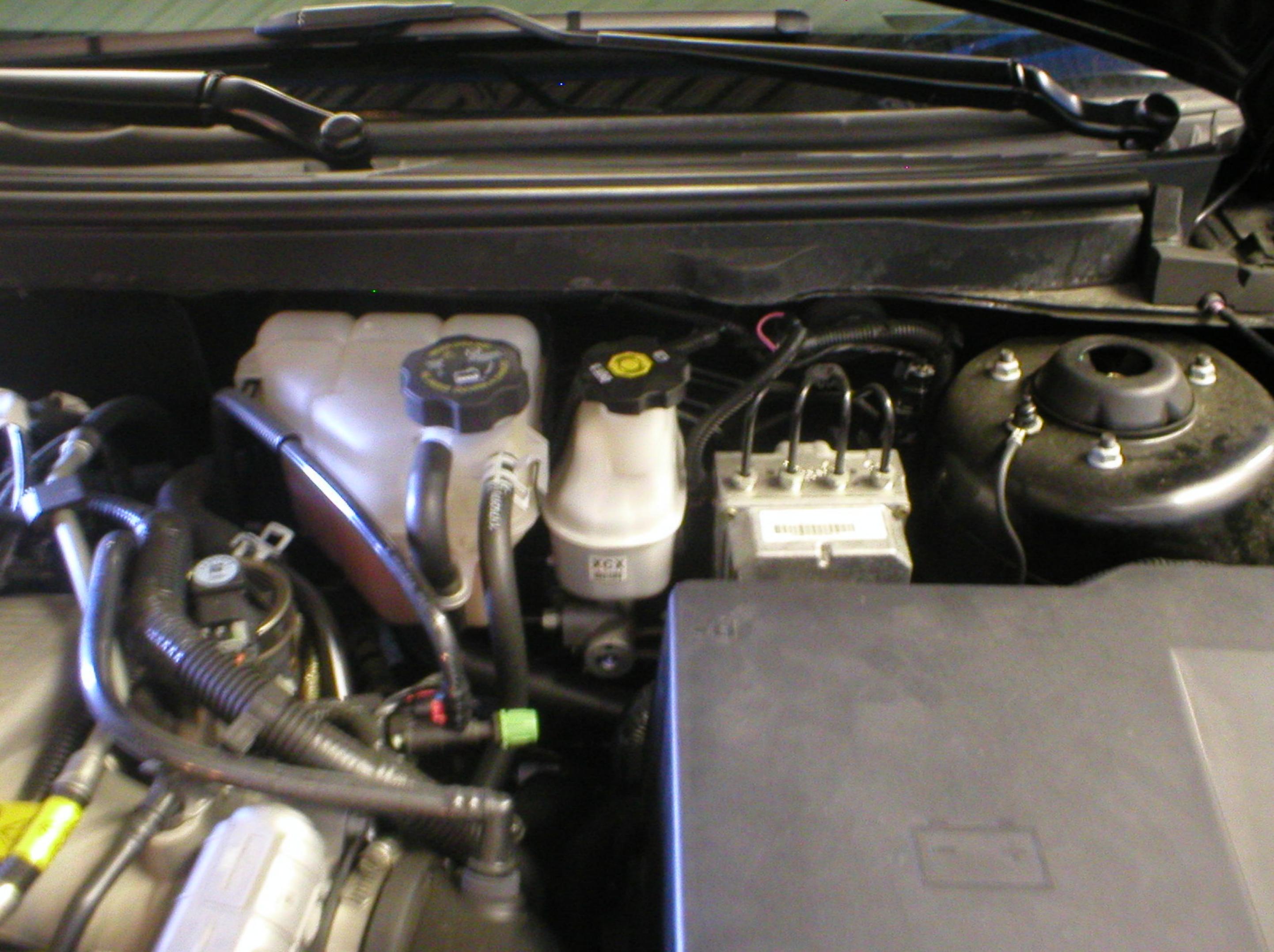
AVIS
RISQUE D'EXPLOSION À L'OUVERTURE DU CAPOT.

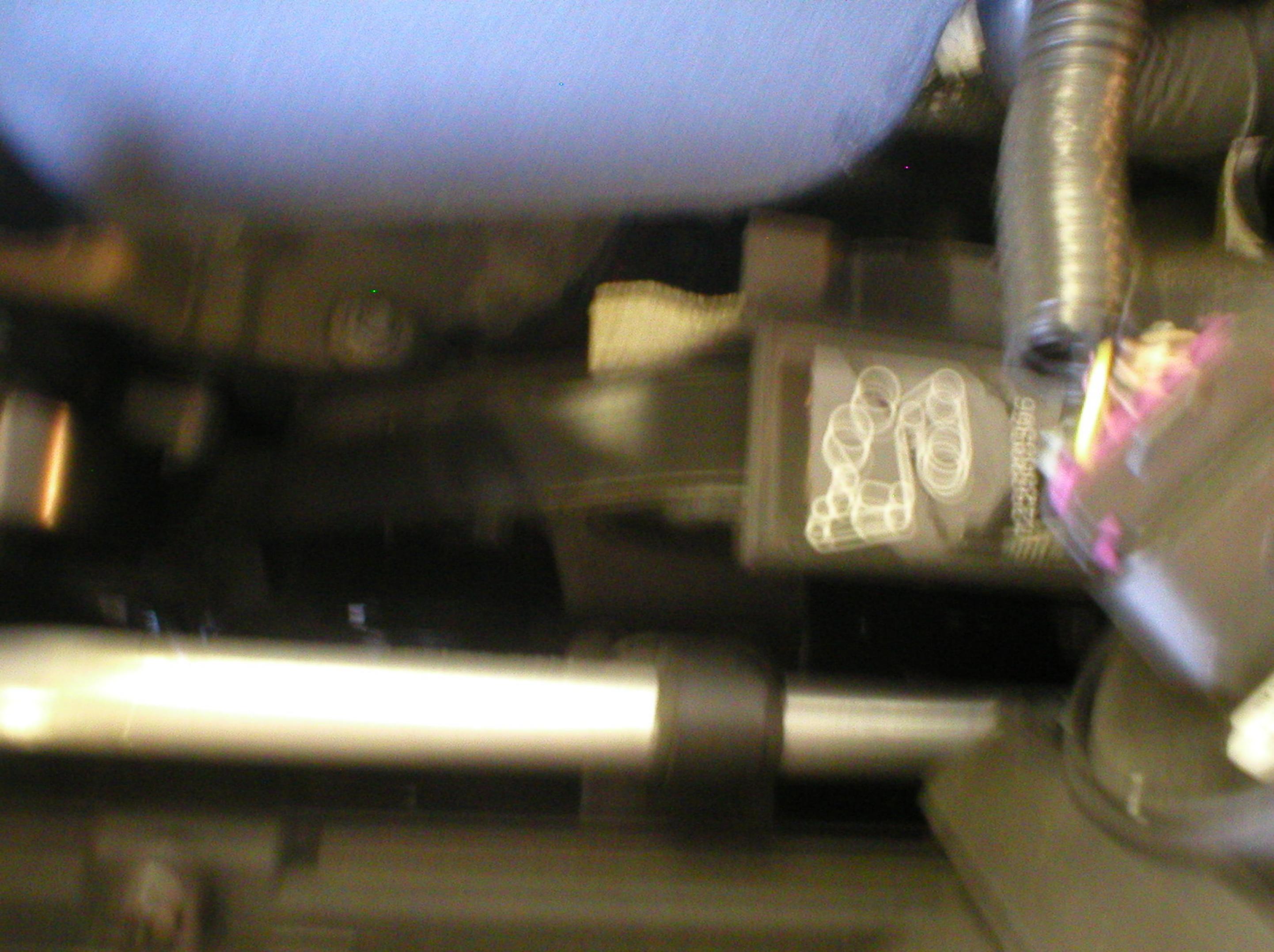
CAUTION
To help avoid personal injury, keep hands clear of fan. It can start at any time.

ATTENTION
Attention aux doigts! Risque de blessures. Le ventilateur peut se mettre à tourner sans avertissement.

VEHICLE EMISSION CONTROL INFORMATION

CATALYST















9840
9840

