GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

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

September 25, 2006

Mr. Wynn Keller
Eckenhoff Buick-Pontiac-GMC
1750 Fairway
Jenkintown PA 19046-1606

Re: [redacted]
Siebel Request: 1-433888199
2005 Pontiac G6
VIN # 1G2ZG528854 [redacted]

Dear Mr. Wynn Keller:

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

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

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

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

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

Sincerely,

Maria Dalgleish
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 11705
FAX# 866-842-9481

ADR File Checklist

SR Number:1-433888199 **BBB Case:** PGM0662715
Customer:[redacted] **VIN:1G2ZG528854**[redacted]
Make/Model/Year: Pontiac/G6/2005 **In Service**: 02/25/2005 **Mileage**: 26,234
Received Date: 9/21/06 **Day 15 Date:** 10/06/06 **Goes Active:**
Primary Concern: Stiffness in his steering

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

☒ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** 9/22/06 / 11:37am
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 9/22/06 / 12:21pm
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time: 9/22/06** / 1:01pm

☒ **Repair Orders Requested:** **Received:** 10/06/06

☒ **Sales Documents:** **Received:** 10/06/06

☒ **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: 11/01/06** / 12:16pm
- **Executive Summary** **Completion Date/Time:** 11/01/06 / 12:14pm
- **Close Siebel** **Completion Date/Time:** 11/01/06 / 12:17pm

AVM: Susan Jackson **Node/Box:** 914055 / 8028
Service Dealer: Eckenhoff Pontiac-Buick-GMC Svc Mgr: Wynn Keller
Selling Dealer: Eckenhoff Pontiac-Buick-GMC Jenkintown, PA Contact: 215-884-4200

NOTES: Case was closed by the BBB as a referral. Repair was completed and successful.

Case Assessment By:Maria Dalgleish		Siebel/CARS Request #: 1-433888199	
Customer Name: [redacted]			
Veh year: 2005	Make:Pontiac	Model:G6	Current mileage:26,234
Veh ID #:1G2ZG528854[redacted]	In Service Date:02/25/2005	Purchased:Used	If used:13,305 miles
What is the customer seeking?I would prefer either a Buyback of my current auto loan (currently $17,354) ortrade in for another GM vehicle at same dealership using 2005 G6 as trade in at full remaining loan value.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
09/18/06	57921	24,273	9	Customer States power steering light comes on dash and he has no power steering. Sensor shorted in column-column assembly, steering-replace. Rental vehicle provided.
08/04/06	56104	24,093	37	Customer states when turning steering wheel to the left, it feels like he is losing power steering. Internal steering gear failure. Gear assemblay, power steering replace. Rental Vehicle provided.
07/13/06	55132	23,400	1	Clanging noise from left front while going over dips or bumps. SOP order steering gear.
05/30/06	53232	18,797	1	Steering wheel shifted sharp left when backing up. Power steering message and wrench symbol displayed. Hard to steer. CND check steering. No current faults detected. Roadtest, no abnormal steering performance detected at this time.
05/15/06	52642	18,418	1	Slow crunching noise when slowing to a stop from 10 to 0 MPH; also high pitched sound when braking from higher speeds- About 35 MPH or above. Found intermediate steering shaft dry. Lubricate intermediate steering shaft.
03/13/06	49793	16,777	3	Power steering stiffened twice on Saturday, lost power steering assist, wrench symbol on dash lit up, and DIC displayed power steering message. TAC advises signal voltage should be 4.9 or

Team Manager Approval: Date:

Revised by c.mallett 09/07/06

				higher, reads 2.3 volts. Motor and controller assemblay, electronic power steering-replace.
01/23/06	47746	15,442	1	clicking noise heard from steering column, when turning either direction. NWD factory preliminary info. Advises that they are working on a solution for this concern, will issue repair instructions later.

OTHER SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
08/04/06	56104	24,093	37	Sunroof molding is popping out. Headliner may be rubbing on plastic screw boss holes. Install mylar washers to sunroof module.
07/13/06	55132	23,400	1	Customer states pop/snap noise from sunroof when open while driving over bumps or uneven surfaces.
05/30/06	53232	18,797	1	Itching noise from headliner by front sunroof edge. Headliner retainers loose. R&R headliner assemblay, resecure loose retainers.
03/01/06	49340	16,446	6	Sunroof rattles. Roof fasteners noisy per TSB 05-08-67-014. Install mylar washers on sunroof fasteners as per bulletin.
01/23/06	47746	15,442	1	Panaraminc roof sunshade rattles as per new bulletin. CND bulletin addresses multiple items, sunshade is quiet, need to roadtest with customer to duplicate noise.

Team Manager Approval: **Date:**

Revised by c.mallett 09/07/06

Total Days Out of Service: 53____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer has been out of service for 53 days, and is in his bumper to bumper warranty. Customer does meet presumption, but the customers concern has been repaired and the repair is successful. The BBB has closed the case as a referral.

AVM and/or DEALER RECOMMENDATION(s): Dealer:Completed today steering wheel sensor. Said that this should be it, it's the last part to fix in the steering. Said that they thought the last two fixes were it, but this should be it.

CRM RECOMMENDATION & RATIONALE (EXPLAIN): Customers concern has been repaired and was successful. Thje customers case has now been closed as a referral. Told the customer that if there are any further concerns with this repair to file again and we'll deal with it accordingly.

Decision reached by CRM: Arbitrate case: [ ] **Settle case:** [X]

Team Manager Approval: **Date:**

Revised by c.mallett 09/07/06

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

GM

CHECK **No.** [redacted]

50-937
213

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

DATE		AMOUNT
01/08/07	**********5,000 DOLLARS ****00 CENTS	**********5,000.00

PAY TO THE ORDER OF [redacted] BULGER PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

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 000000205 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/08/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528054 [redacted]	01/05/07	VM 1-7P230A 1-441288852.1-7P230A	00.0000	5,000.00	.00	5,000.00
			TOTAL	5,000.00	.00	5,000.00

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

W3

AP330X

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/08/07

**********1,750 DOLLARS ****00 CENTS

AMOUNT **********1,750.00

PAY TO THE ORDER OF

[redacted]
BULGER PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

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 000000206 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/08/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528054 [redacted]	01/05/07	VM 1-7P230C 1-441288852 1-7P230C	00.0000	1,750.00	.00	1,750.00
			TOTAL	1,750.00	.00	1,750.00

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

W3

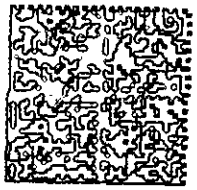
AP13CK

FIRST • CLASS

DAVID

LAW OFFICES

MARKET STREET
PHILADELPHIA, PA 19107



HASLER $0.87
OCT 24 2006
US POSTAGE
FIRST-CLASS
MAILED FROM 19107
011A0413001320

First Class Mail

OCT 27 2006

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

LAW OFFICES
DAVID J. GORBERG & ASSOCIATES, P.C.
1234 MARKET STREET
SUITE 2040
PHILADELPHIA, PA 19107-3789

1 (800) MY-LEMON
1 (800) 695-3666

(215) 563-7210
FAX (215) 563-8738

www.MyLemon.com

DAVID J. GORBERG
DOMINIQUE GRENIER*
DANA LYNN TARQUINI*
TAMMY J. SCHMITT
MELISSA A. WEIK-HANNA*
TRACY A. PHILLIPS
KIMBERLY A. HOEHING*
LAURA L. APPLEGATE
MARGARET D. ARSENLIS*

*MEMBER OF PA AND NJ BARS

NEW JERSEY OFFICE
GREENTREE COMMONS
8001 D LINCOLN DRIVE WEST
MARLTON, NJ 08053-3211
(856) 797-0703
FAX (856) 983-6123

PITTSBURGH OFFICE
2325 GRANT BLDG.
330 GRANT STREET
PITTSBURGH, PA 15219
(412) 894-9970
FAX (412) 894-9983

October 24, 2006

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

RE: Our Client: [redacted]
Vehicle: **2005 Pontiac G6**
Vin #: **1G2ZH528054**[redacted]

Dear Legal Department

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

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

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

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

Defective water leak.

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

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

Very truly yours,

DAVID J. GORBERG

DJG/jm

RELEASE OF LIEN INFORMATION

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

hereby authorize M&T Credit Corporation
(Lien holder Name)

P.O. Box 17292 Baltimore, MD 21203
(Lien holder Address) (Lien holder Phone Number)

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

with M&T Credit Corporation
(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 10/5/06.

VEHICLE INFORMATION

The current vehicle mileage is 37,930 Date mileage read: 10/5/06.

[redacted] [redacted]
Signature Signature

LG0006
V6302006

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER OLDS Cadillac

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: AUG 31, 2007 **VALID: 07/11/06**

PLATE: [redacted]
TITLE: [redacted] KR
VIN: 1G2ZH528054 [redacted]
YR/MAKE: 2005 PONTIAC
TYPE: SDN
WID: 06192 3903 311283-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

[redacted]

BULGER PA

[redacted]

Change your address online at: www.state.pa.us Pa Keyword **"DMV"**

[redacted]

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

No. 6472433 On Star Pin 4483

111993

www.dmv.state.pa.us

MV—1 (2-04)

I. TAX / FEES

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE	PONTIAC
VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY T[redacted] THIS COPY	1G2ZH528054
BODY TYPE (SDN, TK, BUS, ETC.)	4DR SDN
MODEL YEAR	2005
GROSS VEHICLE WT. RATING	
FUEL ☐ DIESEL ☐ ELECTRIC	
DIN/MECHANIC #	85898580
AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)	JASON M KASCAK
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A: TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)	I certify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here and in Section F are correct. SIGN HERE

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME)	[redacted]
FIRST NAME	
MIDDLE INITIAL	
DATE ACQUIRED/ PURCHASED	09/24/04
CO-PURCHASER	[redacted]
DEALER ID NUMBER (IF APPLICABLE)	
STREET	[redacted]
CITY	PIKE BULGER
STATE	PA
ZIP	[redacted]
COUNTY CODE	53

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY.

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-IL.

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

ODOMETER READING: 210 TENTHS ☒

D. LIEN INFORMATION

1ST LIEN DATE	09/24/04 → IF NO LIEN, CHECK ☐
1ST LIENHOLDER	AFT CREDIT CORP.
STREET	PO BOX 17292
CITY	BALTIMORE
STATE	MD
ZIP	21203
FINANCIAL INSTITUTION NUMBER	
2ND LIEN DATE	→ IF NO LIEN, CHECK ☐ NA
2ND LIENHOLDER	
STREET	
CITY	
STATE	
ZIP	
FINANCIAL INSTITUTION NUMBER	

E. VEHICLE TRADED

MAKE OF VEHICLE	
VIN	
MODEL YEAR	
BODY TYPE (SDN, BUS, TK, ETC.)	
CONDITION OF VEHICLE	☐ GOOD ☐ FAIR ☐ POOR

F. ADDITIONAL VEHICLE INFORMATION

PASSENGER TAX/BUS	PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐	SEATING CAPACITY
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED	CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO; BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0	
	OPERABLE PEDALS ☐ YES ☐ NO	MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO
	AUTOMATIC TRANSMISSION ☐ YES ☐ NO	DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO
MOTOR HOME	CHASSIS MFR:	BODY MAKE:
TRAILER & VEHICLES BELOW	NUMBER OF AXLES	REQ. REGISTERED GROSS WT. (INCLUDING LOAD)
	SUM OF GAWR'S	UNLADEN WT. (EMPTY)
TRUCK TRUCK TRACTOR	REQ. REGISTERED GROSS COMBINATION WT.	GROSS COMBINATION WT. RATING
IMPLEMENT OF HUSBANDRY OR SPECIAL MOBILE EQUIPMENT	COMPLETE AND ATTACH FORM MV-190	

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ✓ Check One

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE

☐ TRANSFER & RENEWAL OF PLATE

☐ TRANSFER & REPLACEMENT OF PLATE

☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE NO.

EXPIRES Month Year

REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)

NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.

TRANSFERRED FROM TITLE NO.

VIN

[redacted]

TEMP. PLATE NO.

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE

RELATIONSHIP TO APPLICANT

INSURANCE COMPANY NAME	NATIONWIDE
POLICY NO. (OR ATTACH BINDER)	[redacted]
POLICY EFFECTIVE DATE	07/07/04
POLICY EXPIRATION DATE	01/07/05

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH ____ DAY ____ YEAR ____ I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND I ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME)	COCHRAN OF ROBINSON TWP
AGENT NO.	85898580
ISSUING AGENT SIGNATURE	
TELEPHONE NO.	(412) 788-4444

H. SEAL AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED AND SWORN TO BEFORE ME: MO 09 DAY 24 YEAR 04

SIGNATURE OF PERSON ADMINISTERING OATH

COMMONWEALTH OF PENNSYLVANIA

Notarial Seal
Jason M. Kascak, Notary Public
Robinson Twp, Allegheny County
My Commission Expires June 10, 2007
Member, Pennsylvania Association Of Notaries

SIGN IN PRESENCE OF NOTARY

SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER: [redacted]

TELEPHONE NO.: [redacted]

SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER: [redacted]

SEAL

I. TAX / FEES

PURCHASE PRICE	
LESS TRADE-IN	5,050.00
TAXABLE AMOUNT	N/A
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	5,050.00
LESS TAX CREDIT	1,303.00
1. SALES TAX DUE	
1A. Exemption Reason Code (must be a number from 1 to 26 or 0)	1,303.00
1B. EXEMPTION NO.	
1C. (PTA) NO.	
2. TITLE FEE	22.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	36.00
Fee Exempt Number as assigned by the Bureau	
5. DUPLICATE REG. FEE NO. OF CARDS	N/A
6. TRANSFER FEE	N/A
7. INCREASE FEE	
8. REPLACEMENT FEE	
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount →	1,446.50

If your registration documents are not received within 90 days, please contact PennDot.

3. APPLICANT'S COPY/TEMPORARY

GM MEGA CENTER
4520 William Penn Highway
MONROEVILLE, PA 15146
(412) 373-3333

HYUNDAI SUPERSTORE
4520 William Penn Highway
MONROEVILLE, PA 15146
(412) 374-1111

#1 Cochran
BIGGER than ever
BETTER than ever

www.1cochran.com

ROBINSON
5200 Campbells Run Road
PITTSBURGH, PA 15205
(412) 788-4444

SOUTH HILLS
3200 West Liberty Avenue
PITTSBURGH, PA 15216
(412) 343-3200

Monroeville Collision Center
Route 48 North (Haymaker Road)
MONROEVILLE, PA 15146
(412) 372-8601

South Hills Collision Center
3200 West Liberty Ave.
PITTSBURGH, PA 15216
(412) 343-3200

Robinson Collision Center
5200 Campbells Run Road
PITTSBURGH, PA 15205
(412) 788-4444

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS 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 THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

X [redacted]

INVOICE TO

[redacted]

BULGER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE: W77892

[redacted]

BULGER PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: [redacted] ADV: 174 SEATON, D INVOICE: PRELIM WAR W D8
INFO: 08037 TAX RULES: YY3NN INVOICED: 01/24/2006 17:13:19
ODOMETER IN: 26560 OUT: 26561 DIST: 102
DATES BEGIN: 01/24/06 DONE: 01/24/06

VEHICLE INFORMATION

VIN 1G2JH528C3A [redacted] LICENSE NUMBER: PA [redacted]
03 PONTIAC G6 OT 4DR SDN BLACK
STOCK# 00MP5052
DATES INSERVICE: 092404 SOLD: 092404

CONCERN 51	CUST STATES LEFT FT DOR SPEAKER CUTS OUT (SOP)						OPERATION	TECH	HOURS	AMOUNT
CAUSE	OPEN IN LEFT FT SPEAKER						R0949	414	.7	49.21
CORRECTION	REPLACE LEFT FT DOOR SPEAKER									
	PART NUMBER	POS	NOTE	DESCRIPTION	QTY	LIST	SELL			
	000 022729794			*SPEAKER	1	26.90	18.76			18.76
	PARTS: COUNT 1									
FACTORY	TECH: 414 - WAKEFIELD									
	C.C.: OD			F.C.: AF						
	KR-022729794									
							PARTS			18.76
							LAB-MECHANICAL			49.21
TYPE: W							TOTAL CHARGE FOR CONCERN			67.97

CONCERN 52	CUST STATES SPEEDOMETER NEEDLE JUMPS ALL AROUND	OPERATION	TECH	HOURS	AMOUNT
CAUSE	INTERNAL FAILURE OF CLUSTER ASM	J6355	414	.7	49.21
CORRECTION	R AND R CLUSTER AND ORDER NEW CLUSTER ASM				
FACTORY	TECH: 414 - WAKEFIELD, JOSE				
	C.C.: OJ F.C.: 6F				
		SUBTOTAL			
		LAB-MECHANICAL			49.21
TYPE: W		TOTAL CHARGE FOR CONCERN			49.21

GM MEGA CENTER
4520 William Penn Highway
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[redacted]
X [redacted]

INVOICE TO
[redacted]

DRIVER/OWNER INFORMATION — INVOICE: W77892
[redacted]

FOR OFFICE USE
TAG: [redacted] DV: 174 SEATON, INVOICED: 01/24/2006 17:13:19 DB 05 06

VEHICLE INFORMATION
BLACK LICENSE NUMBER: PA [redacted]

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W77892

PARTS	18.76
LAB-MECHANICAL	98.42
TOTAL CHARGE	117.18

PAYMENT DISTRIBUTION FOR INVOICE W77892

TOTAL CHARGE	117.18
FAC WARRANTY	117.18

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INVOICE TO

[redacted]

BULGER PA [redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION — INVOICE: W78369

[redacted]

BULGER PA [redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: [redacted] ADV: 174 SEATON, D INVOICE: PRELIM WAR W N DS
MFG: 06037 TAX RULES: YY3NN INVOICED: 02/07/2006 12:27:04
ODOMETER IN: 26367 OUT: 26369 DIST: 1G2
DATES BEGIN: 02/06/06 DONE: 02/07/06

VEHICLE INFORMATION

VIN 1G2ZH528054[redacted] LICENSE NUMBER: PA [redacted]
05 PONTIAC G6 GT 4DR SDN BLACK
STOCK# 00MP5052
DATES INSERVICE: 092404 SOLD: 092404

CONCERN 51 CUST STATES SPEEDO JUMPS ALL AROUN (SOP)
CAUSE INTERNAL SPEEDOMETER CLUSTER
CORRECTION FAILURE, REPLACE CLUSTER ASM TO REPAIR
FACTORY TECH: 414 - WAKEFIELD, JOSE
C.C.: OJ F.C.: 6F

OPERATION	TECH	HOURS	AMOUNT
N4180	414	.7	49.21

PART AUTH: DS 020706 12:14

SUBTOTAL

LAB-MECHANICAL	49.21
TOTAL CHARGE FOR CONCERN	49.21

TYPE: W

CONCERN 53 CUST STATES LEFT FT DOOR SPEAKER INTERMITTEN STATIC WITH BASS LOW
CAUSE LEFT FT SPEAKER FAILURE
CORRECTION REPLACE LEFT FT SPEAKER ASM
COMMENT PARTS WARRANTY SEE RO 77892

OPERATION	TECH	HOURS	AMOUNT
R0943	414	.7	49.21

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	
000 010392596			*SPEAKER	1	38.75	27.15	27.15

PARTS: COUNT 1
FACTORY TECH: 414 - WAKEFIELD, JOSE
C.C.: OJ F.C.: 6F
FP-010392596 LINE AUTH: DS 020706 12:15

SUBTOTAL

PARTS	27.15
LAB-MECHANICAL	49.21
TOTAL CHARGE FOR CONCERN	76.36

TYPE: W

CONCERN 54 CUST STATES STEERING LOCKS UP INVERMITTENTLY

OPERATION	TECH	HOURS	AMOUNT

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INVOICE TO — [redacted]

DRIVER/OWNER INFORMATION -- INVOICE: W78369 — [redacted]

FOR OFFICE USE — TAG: 6212 ADV: 174 SEATON, INVOICED: 02/07/2006 12:27:04 DS

VEHICLE INFORMATION — 05 G6 BLACK LICENSE NUMBER: PA [redacted]

CAUSE	BOTH LOWER CONTROL ARMS BINDING	E3531	414	1.8	203.87
CORRECTION	REPLACE BOTH LOWER CONTROL ARMS PER TSB TO REPAIR STEERING			1.1	

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	
000 088966974			ARM	1	91.19	72.77	72.77
000 088966975			ARM	1	91.19	72.77	72.77
000 011589341			BOLT	2	3.88	3.11	6.22

PARTS: COUNT 4

FACTORY TECH: 414 - WAKEFIELD, JOSE
C.C.: OG F.C.: 3N
FP-088966974

SUBTOTAL

PARTS	151.76
LAB-MECHANICAL	203.87
TOTAL CHARGE FOR CONCERN	355.63

TYPE: W

CONCERN 55* CAR RENTAL

	OPERATION	TECH	HOURS	AMOUNT
CAUSE RENTAL	Z7901	414	.0	.00

CORRECTION RENTAL CAR

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	
	000001		ENTERPRISE RENTAL	1	42.00	42.00	42.00

FACTORY TECH: 414 - WAKEFIELD, JOSE
C.C.: MJ F.C.: 98

SUBTOTAL

SUBLET REPAIRS	42.00
TOTAL CHARGE FOR CONCERN	42.00

TYPE: W

CONCERN 59* FREIGHT CHARGE

	OPERATION	TECH	HOURS	AMOUNT
CAUSE FREIGHT	Z5001	123	.0	.00

CORRECTION FREIGHT CHARGE

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	
000 FREIGHT		FRGHT	OVERNITE CHG	18	60.78	60.78	60.78

FACTORY TECH: 123 - BETHA, JAMES

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INVOICE TO — DRIVER/OWNER INFORMATION — INVOICE: W78369
[redacted] [redacted]

FOR OFFICE USE — VEHICLE INFORMATION
TAG: 6212 ADV: 174 SEATON, INVOICED: 02/07/2006 12:27:04 DS 05 G6 BLACK LICENSE NUMBER: PA [redacted]

C.C.: MJ F.C.: 98

TYPE: W

SUBTOTAL	
SHOP MATERIAL	60.78
TOTAL CHARGE FOR CONCERN	60.78

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W78369

PARTS	178.91
SUBLET REPAIRS	42.00
LAB-MECHANICAL	302.29
SHOP MATERIAL	60.78
TOTAL CHARGE	583.98

PAYMENT DISTRIBUTION FOR INVOICE W78369

TOTAL CHARGE	583.98
FAC WARRANTY	583.98

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INVOICE TO

[redacted]

BULGER PA[redacted]
WORK: [redacted] HOME: [redacted]

DRIVER/OWNER INFORMATION -- INVOICE: N78369

[redacted]

BULGER PA[redacted]
WORK: [redacted] HOME: [redacted]

FOR OFFICE USE

TAG: [redacted] ADV: 174 SEATON, D INVOICE: PRELIM INS W N DS
MFG: 06037 TAX RULES: YY3NN INVOICED: 02/07/2006 12:27:04
ODOMETER IN: 26367 OUT: 26369 DIST: 1G2
DATES BEGIN: 02/06/06 DONE: 02/07/06

VEHICLE INFORMATION

VIN 1G2ZH528054[redacted] LICENSE NUMBER: PA[redacted]
05 PONTIAC G6 GT 4DR SDN BLACK
STOCK# 00WP5052
DATES INSERVICE: 092404 SOLD: 092404

CONCERN 52 CUST STATES WATER LEAKING INTO INTERIOR
CORRECTION RESCEDULE WITH SERVICE
FACTORY TECH: 123 - BETHA, JAMES
COND CODE : DS

OPERATION	TECH	HOURS	AMOUNT
RS	123	.0	.00

SUBTOTAL

TYPE: INS

TOTAL CHARGE FOR CONCERN .00

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE N78369
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE N78369

INSURANCE ACCT .00
TOTAL CHARGE .00

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WAR - WARRANTY
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---------- INVOICE TO ----------
[redacted]
BULGER PA [redacted]
WORK: [redacted] HOME: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: W84738
[redacted]
BULGER PA [redacted]
WORK: [redacted] HOME: [redacted]

---------- FOR OFFICE USE ----------
TAG: [redacted] ADV: 174 SEATON, D INVOICE: PRELIM WAR W DS
MFG: 06037 TAX RULES: YY3NN INVOICED: 07/10/2006 16:19:23
ODOMETER IN: 34080 OUT: 34081 DIST: 1G2
DATES BEGIN: 07/10/06 DONE: 07/10/06

---------- VEHICLE INFORMATION ----------
VIN 1G2ZH528054[redacted] LICENSE NUMBER: PA [redacted]
05 PONTIAC G6 GT 4DR SDN BLACK
STOCK# 00WP5052
DATES INSERVICE: 092404 SOLD: 092404

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUST STAETS WATER LEAKS AT FT VISORS AND SUNROOF SWITCH				
CAUSE	WATER LEAKS FROM ROOF ANTENNA	B2720	468	.0	.00
CORRECTION	R AND R HEADLINNER TO REPAIR SUBLET WATER DOCTOR INV 017633				

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	
	017633		WATER DOCTOR	1	136.00	118.00	118.00

FACTORY TECH: 468 - BAUER, TOM
C.C.: VN F.C.: 2K

SUBTOTAL
SUBLET REPAIRS 118.00
TOTAL CHARGE FOR CONCERN 118.00

TYPE: W

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 52	CUST STAETS WATER LEAKS AT BOTH FT DOOR SPEAKERS				
CAUSE	SUBLET WATER DOCTOR AND REPAIR	B4000	468	.0	.00
CORRECTION	AND RESEAL BOTH FT DOOR PANELS TO REPAIR INV 017633				

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	
	017633		WATER DOCTOR	1	118.00	118.00	118.00

FACTORY TECH: 468 - BAUER, TOM
C.C.: VN F.C.: 2K

SUBTOTAL
SUBLET REPAIRS 118.00
TOTAL CHARGE FOR CONCERN 118.00

TYPE: W

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 53	CUST STAETS LEFT REAR DOOR HARD TO OPEN				
CAUSE	R AND R DOOR HANDLE AND STRICKER	B4701	468	.4	28.12
CORRECTION	AND ADJUST TO REPAIR LEFT REAR DOOR OPERATION				
FACTORY	TECH: 468 - BAUER, TOM				

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---------- INVOICE TO ---------- ---------- DRIVER/OWNER INFORMATION -- INVOICE: W84738
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---------- FOR OFFICE USE ---------- ---------- VEHICLE INFORMATION ----------
TAG: 4139 ADV: 174 SEATON, INVOICED: 07/10/2006 16:19:23 DS 05 G6 BLACK LICENSE NUMBER: PA [redacted]

C.C.: OH F.C.: 3A

---------- SUBTOTAL ----------
LAB-MECHANICAL 28.12
TOTAL CHARGE FOR CONCERN 28.12

TYPE: W

CONCERN 54: SHUTTLE RIDE
CAUSE SHUTTLE RIDE
CORRECTION SHUTTLE RIDE TO WORK
FACTORY TECH: 468 - BAUER, TOM

OPERATION	TECH	HOURS	AMOUNT
Z7910	468	.0 S	5.00

C.C.: MJ F.C.: 99

---------- SUBTOTAL ----------
LAB-MECHANICAL 5.00
TOTAL CHARGE FOR CONCERN 5.00

TYPE: W

---------- GRAND TOTALS ----------

SUMMARY OF CHARGES FOR INVOICE W84738
SUBLET REPAIRS 236.00
LAB-MECHANICAL 33.12
TOTAL CHARGE 269.12

PAYMENT DISTRIBUTION FOR INVOICE W84738
TOTAL CHARGE 269.12

FAC WARRANTY 269.12

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---------- INVOICE TO ----------
[redacted]
BULGER PA [redacted]
WORK: [redacted] HOME: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: W88088
[redacted]
BULGER PA [redacted]
WORK: [redacted] HOME: [redacted]

---------- FOR OFFICE USE ----------
TAG: [redacted] ADV: 174 SEATON, D INVOICE: PRELIM WAR C W DS
MFG: 06037 TAX RULES: YY3NN INVOICED: 09/18/2006 16:12:40
ODOMETER IN: 35857 OUT: 35858 DIST: 102
DATES BEGIN: 09/18/06 DONE: 09/18/06

---------- VEHICLE INFORMATION ----------
VIN 1G2ZH528054[redacted] LICENSE NUMBER: PA [redacted]
05 PONTIAC G6 GT 4DR SDN BLACK
STOCK# 00WP5052
DATES INSERVICE: 092404 SOLD: 092404

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 51	CUST STATES WATER LEAKING LEFT FT FLOOR				
CAUSE	SUNROOF LEAKING	52179	045	.0	.00
CORRECTION	R AND R AND REPAIR SUNROOF SEAL AND HEALINNER AND CLEAN AND REPLAC				
COMMENT	E LF FLOOR PADDING				

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	LIST	SELL	
	017462		WATER DOCTOR	1	207.00	207.00	207.00

FACTORY TECH: 045 - MILLER, JOSHUA
C.C.: VN F.C.: 2K

TYPE: W

---------- SUBTOTAL ----------
SUBLET REPAIRS 207.00
TOTAL CHARGE FOR CONCERN 207.00

---------- GRAND TOTALS ----------
SUMMARY OF CHARGES FOR INVOICE W88088
SUBLET REPAIRS 207.00
TOTAL CHARGE 207.00

PAYMENT DISTRIBUTION FOR INVOICE W88088
TOTAL CHARGE 207.00
FAC WARRANTY 207.00

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---------- INVOICE TO ---------- ---------- DRIVER/OWNER INFORMATION -- INVOICE: C88088

[redacted] [redacted]

---------- FOR OFFICE USE ---------- ---------- VEHICLE INFORMATION ----------

TAG: 6088 ADV: 174 SEATON, INVOICED: 09/18/2006 16:08:15 DS 05 G6 BLACK LICENSE NUMBER: PA [redacted]

---------- GRAND TOTALS ----------

SUMMARY OF CHARGES FOR INVOICE C88088

PARTS	71.00
STATE DATA PROCESSING FEE	2.40
LAB-MECHANICAL	161.45
SUB-TOTAL	234.85
STATE TAX	14.09
COUNTY TAX	2.35
TOTAL CHARGE	251.29

PAYMENT DISTRIBUTION FOR INVOICE C88088

TOTAL CHARGE	251.29
CASH DUE	251.29

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CUSTOMER COPY

RELEASE OF CLAIM

We [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of ourselves and our assigns, heirs and executors, in consideration of: $ 6,750.00 paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Pontiac G6 bearing Vehicle Identification Number 1G2ZH528054[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of $ 5,000.00, made payable to Michael & Michael A. Krynak; the second in the amount of $1,750.00, made payable to David J. Gorberg & Associates.

The subject vehicle's mileage is 41,550 on the date of the signing of this release.

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

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

We agree to the terms of this Release of All Claims

DATE SIGNED: 12/14/06

[redacted] [redacted]

Claimant's Signature Claimant's Signature

[redacted]

Address Address

Bulger, PA [redacted] Bulger, Pa. [redacted]

City, State, Zip Code City, State, Zip Code

STATE OF Pennsylvania

COUNTY OF Philadelphia

Sworn to (or affirmed) and subscribed before me this 14 day of December

20 06 by [redacted]

Sharon O'Brien
Signature of Notary Public

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Sharon O'Brien, Notary Public
City Of Philadelphia, Philadelphia County
My Commission Expires June 10, 2009

Print, Type or Stamp Commissioned Name of Notary Public

Personally Known X

Type of identification driver's license

My commission expires: 6-10-2009

CC: File

LS0029
V03/12/06

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

VIA FAX ONLY

December 11, 2006

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

RE: [redacted]
Service Request: 1-441288852
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH528054[redacted]
Customer Relationship Specialist: Lita Sanchez

Dear Ms. Schmitt:

We regret that your client(s) are dissatisfied with their 2005 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 6,750.00.

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

Your client(s) would retain the vehicle.

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

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

_____
Odometer

Client's Signature	Client's Signature
Date	Date

RELEASE OF CLAIM

We, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of ourselves and our assigns, heirs and executors, in consideration of: $ 6,750.00 paid by General Motors Corporation, hereby release and discharge General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Pontiac G6 bearing Vehicle Identification Number 1G2ZH528054[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of $ 5,000.00, made payable to [redacted] the second in the amount of $1,750.00, made payable to David J. Gorberg & Associates.

The subject vehicle's mileage is _____on the date of the signing of this release.

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

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

We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

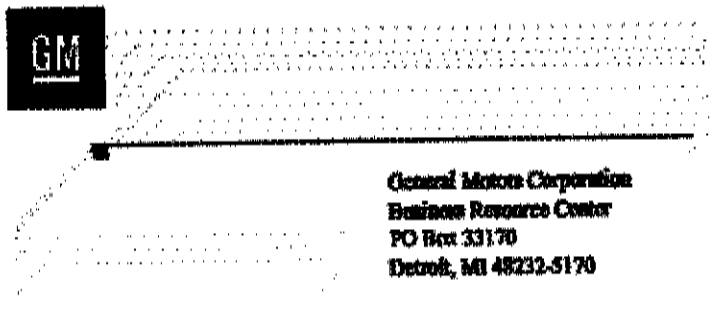
Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

CC: File

LG0029
V6302006



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

VIA FAX ONLY

December 11, 2006

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

RE: [redacted]
Service Request: 1-441288852
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH528054[redacted]
Customer Relationship Specialist: Lita Sanchez

Dear Ms. Schmitt:

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

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

A cash settlement of $ 6,750.00.

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

Your client(s) would retain the vehicle.

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

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

Odometer

[redacted]

Client's Signature

Client's Signature

12/11/06
Date

Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: $5750.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 bearing Vehicle Identification Number 1G2ZH528054[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of $4000.00, made payable to [redacted] the second in the amount of $1750.00, made payable to David J. Gorberg, P.C..

The subject vehicle's mileage is _____on the date of the signing of this release.

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

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

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

CC: File

LG0029
V6302006

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

VIA FAX ONLY

December 7, 2006

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

RE: [redacted]
Service Request: 1-441288852
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH528054[redacted]
Customer Relationship Specialist: Lita Sanchez

Dear Ms. Schmidt:

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

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

A cash settlement of $5750.00

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

Your client(s) would retain the vehicle.

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

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044
V07022006

Attach.

Odometer	
Client's Signature	Client's Signature
Date	Date

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

November 1, 2006 **VIA FAX ONLY**

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

RE: [redacted]
Service Request: 1-441288852
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH528054[redacted]
Customer Relationship Specialist: Lita Sanchez

Dear Ms. Schmitt:

This is to advise that General Motors is in receipt of the above referenced case dated October 24, 2006. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

- ☐ Copy of owner's current title and/or registration
- ☐ Other:
- ☒ Finance agreement
- ☒ Buyer's agreement

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

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 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

CHEVROLET BUICK PONTIAC GMC SATURN HUMMER Cadillac

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

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

November 30, 2010

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

RE: [redacted] v. General Motors Corporation
Service Request: 1-441288852
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH528054[redacted]
Customer Relationship Specialist: Lita Sanchez

Dear Ms. Schmitt:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $ 5,000.00 made payable to [redacted]. The second is in the amount of $ 1,750.00 made payable to David J. Gorberg & Associates.

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

LG0063
V6302006

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: State: Pennsylvania

Customer Name: [redacted] Service Request: 1-441288852 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZH528054[redacted] In Service Date: 09/24/2004 Vehicle is: {New/Used} BAC Code: 119602

Year, Make & Model: 2005 G6 - GT SEDAN Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/08/06	P90385	2	35978	IN GMVIS - **POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS**

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/06/06	78369	2	26367	Customer states steering locks up intermittently – **Both lower control arms binding. Replace both lower control arms per TSB to repair steering.**
11/08/06	P90385	*	35978	IN GMVIS - **GEAR ASSEMBLY, POWER STEERING - REPLACE**

☒ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/06/06	78369	*	26367	Customer states water leaking into interior – **Reschedule with service**
07/10/06	84738	1	34080	Customer states water leaks at front visors and sunroof switch – **Water leaks from roof antenna. R&R head liner to repair, sublet to water doctor for repair** Customer states water leaks at both front door speakers – **Sublet to water doctor to repair and reseal both front door panels** Customer states left rear door hard to open **– R&R door handle and sticker and adjust to repair left rear door operation**
09/18/06	88088	1	35857	Customer states water leaking left front floor – **R&R and repair sunroof seal and head liner and clean and replace floor padding**

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/07/05	P62716	1	7574	IN GMVIS - **DRIVER DOOR WATER INTRUSION - REPROGRAM BODY CONTROL MODUL**
01/24/06	77892	1	26560	Customer states left front door speaker cuts out – **Replace left front door speaker** Customer states speedometer needle jumps all around – **Internal failure of cluster ASM. R&R cluster & order new cluster arm**
02/06/06	78369	*	26367	Customer states speedometer jumps all around – **SOP, replace cluster ASM** Customer states left front door speaker intermittently static with bass low – **Left front speaker failure. Replace left front speaker ASM**.

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period 12/12000
Does Lemon Law state nonconformity must continue to exist? y

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

Number of repair attempts in the presumption period:	**6**
Total days out of service during the presumption period:	**8**
Total days out of service during customer's ownership:	**8**

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) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

{TEXT}

REASON FOR REMOVAL

{TEXT}

CRM FINAL OFFER: {CASH/REP/TRADE}: **DATE:** {Date}

OFFER TO CUST: ${Amount}
ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

PLAINTIFF'S FINAL DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: ${Amount}

ATTORNEY FEES: ${Amount}
OR INCLUSIVE OFFER: ${Amount}

TEAM MANAGER 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.**

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

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/30/06	**Service Request #**	**71-429422572**
Customer Name	[redacted]		
VIN	1G1ZT54805F[redacted]		
In-Service Date	10/2/2004	**Service Contract?**	No
Current Mileage	39000	**Purchased New/Used?**	Used
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	35000

Dealer and Claim Information			
Dealer Name	Larsen Auto Center-Amery		
Dealer Svc Mgr	Jeff Weeks	**Dlr Warranty Admin:**	Brian Weissenborn
Dealer Phone	(715) 268-7676	**Dealer Fax**	(715) 268-9316
Dealer BAC	193907		
Dealer Division and Code	13-Chev-04445		
Repair Order Number	220460		
Repair Order Close Date	11/29/06		
Labor Op. Code Z1242	Dollar Amt:	581.29	
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:		581.29	
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:	Power Steering
Cause:	Inoperative
Correction:	Repair
Justification:	Defective
PAR CRM	Gabriel Davila

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11/30/06	**Service Request #**	**71-429422572**
Customer Name	[redacted]		
VIN	1G1ZT54805F[redacted]		
In-Service Date	10/2/2004	**Service Contract?**	No
Current Mileage	39000	**Purchased New/Used?**	Used
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	35000

Dealer and Claim Information			
Dealer Name	Larsen Auto Center-Amery		
Dealer Svc Mgr	Jeff Weeks	**Dlr Warranty Admin:**	Brian Weissenborn
Dealer Phone	(715) 268-7676	**Dealer Fax**	(715) 268-9316
Dealer BAC	193907		
Dealer Division and Code	13-Chev-04445		
Repair Order Number	220460		
Repair Order Close Date	11/29/06		
Labor Op. Code Z1242	Dollar Amt:	581.29	
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:	581.29

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:	Power Steering
Cause:	Inoperative
Correction:	Repair
Justification:	Defective
PAR CRM	Gabriel Davila

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

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

November 30, 2010

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [redacted] v. General Motors Corporation
Service Request: 71-429745491
2005 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT62855F[redacted]
Customer Relationship Specialist: Maggie Davis

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $3,000.00 made payable to [redacted] The second is in the amount of $1,900.00 made payable to Kimmel & Silverman PC.

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter will be sent directly to Susan Murray after processing.

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

LG0008
V10192006

To: SpilecAm@GMExpert.com
cc:

Subject: Susan Murray 71-429745491

This is to confirm that the above referenced matter has settled (acceptance attached), terms as follows:

$3,000 to the customer
CSL "Steering" 5/60
$1,900 to the firm, Kimmel & Silverman

Please link to file and arrange for drafting of the release.

Thank you,

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: $4,900.00 and a 60 month/ 60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu MAXX bearing Vehicle Identification Number 1G1ZT62855F[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of $3,000.00, made payable to Susan Murray; the second in the amount of $1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is _____on the date of the signing of this release.

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

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

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

CC: File

LG0029
V6302006

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Maggie Davis State: PA

Customer Name: [redacted] Service Request: 1-429745491 GM Legal File No.:

Vehicle ID No.: 1G1ZT62855F[redacted] In Service Date: 08/06/2004 Vehicle is: Used BAC Code: 188062
Year, Make & Model: 2005 Chevrolet Malibu Maxx Vehicle Purchased Used on: 03/04/06 at odometer 24,480

Lien holder: Dealer states no contract. Non-GMAC

VEHICLE REPAIR HISTORY

☒ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/23/06	180960	1	27929	C/S **turns easy extra easy to left, stiff to right** Repair: **recalibrated torque sensor**
08/25/06	189556	1	31086	C/S **power steering message coming across radio display** Repair: **properly seated connector and engaged connector lock recalibrated sensor** WIRING AND/OR CONNECTOR - STEERING/SUSPENSION/RIDE CONTROL
11/11/06	196528	2	34869	C/S **that steering making noise with hard turns to the right and to the left** Repair: **replaced steering rack and set front toe** GEAR ASSEMBLY, POWER STEERING - REPLACE

Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/07/06	193480	1	32661	C/S **light bulb above license plate is out** Repair: **replace light bulb**

Suspension

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/28/06	192625	1	32342	C/S **had elsewhere, said right front ball joint failed state inspection** Repair: **replaced lower control arm/ball joint assembly replaced outer tie rod end on right hand side** ARM ASSEMBLY, FRONT CONTROL - LOWER - RIGHT – REPLACE TIE ROD END AND/OR ADJUSTER SLEEVE - RIGHT - REPLACE

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 3
Time period 12 Months / 12,000 Miles
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A
Safety-related time period N/A

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	6

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: purchase used.
Date & Offer/Result:

Concern: Previous SR# 1-413845407
Date & Offer/Result:

Concern: CRM unsure if financed or not but GMAC states they are not lien holder.
Date & Offer/Result:

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) if there are any unrepaired defects, and 2) are the problems alone or cumulatively a “substantial impairment” of the vehicle’s use, value or safety.

REASON FOR REMOVAL

CRM FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF’S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: 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.**

ROBERT M. SILVERMAN[+*-]
CRAIG THOR KIMMEL[+-^]

[+] *Member, PA Bar*
[*] *Member, NJ Bar*
[x] *Member, DE Bar*
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www.lemonlaw.com

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MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT[x*]
ROBERT A. RAPKIN[+]
HY DAVID RUBENSTEIN[@#]
AMY D. COX[x*]
LOUIS DOBI, JR[x*]
HILARY WHEATLEY TAYLOR[x♠]
THOMAS F. BURNS[#]
BARRY R. WINDERMAN[+]
JACQUELINE BRADFORD PORRO[^]
MELISSA K. FIALA[x*]
IRA P. SMADES[+]
DAVID L. LIEBERMAN[x+*]
ANGELA K. TROCCOLI[^]
FRED DAVIS[x*]
ANNE WARD[#¢£]
JACQUELYN S. KERNECHEL[x*]
RONALD ROWLAND[#@]

November 30, 2010

VIA EMAIL ONLY
gmerinfo@gmexpert.com

General Motors Corporation - PA, DE, OH
c/o MSX International/ BRC Legal
MC 336-105-000
Warren, MI 48091

Re: [redacted] **v. General Motors Corporation**
Vehicle: 2005 Chevrolet Malibu-Maxx
Date of Purchase: 03/01/2006
Place of Purchase: Nationwide Auto Sales
VIN: 1G1ZT62855F[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL
cc:[redacted]

November 30, 2010

[redacted]
Benton, PA [redacted]

Service Request: 71-479846820
Customer Relationship Specialist: Maggie Davis

Dear [redacted]

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT62855F[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 6, 2009, or 60,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(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.

ROBERT M. SILVERMAN[+*-]
CRAIG THOR KIMMEL[+-^]

[+] *Member, PA Bar*
[*] *Member, NJ Bar*
[x] *Member, DE Bar*
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ANGELA K. TROCCOLI[^]
FRED DAVIS[x*]
ANNE WARD[#¢£]
JACQUELYN S. KERNECHEL[x*]
RONALD ROWLAND[#@]

November 30, 2010

VIA EMAIL ONLY
gmerinfo@gmexpert.com

General Motors Corporation - PA, DE, OH
c/o MSX International/ BRC Legal
MC 336-105-000
Warren, MI 48091

Re: [redacted] **v. General Motors Corporation**
Vehicle: 2005 Chevrolet Malibu-Maxx
Date of Purchase: 03/01/2006
Place of Purchase: Nationwide Auto Sales
VIN: 1G1ZT62855F[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Corporation pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL
cc: [redacted]

November 30, 2010

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 E Butler Ave
Ambler, PA 19002-4514

RE: [redacted] v. General Motors Corporation
Service Request: 71-429745491
2005 Chevrolet Malibu MAXX
Vehicle Identification Number: 1G1ZT62855F[redacted]
Customer Relationship Specialist: Maggie Davis

Dear Mr. Silverman:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of $3,000.00 made payable to [redacted] The second is in the amount of $1,900.00 made payable to Kimmel & Silverman PC.

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter will be sent directly to [redacted] after processing.

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

LG0008
V10192006

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

GM

CHECK **No.** [redacted]

50-937
213

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

VOID VOID VOID VOID

DATE 02/09/07 | **********3,000 DOLLARS | ****00 CENTS | AMOUNT **********3,000.00

PAY TO THE ORDER OF [redacted] BENTON PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

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 000000197 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 02/09/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62855F[redacted]	02/08/07	VM 1-7X0S68 .71-429745491 1-7X0S68	00.0000	3,000.00	.00	3,000.00

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

W3

TOTAL 3,000.00 .00 3,000.00

A91XX

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

GM

CHECK **No.** [redacted]

50-937
213

VOID VOID VOID VOID

DATE 02/09/07 | **********1,900 DOLLARS | ****00 CENTS | AMOUNT **********1,900.00

PAY TO THE ORDER OF

KIMMEL & SILVERMAN PC
PO BOX 324
BENTON PA 17814-0324

North American Operations
General Motors Corporation
Disbursement Account

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

CHECK NO. [redacted]

PAYMENT DATE 02/09/07

VENDOR DUNS NO. BB 000000198 1

VENDOR NAME KIMMEL & SILVERMAN PC

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62855F[redacted]	02/08/07 .71-429745491	VM 1-7X0S6A 1-7X0S6A	00.0000	1,900.00	.00	1,900.00
			TOTAL	1,900.00	.00	1,900.00

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

W3

A15X

ROBERT M. SILVERMAN[1,*]
CRAIG THOR KIMMEL[1]

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IRA F. SMADES[*]
DAVID L. LIEBERMAN[1,*]
ANGELA K. TROCCOLI[1]
FRED DAVIS[1,*]

December 27, 2006

VIA TELEFAX ONLY (248-267-4501)

Gregory Garguilo, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [redacted] v. GM

Dear Mr. Garguilo:

It was a pleasure speaking with you. Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for $3,000.00, plus a 5/60 component part warranty on the Steering. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of $1,900.00. The current mileage is about 35,000 and attached is a copy of the Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman

Detach Here 01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: FEB 28, 2007 VALID: 03/07/06

PLATE: [redacted]
TITLE: [redacted]
VIN: 1G1ZT52855F[redacted]
YR/MAKE: 2005 CHEV
TYPE: SDN
WID: 06066 3400 008584-001

[redacted]

BENTON PA

[redacted]

[redacted]

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

ROBERT M. SILVERMAN[1,*]
CRAIG THOR KIMMEL[1]

[1] Member, PA Bar
[*] Member, NJ Bar
[#] Member, DE Bar
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ANGELA K. TROCCOLI[1]
FRED DAVIS[1,*]

December 27, 2006

VIA TELEFAX ONLY (248-267-4501)

Gregory Garguilo, Esquire
BRC Legal Case Manager
GM Business Resource Center

RE: [redacted] v. GM

Dear Mr. Garguilo:

It was a pleasure speaking with you. Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for $3,000.00, plus a 5/60 component part warranty on the Steering. This will further confirm that we have separately settled my firm's bill of attorney fees and costs for the sum of $1,900.00. The current mileage is about 35,000 and attached is a copy of the Registration. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

Very truly yours,

Robert M. Silverman

Detach Here 01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: FEB 28, 2007 VALID: 03/07/06

PLATE: [redacted]
TITLE: [redacted]
VIN: 1G1ZT62855F[redacted]
YR/MAKE: 2005 CHEV
TYPE: SDN
WID: 06066 3400 008584-001

[redacted]

BENTON PA

[redacted]

[redacted]

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

INDEPENDENCE CHEVROLET - CADILLAC, INC.
420 CENTRAL RD
BLOOMSBURG, PA 17815
PHONE: 570-784-2720
FAX: 570-387-0673

FACSIMILE TRANSMITTAL SHEET

TO: Amy Spilecki

FROM: Ladd M. Manning

COMPANY: GM

DATE: 11/27/2006

FAX NUMBER: 1866 266 1782

TOTAL NO. OF PAGES INCLUDING COVER: 18

PHONE NUMBER:

SENDER'S REFERENCE NUMBER:

RE: Lemon Law

YOUR REFERENCE NUMBER:

☐ URGENT ☑ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G1ZT62855F[redacted]

VEHICLE INFORMATION

Merchandising Model :	1ZT68 -2005 MALIBU LS MAXX	**Warranty Start Date :**	08/06/2004
BARS Order Type :	50 - FLEET		
Delivering Dealer :	JAMES WOOD MOTORS/HERTZ CORPORATION 14501 HERTZ QUAIL SPRINGS PKWY OKLAHOMA CITY , OK 73134-2628	**Selling Source :**	13 - CHEVROLET
		Site Code :	07491
		Business Associate Code :	112243

Service Contract :	**No**	**Branded Title :**	**No**	**Warranty Block :**	**No**	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	08/06/2004	10 miles	08/06/2007	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	08/06/2004	10 miles	08/06/2010	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/06/2004	10 miles	08/06/2012	80010 miles

36/36000 FEDERAL EMISSION	08/06/2004	10 miles	08/06/2007	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
09/28/2006	192625	#	E3530 - ARM ASSEMBLY, FRONT CONTROL - LOWER - RIGHT - REPLACE	32342 miles
09/28/2006	192625	#	E8060 - TIE ROD END AND/OR ADJUSTER SLEEVE - RIGHT - REPLACE	32342 miles
08/25/2006	189556	#	N6628 - WIRING AND/OR CONNECTOR - STEERING/SUSPENSION/RIDE CONTROL	31086 miles
05/23/2006	180960	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED	27929 miles
05/17/2006	054696	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	27656 miles
05/17/2006	054696	#	Z7901 - 1-DAY COURTESY TRANSPORTATION	27656 miles
05/16/2006	054625	#	N6628 - WIRING AND/OR CONNECTOR - STEERING/SUSPENSION/RIDE CONTROL	27621 miles
09/29/2005	046813	#	C4683 - CARPET, REAR COMPARTMENT FLOOR PANEL - REAR - R&R OR REPLA	24251 miles
09/16/2005	046356	#	R4490 - TRANSMITTER, REMOTE DOOR/REAR COMPARTMENT LOCK - REPLACE	24249 miles
10/22/2004	313052	#	Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	5503 miles
08/05/2004	A26596	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted]

180960

180960

INDEPENDENCE CHEVROLET Cadillac

420 Central Road • Bloomsburg, PA. 17815
(570) 784-2720 • Fax (570) 387-0673
www.independencechevroletcadillac.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	LUBE, OIL, & FILTER	MI	26.95				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO.

STATE REG# BD43

TERMS: CASH ☐ VISA ☐ M/C ☐ CHARGE ☐ CHECK ☐ OK'D BY

VEHICLE I.D. NO. 1G1ZT62855F[redacted]

YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU MAXX

[redacted]
BENTON, PA [redacted]

CUSTOMER NO. 100540

SERVICE CONTRACT

COLOR WHITE/

TURBO | M/MC CVZZ | AIR COND. | P.S. | TRANS

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 180960

DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 05/23/06

CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

MILEAGE 27,929 | ADVISOR NO. 112007 | ADVISOR MATTHEW PATTI

CALL WHEN READY ☐ YES ☐ NO

[redacted]

TIME RECEIVED 04:54pm | DATE/TIME PROMISED 05/23/06 07:00pm | PRIORITY

APPOINTMENT ☐ YES ☒ NO

LABOR RATE 65.00

MILEAGE OUT 27933

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JOB

1 W 03CVZ **STEERING SYSTEM**
TURNS EASY EXTRA EASY TO LEFT, STIFF TO RIGHT.
HAD PREVIOUS WORK DONE AT POLLUCK, SEE ATTACHED PAPERS.

Ad .3
W 3

C0545 Steering wheel torque input sensor
J9995 .30
OL 92

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR $

ADDITIONAL WORK $ PM&L

DATE | TIME A M P

CALLED BY ☐ PHONE IN PERSON ☐

OK'D BY

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTI-FREEZE.

[redacted]

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES ☐ NO ☐

INITIALS

	Ro	warr
L	1663	
P	—	1663
	1663	

5-31-06

CUSTOMER COPY

180960

Reynolds and Reynolds ERANTVACE OC565330 (04-06)

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 180960	TIME	OFF 5
	.3	OPER. NO.		JUL 24 3 .9
		EMP. NO. 110323	.3	JUL 24 3 .4 ON

Checked codes - C0545 set.
Cleared code and recalibrated torque sensor steers ok road test to verify steering effort in both directions - seems ok.

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www.independencetoyota.com

CUSTOMER NO. 100540

[redacted]
BENTON, PA [redacted]

[redacted] [redacted]

ADVISOR: MATTHEW PATTI 112007	TAG NO.	INVOICE DATE: 05/24/06	INVOICE NO.: CVCS180960
LABOR RATE: 65.00 / LICENSE NO.	MILEAGE: 27,929	COLOR: WHITE/	STOCK NO.
YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU MAXX		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.: 1 G 1 Z T 6 2 8 5 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.T. NO.	P.O. NO.	R.O. DATE: 05/23/06	
COMMENTS			MO: 27933

LABOR & PARTS
J# 1 03CVZ STEERING SYSTEM HOURS: 0.30 TECH(S):110323 WARRANTY
TURNS EASY EXTRA EASY TO LEFT, STIFF TO RIGHT.
HAD PREVIOUS WORK DOEN AT POLLOCK CHEVROLET
INTERMITTENT FAILURE.
CLEARED CODE AND RECALIBRATED TORQUE SENSOR. STEERS OK NOW.
ROAD TESTED TO VERIFY STEERING EFFORT IN BOTH DIRECTIONS.
SEEMS OK NOW.

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

PAYMENT METHOD

[ ] CASH [ ] CHARGE [ ] /C/CARD [ ] CHECK#........

AUTH# .... DATE: ..../..../....

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 CONTACTED BY ....
* TIME...... SPOKE TO ....
* Individual Repairs Explained Y/N

THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Reynolds and Reynolds EF2INTWE 0C665534 D (04/03)

189556

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189556

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	LUBE, OIL, & FILTER	MI	26.95	01CVZ16	2WHEEL ALIGNMENT	MI	49.99

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/23/06	180960	27929	112007	110323	W	03CVZ	STEERING SYSTEM

SERVICE

SALESPERSON NO.

STATE REG# BD43

TERMS: CASH ☐ VISA ☐ M/C ☐ CHARGE ☐ CHECK ☐ OK'D BY

VEHICLE I.D. NO.: 1G1ZT62855F[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET/MALIBU MAXX

[redacted]
BENTON, PA [redacted]

CUSTOMER NO.: 100540

SERVICE CONTRACT

COLOR: WHITE/

TURBO | M/MC: CVZZ | AIR COND. | P.S. | TRANS

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO.: 189556

DELIVERY DATE | DELIVERY MILES | BILLING DEALER NO. | R.O. DATE: 08/25/06

CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

MILEAGE: 31,086 | ADVISOR NO.: 112007 | ADVISOR: MATTHEW PATTI

CALL WHEN READY ☐ YES ☐ NO

RESIDENCE PHONE: [redacted] | BUSINESS PHONE

MILEAGE OUT: 31087

TIME RECEIVED: 08:39am | DATE/TIME PROMISED: 08/25/06 07:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE: 65.00

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JOB

1 W * 03CVZ **STEERING SYSTEM**
POWER STEERING MESSAGE COMING ACROSS RADIO DISPLAY

C0460 steering Pos. Sensor.

WG SES N6628 .4
6N Connector Partially connected

Ro 180960

Ro warr
L 22.17
P 22.17
8-28-06

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR $

ADDITIONAL WORK $ PM&L

CALLED BY ☐ PHONE IN PERSON ☐

DATE | TIME A M | OK'D BY

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN-DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTI-FREEZE.

X [redacted]
CUSTOMER'S SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

Reynolds and Reynolds ERS/STATOSE 0C255338 Q (04/05)

.4 22.17 .4 6.20 — — 5.97

STRAIGHT TIME (HOURS)	FLAT RATE	RO NO. 189556	TIME	OFF
	.4	OPER. NO.		25 9 ·7
		EMP. NO. 10323	-4	ON 25 9 ·3

Code C0460 - steering wheel position sensor. Checked as per S.I. - Found connector C3 at module improperly seated. This connector contains steering wheel position sensor ckts. Properly seated connector and engaged connector lock. Recalibrated sensor. Cleared codes.

This may have caused previous concern.

NOV-27-2006 12:05 FROM:INDEPENDENCE CHEV CA 1+570+387+0673 TO:18662661782 P:8/18

CVWS189556

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CUSTOMER NO. 100540	ADVISOR: MATTHEW PATTI 112007	TAG NO.	INVOICE DATE: 08/28/06	INVOICE NO. CVWS189556
[redacted]	LABOR RATE: 55.43	LICENSE NO.	MILEAGE: 31,086	COLOR: WHITE/	STOCK NO.
BENTON, PA [redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU MAXX		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G 1 Z T 6 2 8 5 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	T.I.E. NO.	P.O. NO.	R.O. DATE: 08/25/06	
[redacted]	COMMENTS			MO: 31087

LABOR & PARTS
J# 1 03CVZ STEERING SYSTEM HOURS: 0.40 TECH(S):110323 22.17

POWER STEERING MESSAGE COMING ACROSS RADIO DISPLAY
FOUND CODE C0460-STEERING WHEEL POSITION SENSOR. CHECKED AS
PER SI - FOUND CONNECTOR C3 AT MODULE IMPROPERLY SEATED.
THIS CONNECTOR CONTAINS STEERING WHEEL POSITION SENSOR CRKTS
PROPERLY SEATED CONNECTOR AND ENGAGED CONNECTOR LOCK.
RECALIBRATED SENSOR. CLEARED CODES.

JOB # 1 TOTAL LABOR & PARTS 22.17

R/O TAX 0.00
R/O TOTALS 22.17

WARRANTY CLAIM DETAIL TOTALS

CLAIM#.....	TOTAL....
189556	22.17
CLAIM TOTALS	22.17

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.034
08/28/2006 WARRANTY NEW CLAIM
1403

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
189556	08/25/2006	1G1ZT62855F[redacted]	3	15404	31086	[redacted]

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE;WORK: HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		WG				6N	N6628	.4			22.17

LN-TOT: 22.17 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CUST STATES POWER STERING MESSAGE ACROSS RADIO DISPLAY...CODE C0460 ST
EERING SENSOR CONNECTOR C3 AT MODULE IMPROPERLY SEATED THIS CONNECTOR CONTAINS C
IRCUITS FOR STEERING SEATED CONNECTOR AND ENGAGED CONNECTOR LOCK RECALIBRATE SEN
SOR CLEAR CODE

R.O. TOTAL: 22.17

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

Reynolds and Reynolds EPSCHEVE CO6SG34 Q [9-02]

192625

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192625

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	LUBE, OIL, & FILTER	MI	26.95	01CVZ16	2WHEEL ALIGNMENT	MI	49.99

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/25/06	189556	31086	112007	110323	W	03CVZ	STEERING SYSTEM
05/23/06	180960	27929	112007	110323	W	03CVZ	STEERING SYSTEM

SERVICE

STATE REG# BD43

SALESPERSON NO.

TERMS: CASH ☐ VISA ☐ M/C ☐ CHARGE ☐ CHECK ☐ OK'D BY

VEHICLE I.D. NO. 1G1ZT62855F[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET/MALIBU MAXX

[redacted]
BENTON, PA [redacted]

CUSTOMER NO. 100540

SERVICE CONTRACT

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 192625

DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 09/28/06

COLOR: WHITE/

CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO | M/MC: CVZZ | AIR COND. | P.S. | TRANS | MILEAGE 32,342 | ADVISOR NO. 110441 | ADVISOR LADD

CALL WHEN READY ☐ YES ☐ NO [redacted]

TIME RECEIVED 03:37pm | DATE/TIME PROMISED 09/28/06 07:00pm | PRIORITY

APPOINTMENT ☐ YES ☒ NO

LABOR RATE 65.00

MILEAGE OUT 32,661

E3020

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JOB

1 W * 03CVZ01 **INSPECT STEERING**
HAD ELSEWHERE, SAID RF BALLJOINT FAILED STATE INSPECTION.

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR $ _____ | ADDITIONAL WORK $ PM&L | CALLED BY ☐ PHONE IN PERSON ☐

DATE | TIME A M P | OK'D BY

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTI-FREEZE.

[redacted]

CUSTOMER'S SIGNATURE

Dlrg 07
3A

Test .2
Adjust toe .2
E2020 .5

Lower R. side
22730776 ARM <50 SPAC CASE 1C139.06 E3530 1.1
~~L5292910~~ RH ARM
22687089 Rod End Tie. R.H 1C ~~083907~~ E8060 .4

24

Rs	Part
L 13303	A 20003
P 17813	B 61.24
	C 49.89
311.16	311.16 319

Denn 4 720
Jose 1.1 10.45
Brent .9 16.65
34.30

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES ☐ NO ☐

INITIALS

Reynolds and Reynolds EPARTWORK DO36533 D (04/03)

 CUSTOMER COPY 192625

10-9-06 24 13303 24 34.30 — — 98.73 1221

ck Right Front for Bad Ball Joint
ck Ball Joint Loose. 1.1 (-.4) .7

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 192625	TIME	OFF 7
	.4	OPER. NO. diagnose EMP. NO. 100049		28 3 .7 28 3 .3 ON

Right outter Tie Rod end Loose. .4

← evaluate steering. .9
Align - E2020

← Arm .7

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 192625	TIME	OFF 7 10 .6
	1.1	OPER. NO. EMP. NO. 99942	1.3	7 9 .3 ON

← Rod .4

Replaced lower Control Arm and Outter Tie Rod End RH side

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 192625	TIME	OFF 7 11 .5
	.9	OPER. NO. align. EMP. NO. 110443	.6	7 10 .9 ON

[illegible] set front toe, road test OK

INDEPENDENCE
CHEVROLET CADILLAC
420 CENTRAL ROAD
BLOOMSBURG PA 17815
570-784-2720

Name
Address

Telephone
Vehicle (VIN)
License
Technician
Mileage
Time Printed 10/7/06 11:32 AM

Chevrolet : Malibu : 2005-06

Front : Left

Actual	Before	Specified Range
[illegible]		-1.6° -0.1°
[illegible]		2.3° 3.8°
[illegible]		0.00° 0.20°

Front : Right

	Actual	Before	Specified Range
Camber	-1.2°		-1.2° 0.4°
Caster	[illegible]		2.3° 3.8°
Toe	[illegible]		0.00° 0.20°
SAI			
Included Angle			
Turning Angle Diff.			

Front

	Actual	Before	Specified Range
Cross Camber	[illegible]		-1.2° 0.4°
Cross Caster	[illegible]		-0.8° 0.8°
Cross SAI			
Total Toe	[illegible]		0.00° 0.40°
Cross Turn Diff.			

Rear : Left

Actual	Before	Specified Range
[illegible]		-1.3° -0.3°
-0.02°		0.00° 0.20°

Rear : Right

	Actual	Before	Specified Range
Camber	[illegible]		-1.3° -0.3°
Toe	[illegible]		0.00° 0.20°

Rear

	Actual	Before	Specified Range
Cross Camber	0.4°		
Total Toe	[illegible]		0.00° 0.40°
Thrust Angle	[illegible]		-0.30° 0.30°

The steering wheel is currently level

CVWS192625

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
100540	LADD	110441	10/09/06	CVWS192625

LABOR HRS.	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
55.43		32,342	WHITE/	

[redacted]
BENTON, PA [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU MAXX
VEHICLE I.D. NO.: 1G1ZT62855F [redacted]
F.T.E. NO. | P.O. NO. | DELIVERY DATE | DELIVERY MILES | BILLING DEALER NO. | PRODUCTION DATE | R.O. DATE: 09/28/06

[redacted]
COMMENTS
MO: 32661

LABOR & PARTS----------
OP# 1 03CVZ01 INSPECT STEERING HOURS: 2.40 TECH(S):100049 99942 133.03
HAD ELSEWHERE. SAID RF BALLJOINT FAILED STATE INSPECTION.
CHECKED RIGHT FRONT AND FOUND BALL JOINT TO BE LOOSE. ALSO
RIGHT OUTTER TIE ROD END LOOSE.
REPLACED LOWER CONTROL ARM/BALL JOINT ASSEMBLY. REPLACED
OUTTER TIE ROD END ON RIGHT HAND SIDE. CHECKED ALIGNMENT.
SET FRONT TOE AND ROAD TESTED VEHICLE. OK NOW.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	22687089	ROD KIT 6.233	27.91	27.91	39.07	39.07
JOB # 1	1	22730776	ARM 6.168	99.33	99.33	139.06	139.06
			JOB # 1 COST TOTAL		127.24		
			JOB # 1 TOTAL PARTS				178.13
			JOB # 1 TOTAL LABOR & PARTS				311.16
			R/O TAX				0.00
			R/O TOTALS				311.16

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
192625	311.16
CLAIM TOTALS	311.16

APPROVED BY SIGNATURE

 [CONTINUED ON NEXT PAGE] 12:41pm

Reynolds and Reynolds, EPA07DNE OC665304 0 (04/06)

193480

INDEPENDENCE CHEVROLET Cadillac

420 Central Road • Bloomsburg, PA. 17815
(570) 784-2720 • Fax (570) 387-0673
www.independencechevroletcadillac.com

193480

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	LUBE, OIL, & FILTER	MI	26.95	01CVZ16	2WHEEL ALIGNMENT	MI	49.99

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/25/06	189556	31086	112007	110323	W	03CVZ	STEERING SYSTEM
05/23/06	180960	27929	112007	110323	W	03CVZ	STEERING SYSTEM

SALESPERSON NO.

S E R V I C E

STATE REG# BD43

TERMS: CASH ☐ VISA ☐ M/C ☐ CHARGE ☐ CHECK ☐ OK'D BY

VEHICLE I.D. NO.: 1G1ZT62855F[redacted]

YEAR/MAKE/MODEL: 05/CHEVROLET/MALIBU MAXX

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO.: 193480

[redacted]

BENTON, PA[redacted]

CUSTOMER NO.: 100540 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE: 10/07/06

COLOR: WHITE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO | W/MC: CVZZ | AIR COND. | P.S. | TRANS | MILEAGE: 32,661 | ADVISOR NO.: 112007 | ADVISOR: MATTHEW PATTI

CALL WHEN READY ☐ YES ☐ NO

RESIDENCE PHONE | BUSINESS PHONE: [redacted]

MILEAGE OUT: 32661

TIME RECEIVED: 03:09pm | DATE/TIME PROMISED: 09/28/06 07:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE: 65.00

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 OR MERCHANTABILITY OF 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.

JOB

1 C 38CV11 **REPLACE BULB(S)**
CUSTOMER SAYS LIGHT BULB ABOVE LICENSE PLATE IS OUT.

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR $

ADDITIONAL WORK $ PM&L | DATE | TIME A M P

CALLED BY ☐ PHONE IN PERSON ☐ | OK'D BY

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTI-FREEZE.

[redacted]

CUSTOMER SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

Reynolds and Reynolds ©1993 CDS3338 Q (94/95)

 CUSTOMER COPY 193480

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 193480	TIME	OFF 2
	.2	OPER. NO.	.3	ON
		EMP. NO. 99942		

Replaced Taylight bulb - blown (repair)

196528

INDEPENDENCE CHEVROLET Cadillac

420 Central Road • Bloomsburg, PA. 17815
(570) 784-2720 • Fax (570) 387-0673
www.independencechevroletcadillac.com

196528

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ07	LUBE, OIL, & FILTER	MI	26.95	01CVZ16	2WHEEL ALIGNMENT	MI	49.99

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/07/06	193480	32661	112007	99942	C	38CV11	REPLACE BULB(S)
09/28/06	192625	32661	110441	100049	W	03CVZ01	INSPECT STEERING
08/25/06	189556	31086	112007	110323	W	03CVZ	STEERING SYSTEM
05/23/06	180960	27929	112007	110323	W	03CVZ	STEERING SYSTEM

SERVICE

STATE REG# BD43

SALESPERSON NO.

R.O. NO. 196528

TERMS: CASH ☐ VISA ☐ M/C ☐ CHARGE ☐ CHECK ☐ OK'D BY

VEHICLE ID NO. 1G1ZT62855F [redacted]

YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU MAXX

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. DATE 11/11/06

CUSTOMER NO. 100540 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO.

[redacted]
BENTON, PA [redacted]

COLOR WHITE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO | M/MC CVZZ | AIR COND. | P.S. | TRANS | MILEAGE 34,869 | ADVISOR NO. 112007 | ADVISOR MATTHEW PATTI

CALL WHEN READY ☐ YES ☐ NO

RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted]

MILEAGE OUT ~~34,870~~ 34,872

TIME RECEIVED 08:02am | DATE/TIME PROMISED 11/11/06 07:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 65.00

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 OR MERCHANTABILITY OF 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.

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR $ | ADDITIONAL WORK $ PM&L | CALLED BY ☐ PHONE IN PERSON ☐ | DATE | TIME A M P | OK'D BY

JOB

1 W * 03CVZ **STEERING SYSTEM**
CUSTOMER SAYS THAT STEERING MAKING NOISE WITH HARD TURNS TO THE RIGHT AND TO THE LEFT.
E9740 .7
NE Hook 1585 8368 Gear R21734 + E2020 .45
4X WDFW TOC .2/.7

2 ~~W~~ I 05CVZ **BRAKES** Doc
CUSTOMER SAYS THAT BRAKE PEDAL MAKES NOISE WHEN LETTING OFF.

OK'd W

3 "Added Operation" - 11-14-2006
GM Rental Request uploader
226476 - Brian Vin # 1GNDV23157D [redacted]

E9740 .7 + E2020 .7

R	Warr		
L	77.60	1	294.94
P	21734	1A	42.00
	42.00		336.94
	336.94		

Brent 1.4 25.90
Bd cm 745

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. DEALER NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTI-FREEZE.

[redacted]
CUSTOMER'S SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

Repairable and Reparable EPAINVOICE DOSSIER Q (04/05)

CUSTOMER COPY

196528

11-15-06 1.4 77.60 1.4 25.90 — — 31.70

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 196528	TIME	OFF 11 8 .8
8		OPER. NO. EMP. NO. 110041		ON 11 8 .0

Checked for bulletins + lubed hoods for shrubs to stop squeaking.
Checked pedals + lubed slides for pedal travel.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 196528	TIME	OFF 13 9 .3
.7		OPER. NO. Malibu EMP. NO. 110443	.7	ON 13 8 .6

1. steering + suspension components check OK, clunk noise coming from steering rack, ordered rack as per 06-02-32-007.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 196528	TIME	OFF 14 9 .3
	1.4	OPER. NO. rack/ aligo. EMP. NO. 110443	1.2	ON 14 8 .1

11/14 replaced steering rack + set front toe, road test OK

NOV-27-2006 12:08 FROM:INDEPENDENCE CHEV CA 1+570+387+0673 TO:18662661782 P:17/18

CVWS196528

INDEPENDENCE CHEVROLET Cadillac

420 Central Road • Bloomsburg, PA. 17815
(570) 784-2720 • Fax (570) 387-0673
www.independencechevroletcadillac.com

INDEPENDENCE Ford
3101 Columbia Blvd., Rte 11
Bloomsburg, PA 17815
570-784-1414 • 800-924-1214
www.independenceford.com

INDEPENDENCE HONDA
3099 Columbia Blvd., Rte 11
Bloomsburg, PA 17815
570-387-5050 • 800-310-6062
www.independencehonda.com

INDEPENDENCE TOYOTA
94 Airport Road
Hazleton, PA 18202
570-453-4141 • 800-669-9833
www.independencetoyota.com

CUSTOMER NO. 100540	ADVISOR MATTHEW PATTI 112007	TAG NO.	INVOICE DATE 11/15/06	INVOICE NO. CVWS196528
[redacted]	CAPITALIZATION 55.43	LICENSE NO.	MILEAGE 34,869	COLOR WHITE/
BENTON, PA [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU MAXX		DELIVERY DATE	STOCK NO. / DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 5 5 F [redacted]		BILLING DEALER NO.	PRODUCTION DATE
	T.T.L. NO.	P.O. NO.	R.O. DATE 11/11/06	
[redacted]	COMMENTS			MO: 34872

LABOR & PARTS----------

J# 1 03CVZ STEERING SYSTEM HOURS: 1.40 TECH(S):110443 77.60

CUSTOMER SAYS THAT STEERING MAKING NOISE WITH HARD TURNS TO
THE RIGHT AND TO THE LEFT.
TSB#060232007. (STEERING RACK NOISY).
DIAGNOSED AND REPLACED STEERING RACK AND SET FRONT TOE.
ROAD TEST-OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	15858368	GEAR 6.508	255.24	255.24	317.34	317.34
JOB # 1	-1	15858368	CORE RETURN	100.00	-100.00	100.00	-100.00
			JOB # 1 COST TOTAL		155.24		
			JOB # 1 TOTAL PARTS				217.34
			JOB # 1 TOTAL LABOR & PARTS				294.94

J# 3+98CVZ09 RENTAL EXPENSE HOURS: TECH(S):110443 0.00

CUSTOMER REQUEST RENTAL DURING WARRANTY REPAIR.
VIN#1GNDV23157D113679
RENTAL CAR EXPENSE FOR WARRANTY REIMBURSEMENT
JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	196528	D57072	11/14/06	1 DAY RENTAL INVOICE.	42.00
				TOTAL - SUBLET	42.00
				R/O TAX	0.00
				R/O TOTALS	336.94

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
196528	336.94
CLAIM TOTALS	336.94

APPROVED BY SIGNATURE

 [CONTINUED ON NEXT PAGE] 12:24pm

First Class Mail

KIMMEL & SILVERMAN
P.C.
30 East Butler Pike, Ambler, PA 19002

TO: DEC 14 2006

General Motors Corporation
C/O MSX International
Attn: BRC Legal
1919 Concept Drive
Warren MI 48091

ROBERT M. SILVERMAN[+*]
CRAIG THOR KIMMEL[+^]

[+] Member, PA Bar
[*] Member, NJ Bar
[±] Member, DE Bar
[-] Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
[•] Member, OH Bar
[@] Member, DC Bar
[‹] Member, AZ Bar
[£] Member, CO Bar

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344
MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT[+]
ROBERT A. RAPKIN
HY DAVID RUBENSTEIN[@•]
AMY D. COX[+*]
LOUIS DOBI, JR.[+]
HILARY WHEATLEY TAYLOR[+•]
THOMAS F. BURNS[•]
BARRY R. WINDERMAN[-]
JACQUELINE BRADFORD PORRO[^]
MELISSA K. FIALA[+*]
IRA P. SMADES[-]
DAVID L. LIEBERMAN[+*]
ANGELA K. TROCCOLI[^]
FRED DAVIS[+*]
ANNE WARD[#‹£]
JACQUELYN S. KERNECHEL[+*]
RONALD ROWLAND[+@]

December 12, 2006

General Motors Corporation
c/o MSX International
Attn. BRC Legal
1919 Concept Drive
Warren MI 48091

RE: Murray v. General Motors Corporation
VIN #1G1ZT62855F[redacted]

Dear Sir/Madam:

I am writing this letter as an effort to work out a pre-litigation settlement of the above captioned matter. I have enclosed the sales and servicing documentation submitted by the client. As you will notice from your Warranty History as well as any dealership records you review, my client's vehicle is a presumptive lemon.

Plantiff hereby demands a statutory repurchase of the vehicle, plus payment of counsel fees and costs in the bottom line of $1,900.00. I would also be willing to discuss a vehicle swap, but only if the terms are favorable to my client, who is a loyal General Motors Customer. I look forward to discussing this case at your earliest convenience.

Very truly yours,

Robert M. Silverman

RMS/tml
Enclosures

STOCK NO.		DEAL NO.
[illegible]	NATIONWIDE CAR SALES America's New Car Alternative	23644
	290 MUNDY STREET WILKES-BARRE, PA 18702 570-824-5102 • FAX: 824-1599	ORDER DATE

PURCHA[redacted]		SOC. SEC. NO. [redacted]	DATE OF BIRTH [illegible]
CO-PURCHASER	DRIVER'S LICENSE NO.	SOC. SEC. NO.	DATE OF BIRTH
ADDRES[redacted]		SALESMAN [illegible]	NO. 121
CITY Dallas	STATE PA [redacted]	RESIDENCE PHONE [illegible]	BUSINESS PHONE / CUSTOMER SOURCE Previous

☑ Used Car ☐ Used Truck | 1 G 1 Z [redacted]

YEAR	MAKE	MODEL	BODY STYLE	COLOR	TRIM	MILEAGE
2005	Chevy	Cavalier	M3 F	White	Cloth	29,980

PRE-OWNED WARRANTY PROVISION

CHECK APPROPRIATE BOX

☐ THIS USED VEHICLE IS SOLD "AS IS WITH ALL FAULTS" WITHOUT ANY WARRANTY AND THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. LIABILITY BY WAY OF "STRICT LIABILITY" FOR SELLING DEALER'S "NEGLIGENCE" OR OTHERWISE IS EXPRESSLY EXCLUDED, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

☐ The only Dealer Warranty on this vehicle is the Limited Warranty which is issued with and made a [redacted]

Signed [redacted] Date

PREVIOUSLY LEASED OR RENTED VEHICLE

I ACKNOWLEDGE I HAVE BEEN ADVISED THE VEHICLE I AM TODAY PURCHASING IS A USED LEASE AND/OR FOR HIRE CAR HAVING BEEN PREVIOUSLY DRIVEN [illegible] MILES AND THAT THE MANUFACTURER'S WARRANTY, IF ANY, HAS BEEN FULLY EXPLAINED.

Signed [redacted] Date [illegible]

NEW CAR WARRANTY PROVISION

THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. LIABILITY BY THE WAY OF "STRICT LIABILITY" FOR SELLING DEALER'S " NEGLIGENCE" OR OTHERWISE IS EXPRESSLY EXCLUDED. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS DISCLAIMER OF WARRANTIES BY THE SELLING DEALER.

Signed _____ Date _____

BASE PRICE OF VEHICLE

RETAIL PRICE $	13,980	00
VEHICLE IDENTIFICATION SYSTEM WITH $2,500 GUARANTEE AGAINST CAR THEFT. ACCEPT ☐ REJECT ☐ INT.____		
TOTAL INCLUDING ACCESSORIES	13,980	00
LESS: USED CAR ALLOWANCE AND/OR DISCOUNT		
CASH DIFFERENCE		
SALES TAX	838	80
LICENSE TRANSFER, TITLE & REGISTRATION FEE	58	50
DOCUMENT PREPARATION FEE	55	00
NOTARY FEE		
PENNSYLVANIA TIRE TAX		
LUXURY TAX		
USED CAR BALANCE DUE		
TEMPORARY TAG		
MISCELLANEOUS	25	00
TOTAL AMOUNT DUE →	14,957	30
PARTIAL PAYMENT DEPOSIT NON-REFUNDABLE BUYER INITIALS		
UNPAID BALANCE IF CASH PRICE →		
C.O.D.		

PHYSICAL DESCRIPTION OF TRADE-IN

YEAR: MAKE: MODEL:

I.D. NO.

TRADE-IN PAY OFF VERIFICATION

BALANCE OWED TO: MILES:

ADDRESS: STATE: ZIP:

LOAN ACCOUNT#: PHONE #:

AMOUNT $ PAYOFF GOOD TILL

TITLE ANY SECOND LIENS YES NO

VERIFIED BY: PAYOFF VERIFIED AT BANK BY

PARAGRAPH 4 ON THE REVERSE SIDE ASSUMES THAT ANY BILLS OF EVERY NATURE ARE PAID IN FULL ON THE TRADE-IN EXCEPT THOSE SPECIFICALLY NOTED HEREON.

CUSTOMER CERTIFIES THAT VEHICLE TRADED IS FREE FROM: FRAME-CRACKS, CORRECTIVE WELDS, OR RUSTED THROUGH DOGTRACKS - BENT OR TWISTED FRAME

CUSTOMER INITIALS X

I AGREE TO PAY NATIONWIDE CAR SALES THE DIFFERENCE OF ANY ON THE PAYOFF OF MY TRADE-IN IF IT EXCEEDS

THE AMOUNT OF $

I AGREE TO PROVIDE NATIONWIDE CAR SALES WITH THE FREE AND CLEAR TITLE TO MY TRADE-IN DESCRIBED ON THE PURCHASE ORDER.

SIGNATURE:

INSURANCE CO. State Farm Ins.

POLICY NO. [redacted]

EFFECTIVE DATE OF POLICY 12-26-05 EXPIRATION DATE 6-26-06

AGENT Melissa Price PHONE (570) 752-1161

ADDRESS 1 State Farm Drive Mocanaqua Pa.

CUSTOMER'S NAME [redacted]

STOCK NO. 14227

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, NATIONWIDE CAR SALES (transferor's name, Print) state that the odometer now reads 24480 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CHEVROLET	MALIBU	WG

VEHICLE IDENTIFICATION NUMBER	YEAR
1G1ZT62855F [redacted]	2005

X [redacted]
TRANSFEROR'S SIGNATURE

NATIONWIDE CAR SALES
PRINTED NAME

290 MUNDY ST
TRANSFEROR'S ADDRESS (STREET)

WILKES BARRE — PA — 18702
CITY — STATE — ZIP CODE

03/04/2006
DATE OF STATEMENT

X [redacted]
TRANSFEREE'S SIGNATURE

[redacted]
PRINTED NAME

[redacted]
TRANSFEREE'S NAME

[redacted]
TRANSFEREE'S ADDRESS (STREET)

BENTON — PA — [redacted]
CITY — STATE — ZIP CODE

Detach Here 01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: FEB 28, 2007 VALID: 03/07/06

PLATE: [redacted]
TITLE: [redacted]
VIN: 1G1ZT62855F[redacted]
YR/MAKE: 2005 CHEV
TYPE: SDN
WID: 06066 3400 008584-001

[redacted]

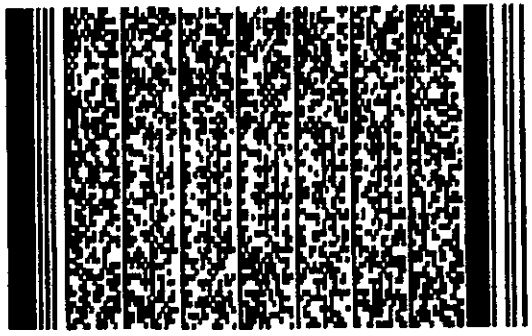
BENTON PA

[redacted]

[redacted]

SIGNATURE

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



C306 29325

☐ Used Car ☐ Used Truck

YEAR	MAKE	MODEL	BODY STYLE	COLOR	TRIM	MILEAGE
2005	Chevy	Malibu	Max	White	Cloth	24,480

PRE-OWNED WARRANTY PROVISION

CHECK APPROPRIATE BOX

☐ THIS USED VEHICLE IS SOLD "AS IS WITH ALL FAULTS" WITHOUT ANY WARRANTY AND THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. LIABILITY BY WAY OF "STRICT LIABILITY" FOR SELLING DEALER'S "NEGLIGENCE" OR OTHERWISE IS EXPRESSLY EXCLUDED. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

☐ The only Dealer Warranty on this vehicle is the Limited Warranty which is issued with and made a part of this order form.

Sig [redacted] Date

NEW CAR WARRANTY PROVISION

THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. LIABILITY BY THE WAY OF "STRICT LIABILITY" FOR SELLING DEALER'S "NEGLIGENCE" OR OTHERWISE IS EXPRESSLY EXCLUDED. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS DISCLAIMER OF WARRANTIES BY THE SELLING DEALER.

Signed _____ Date _____

PHYSICAL DESCRIPTION OF TRADE-IN

YEAR: MAKE: MODEL:

I.D. NO.

TRADE-IN PAY OFF VERIFICATION

BALANCE OWED TO: MILES:

ADDRESS: STATE: ZIP:

LOAN ACCOUNT#: PHONE #:

AMOUNT $ PAYOFF GOOD TILL /

TITLE ANY SECOND LIENS YES NO

VERIFIED BY: PAYOFF VERIFIED AT BANK BY:

PARAGRAPH 4 ON THE REVERSE SIDE ASSUMES THAT ANY BILLS OF EVERY NATURE ARE PAID IN FULL ON THE TRADE-IN EXCEPT THOSE SPECIFICALLY NOTED HEREON.

CUSTOMER CERTIFIES THAT VEHICLE TRADED IS FREE FROM: FRAME-CRACKS, CORRECTIVE WELDS, OR RUSTED THROUGH DOGTRACKS - BENT OR TWISTED FRAME.

CUSTOMER INITIALS X

I AGREE TO PAY NATIONWIDE CAR SALES THE DIFFERENCE (IF ANY) ON THE PAYOFF OF MY TRADE-IN IF IT EXCEEDS

THE AMOUNT OF $_____

I AGREE TO PROVIDE NATIONWIDE CAR SALES WITH THE FREE AND CLEAR TITLE TO MY TRADE-IN DESCRIBED ON THE PURCHASE ORDER.

SIGNATURE:

INSURANCE CO. State Farm Ins.

POLICY NO. [redacted]

EFFECTIVE DATE OF POLICY 12-26-05 EXPIRATION DATE 4-12-06

AGENT Melissa Pipe PHONE (740) 752-1191

ADDRESS 1 State Farm Drive Cambridge Oh.

PURCHASER AGREES THAT THIS ORDER ON THE FACE AND REVERSE SIDE HEREOF AND ANY SEPARATE CREDIT DISCLOSURE INCLUDES ALL OF THE TERMS AND CONDITIONS AND PURCHASER WARRANTS THAT HE HAS NOT RELIED UPON ANY REPRESENTATION WARRANTY OR STATEMENT NOT SET FORTH HEREIN. THIS ORDER CANCELS AND SUPERSEDES ANY PRIOR AGREEMENT AND AS OF THIS DATE HEREOF COMPRISES THE COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THE AGREEMENT RELATING TO THE SUBJECT MATTERS COVERED HEREBY.

THIS OFFER TO PURCHASE MAY BECOME A CONTRACT TO PURCHASE ONLY WHEN SIGNED HEREAFTER BY THE SALES MANAGER OF DEALER.

PURCHASER BY HIS EXECUTION OF THIS ORDER CERTIFIES THAT HE/SHE IS 18 YEARS OF AGE OR OLDER.

PURCHASER ACKNOWLEDGES THAT HE HAS READ THIS ORDER'S TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER ON OR BEFORE DELIVERY.

PURCHASER ACKNOWLEDGES HAVING READ UNDERSTANDING AND ACCEPTING ALL PROVISIONS OF THE WARRANTY STATEMENT COVERING THE VEHICLE ORDERED.

Signed [redacted] Date

PREVIOUSLY LEASED OR RENTED VEHICLE

I ACKNOWLEDGE I HAVE BEEN ADVISED THE VEHICLE I AM TODAY PURCHASING IS A USED LEASE AND/OR FOR HIRE CAR HAVING BEEN PREVIOUSLY DRIVEN [redacted] MILES AND THAT THE MANUFACTURER'S WARRANTY, IF ANY, [redacted]

Signed [redacted] Date

BASE PRICE OF VEHICLE

RETAIL PRICE $	13,980	00
VEHICLE IDENTIFICATION SYSTEM WITH $2,500 GUARANTEE AGAINST CAR THEFT. ACCEPT ☐ REJECT ☐ INT.____		
TOTAL INCLUDING ACCESSORIES	13,980	00
LESS: USED CAR ALLOWANCE AND/OR DISCOUNT		
CASH DIFFERENCE		
SALES TAX	838	80
LICENSE TRANSFER, TITLE & REGISTRATION FEE	58	50
DOCUMENT PREPARATION FEE	55	00
NOTARY FEE		
PENNSYLVANIA TIRE TAX		
LUXURY TAX		
USED CAR BALANCE DUE		
TEMPORARY TAG		
MISCELLANEOUS	25	00
TOTAL AMOUNT DUE →	14,957	30
PARTIAL PAYMENT DEPOSIT NON-REFUNDABLE		
BUYER INITIALS		
UNPAID BALANCE IF CASH PRICE →		
C.O.D.		
BALANCE DUE FROM FINANCE CO.		

CASH BALANCE OF PURCHASE PRICE MUST BE PAID BY PURCHASER ON OR BEFORE 2 DAYS FROM THE TIME OF EXECUTION HEREOF BY DEALER, OR AT DEALER'S OPTION, PURCHASER SHALL BE IN DEFAULT HEREUNDER AND DEALER SHALL HAVE THE RIGHT TO SELL THE VEHICLE IN MITIGATION OF ITS DAMAGES.

AN ODOMETER MILEAGE STATEMENT ON TRADE-IN VEHICLE IS REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT AND IS MADE A PART OF THIS ORDER FORM.

USED CARS AND TRUCKS ONLY
PURCHASER ACKNOWLEDGES THAT IT HAS NOT BEEN REPRESENTED TO HIM OR HER BY ANY AGENT OF THE SELLER THAT THE MOTOR VEHICLE WHICH IS THE SUBJECT OF THIS PURCHASE HAS OR HAS NOT EVER SUSTAINED DAMAGES PRIOR TO THIS PURCHASE. THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISION IN THE CONTRACT OF SALE.

PLEASE BE SURE AND BRING:
1 TITLE TO YOUR TRADE 2. REGISTRATION IF TRANSFERRING YOUR TAG
3. PROOF OF P.I.P. OR LIABILITY INSURANCE 4. PROOF OF COLLISION INSURANCE.

On a cash transaction this offer is not valid unless signed and accepted by Manager. Once accepted, deposits are non-refundable.

On a credit transaction the Purchaser(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Manager and a responsible bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth in Lending Act) have been given and (c) Purchaser(s) have signed an Installment Sales Contract. If financing for this transaction is arranged by Dealer then the Purchaser should be aware that the dealership is a creditor only for the purposes of disclosure under the Consumer Protection Act. The loan will be assigned immediately to a Bank or Finance Company who will be the creditor and to whom the Purchaser will actually be obligated. Purchaser shall diligently provide all information and documentation necessary to obtain approval of financing. Failure to do so shall be a default hereunder.

I HEREBY AGREE TO ADDITIONAL TERMS AND CONDITIONS ON REVERSE SIDE. PARTIAL PAYMENT - NON-REFUNDABLE - Price includes all factory rebates and/or incentives.

X [redacted] Purchaser's Signature _____ Date _____ Accepted Finance Manager _____ Accepted Sales Manager

"This contract is not binding upon either the dealer or the purchaser until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZE DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER."

[redacted]

54625

INVOICE

PAGE 1

339 Highway 315 · Pittston, PA 18640
PHONE: 570-655-4575 · FAX: 570-655-3731
www.kenpollockchevrolet.com

BENTON, PA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 2 JEFF BARTUSH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	05	CHEVROLET MALIBU	1G1ZT62855F[redacted]		27621/27621	T158

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30SEP05 IS	01AUG04		16:30 16MAY06		70.00	CASH	16MAY06

R.O. OPENED	READY	OPTIONS:
09:08 16MAY06	16:25 16MAY06	STK:P10942 DLR:15120 ENG:3.5_Liter_SFI TRN:AUTO 1)STK#14227

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CAR IS HARD TO TURN TO RIGHT BUT IS OK TO THE LEFT
CAUSE: OA-3L
N6628 WIRING AND/OR CONNECTOR - Calibrate
STEERING/SUSPENSION/RIDE CONTROL - REPAIR OR REPLACE
17 W
FC: 3L PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OA

27,929

COPY (N/C)

27621 CUSTOEMR STATES VEH IS HARD TO TURN TO RIGHT BUT IS OK TO THE LEFT ROADTEST VEH , DID NOT DUPLICATE THE CONCERN AT THIS TIME CHENCK FOR CODES NONE FOUDN CHECK STEERING TORQUE SENSOR AND POSITION SENSOR OK CHECK FRONT END PARTS OK NEED VEH TO DEFAULT BEFORE PROPER DIAGNOSES CAN BE PREFORMED 17

****

THANK YOU FOR YOUR VISIT TO KEN POLLOCK CHEVROLET. YOU MAY BE RECEIVING A SURVEY FROM CHEVROLET REGARDING THIS VISIT. WE STRIVE FOR EXCELLENT SCORES ON THIS SURVEY SO IF FOR ANY REASON YOU CANNOT GIVE US EXCELLENT SCORES, FEEL FREE TO CALL ME AT 655-4575, DREW MALLIGO, SERVICE MGR.

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

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www.independencetoyota.com

CUSTOMER NO 100540	ADVISOR MATTHEW PATTI 112007		TAG NO	INVOICE DATE 05/24/06	INVOICE NO. CVCS180960
[redacted]	LABOR RATE 65.00	LICENSE NO.	MILEAGE 27,929	COLOR WHITE/	STOCK NO.
BENTON, PA [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU MAXX			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT62855F[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R. O. DATE 05/23/06	
RE [redacted]	COMMENTS				MO: 27933

LABOR & PARTS---
J# 1 03CVZ STEERING SYSTEM HOURS: 0.30 TECH(S):110323 WARRANTY
TURNS EASY EXTRA EASY TO LEFT. STIFF TO RIGHT.
HAD PREVIOUS WORK DONE AT POLLUCK. SEE ATTACHED PAPERS.
CHECKED CODES. FOUND C0545 SET.
INTERMITTENT FAILURE.
CLEARED CODE AND RECALIBRATED TORQUE SENSOR. STEERS OK NOW.
ROAD TESTED TO VERIFY STEERING EFFORT IN BOTH DIRECTIONS.
SEENS OK NOW.

JOB # 1 TOTAL LABOR & PARTS 0.00

COPY

TOTALS---

PAYMENT METHOD

[ ] CASH [ ] CHARGE [ ] /C/CARD [ ] CHECK#........

AUTH# .... DATE: ..../..../....

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 CONTACTED BY ....
* TIME...... SPOKE TO ....
* Individual Repairs Explained Y/N

THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

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www.independencetoyota.com

CUSTOMER NO. 100540	ADVISOR LADD 110441	TAG NO.	INVOICE DATE 10/07/06	INVOICE NO. CVCS192625
[redacted] BENTON, PA [redacted]	LABOR RATE 65.00 / LICENSE NO.	MILEAGE 32,342	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU MAXX		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 5 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/28/06	
[redacted]	COMMENTS			MO: 32661

LABOR & PARTS---
J# 1 03CVZ01 INSPECT STEERING HOURS: 2.40 TECH(S):100049 99942 WARRANTY
HAD ELSEWHERE, SAID RF BALLJOINT FAILED STATE INSPECTION.
CHECKED RIGHT FRONT AND FOUND BALL JOINT TO BE LOOSE. ALSO
RIGHT OUTTER TIE ROD END LOOSE.
REPLACED LOWER CONTROL ARM/BALL JOINT ASSEMBLY. REPLACED
OUTTER TIE ROD END ON RIGHT HAND SIDE. CHECKED ALIGNMENT.
SET FRONT TOE AND ROAD TESTED VEHICLE. OK NOW.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
JOB # 1	1	22687089	ROD KIT 6.233		WARRANTY
JOB # 1	1	22730776	ARM 6.168		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS--

PAYMENT METHOD

[ ] CASH [ ] CHARGE [ ] /C/CARD [ ] CHECK#........

AUTH# .... DATE: ..../..../....

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

TOTAL INVOICE $ 0.00

COPY

* CUSTOMER CONTACTED BY ....
* TIME...... SPOKE TO ....
* Individual Repairs Explained Y/N

THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

Reynolds and Reynolds ERAINTHVE CC6S634 Q (04/05)

INDEPENDENCE CHEVY
CADILLAC
420 CENTRAL RD
BLOOMSBURG, PA 17815
570-784-2720

C O P Y
10/07/2006 15:56:52
Sale:

Transaction # 2
Card Type: MasterCard
Acc: [redacted]
Entry: Swiped
Total: 4.98

Device ID: 0001
Reference No.:
MDSRTGYIK1007

Auth.Code: 996317
Respon. AUTH/TKT 996317
Merchant number ***06573

CUSTOMER COPY

ENDENCE
ET
Cadillac
• Bloomsburg, PA. 17815
• Fax (570) 387-0673
cechevroletcadillac.com

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www.independenceford.com

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www.independencehonda.com

INDEPENDENCE TOYOTA
94 Airport Road
Hazleton, PA 18202
570-453-4141 • 800-669-9833
www.independencetoyota.com

ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
MATTHEW PATTI 112007		10/07/06	CVCS193480

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
65.00		32,661	WHITE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU MAXX		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z T 6 2 8 5 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/07/06

PHONE	COMMENTS
5636	MO: 32661

B(S) HOURS: TECH(S):99942 4.00
BULB ABOVE LICENSE PLATE IS OUT.

DESCRIPTION	LIST PRICE	UNIT PRICE	
BULB 8.991	0.70	0.70	0.70
JOB # 1 TOTAL PARTS			0.70
JOB # 1 TOTAL LABOR & PARTS			4.70

COPY

PAYMENT METHOD
[ ] CASH [ ] CHARGE [X] /C/CARD [ ] CHECK#.....
AUTH# ..... DATE: 10.7.06

TOTAL LABOR....	4.00
TOTAL PARTS....	0.70
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.28
TOTAL INVOICE $	**4.98**

* CUSTOMER CONTACTED BY .....
* TIME..... SPOKE TO .....
* Individual Repairs Explained Y/N

THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

Reynolds and Reynolds EKADA INVH LC2B5524 (1) (04/06)

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CUSTOMER NO.	ADVISOR / TAG NO.	INVOICE DATE	INVOICE NO.
100540	MATTHEW PATTI 112007	11/14/06	CVCS196528

[redacted] BENTON, PA [redacted]	LABOR RATE: 65.00 / LICENSE NO. / MILEAGE: 34,869	COLOR: WHITE/	STOCK NO.
	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU MAXX	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G 1 Z T 6 2 8 5 5 F [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE: 11/11/06	
[redacted]	COMMENTS		MO: 34872

LABOR & PARTS

J# 1 03CVZ STEERING SYSTEM HOURS: 1.40 TECH(S):110443 WARRANTY

CUSTOMER SAYS THAT STEERING MAKING NOISE WITH HARD TURNS TO
THE RIGHT AND TO THE LEFT.
TSB#060232007. (STEERING RACK NOISY).
DIAGNOSED AND REPLACED STEERING RACK AND SET FRONT TOE.
ROAD TEST-OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	1	15858368	GEAR 6.508		WARRANTY
JOB # 1	-1	15858368	CORE RETURN		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 05CVZ BRAKES HOURS: TECH(S):110041 110443 WARRANTY

CUSTOMER SAYS THAT BRAKE PEDAL MAKES NOISE WHEN LETTING OFF.
WORKING NORMALLY TODAY, NO NOISE HEARD.
LUBED PEDAL SLIDES.

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

J# 3 98CVZ09 RENTAL EXPENSE HOURS: TECH(S):110443 WARRANTY

CUSTOMER REQUEST RENTAL DURING WARRANTY REPAIR.
VIN#1GNDV23157D1[redacted]
RENTAL CAR EXPENSE FOR WARRANTY REIMBURSEMENT

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

COPY

 [CONTINUED ON NEXT PAGE] 05:06pm

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CUSTOMER NO. 100540	ADVISOR MATTHEW PATTI 112007	TAG NO.		INVOICE DATE 11/14/06	INVOICE NO. CVCS196528
[redacted] BENTON, PA [redacted]	LABOR RATE 65.00	LICENSE NO	MILEAGE 34,869	COLOR WHITE/	STOCK NO
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU MAXX			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT62855F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO	P.O. NO.		R.O. DATE 11/11/06	
RE [redacted]	COMMENTS				MO: 34872

TOTALS---

```
$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$
$             P A Y M E N T     M E T H O D                    $
$                                                               $
$ [ ] CASH   [ ] CHARGE   [ ] /C/CARD   [ ] CHECK#........      $
$                                                               $
$         AUTH# ...........      DATE: ..../..../....           $
$                                                               $
$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$$
```

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 CONTACTED BY .......                                 *
* TIME......   SPOKE TO .......                                 *
* Individual Repairs Explained  Y/N                             *
*****************************************************************
```

T H A N K   Y O U   F O R   Y O U R   B U S I N E S S

CUSTOMER SIGNATURE

COPY

Reynolds and Reynolds ERAINTIHVE CC03334 Q (04/06)

CUSTOMER COPY

[END OF INVOICE] 05:06pm

No. 765479

MV-4ST (5-00)

A. VEHICLE PURCHASED

PA TITLE NUMBER (AS SHOWN ON ATTACHED TITLE): 240277370 1 KE

MAKE OF VEHICLE: CHEVROLET

MODEL YEAR: 2005

VEHICLE IDENTIFICATION NUMBER: 1G1ZT62855F [redacted]

CONDITION: ☐ GOOD ☐ FAIR ☐ POOR

B. SELLER

LAST NAME (OR FULL BUSINESS NAME): NATIONWIDE CAR SALES

FIRST NAME:

MIDDLE INITIAL:

CO-SELLER:

C. 1ST PURCHASER

LAST NAME (OR FULL BUSINESS NAME): [redacted]

FIRST NAME:

MIDDLE INITIAL:

DATE ACQUIRED/PURCHASED: 03/04/0

CO-PURCHASER:

STREET: [redacted]

CITY: BENTON

STATE: PA

ZIP CODE: [redacted]

COUNTY CODE: REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF PINK COPY

D. 2ND ASSIGNMENT / 2ND PURCHASER

LAST NAME (OR FULL BUSINESS NAME):

FIRST NAME:

DATE ACQUIRED/PURCHASED:

CO-PURCHASER:

STREET:

CITY:

STATE:

ZIP CODE:

COUNTY CODE: REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF PINK COPY

E. VEHICLE TRADED

MAKE OF VEHICLE:

VEHICLE IDENTIFICATION NUMBER:

MODEL YEAR:

BODY TYPE (CP, TK, ETC.):

CONDITION: ☐ GOOD ☐ FAIR ☐ POOR

F. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ✓ Check One

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☑ TEMPORARY PLATE ISSUED BY FULL AGENT

GFA4970
8619542

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE
☐ TRANSFER & RENEWAL OF PLATE
☐ TRANSFER & REPLACEMENT OF PLATE
☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE NO.:

EXPIRES Month Year:

REASON FOR REPLACEMENT: ☐ LOST ☐ DEFACED ☐ STOLEN ☐ NEVER RECEIVED (LOST IN MAIL)
NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44

TRANSFERRED FROM TITLE NO.:

VIN:

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE

RELATIONSHIP TO APPLICANT:

VEHICLE PURCHASED WEIGHT INFO (IF APPLICABLE): GVWR

UNLADEN WEIGHT:

REQ. REG. GROSS WT INCLUDING LOAD:

REQ. REG. GROSS COMB. WT (IF APPLICABLE):

INSURANCE COMPANY NAME: STATE FARM MUTUAL AUTOMOB

POLICY NO. (OR ATTACH BINDER): 498718D1538D

POLICY EFFECTIVE DATE: 10/26/05

POLICY EXPIRATION DATE: 04/15/06

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 03 DAY 4TH YEAR 06 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME): NATIONWIDE CAR SALES

ISSUING AGENT SIGNATURE:

AGENT NO: WILKES BARR

TELEPHONE NO: 570-824-5102

I. TAX/FEES

	1ST ASSIGNMENT	2nd ASSIGNMENT
PURCHASE PRICE (See note on reverse)	13980.00	
LESS TRADE-IN	N/A	
TAXABLE AMOUNT	13980.00	
1. Sales Tax Due x 6% (.06) or x 7% (.07) *(See note on reverse).	838.80	
1A Exemption Reason Code (must be a number from 1 to 23 or 0)		
1B First Assignment	1B Second Assignment	
2. Title Fee	22.50	
3. Lien Fee	N/A	
4. Registration or Processing Fee	36.00	
Fee Exempt Number as assigned by the Bureau		
5. Duplicate Reg. Fee No. of Cards	N/A	
6. Transfer Fee	N/A	
7. Increase Fee	N/A	
8. Replacement Fee	N/A	
TOTAL PAID (Add 1 thru 8)	9. 58.50	10.
11. GRAND TOTAL (Add 9 & 10)	Send One Check in This Amount	897.30

G. CERTIFICATION

I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION AND THAT THE INFORMATION GIVEN IS TRUE AND CORRECT. IF AN EXEMPTION IS CLAIMED, THE PURCHASER FURTHER CERTIFIES THAT HE/SHE IS AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $1,000 AND IMPRISONMENT OF NOT MORE THAN TWO YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS FORM.

1ST ASSIGNMENT: [redacted]

TELEPHONE NUMBER: [redacted]

Signature of Seller:

Signature of Co-Seller:

2ND ASSIGNMENT: Signature of Second Purchaser or Authorized Signer

Signature of Co-Purchaser/Title of Authorized Signer

TELEPHONE NUMBER:

Signature of Seller:

Signature of Co-Seller:

H. ADDITIONAL TITLE INFORMATION

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate).

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐ IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-IL.

MESSENGER NUMBER:

COMMONWEALTH OF PENNSYLVANIA

CERTIFICATE OF TITLE FOR A VEHICLE

L.370

0526534000001201-001

P10647
10277

VEHICLE IDENTIFICATION NUMBER	YEAR	MAKE OF VEHICLE	TITLE NUMBER
1G1ZT62855F[redacted]	2005	CHEVROLET	[redacted]

BODY TYPE	DUP	SEAT CAP	PRIOR TITLE STATE	ODOM. PROCD. DATE	ODOM. MILES	ODOM. STATUS
SDN	0		IL	9/22/05	024111	0

DATE PA TITLED	DATE OF ISSUE	UNLADEN WEIGHT	GVWR	GCWR	TITLE BRANDS
9/22/05	9/22/05				

ODOMETER STATUS
0 = ACTUAL MILEAGE
1 = MILEAGE EXCEEDS THE MECHANICAL LIMITS
2 = NOT THE ACTUAL MILEAGE
3 = NOT THE ACTUAL MILEAGE-ODOMETER TAMPERING VERIFIED
4 = EXEMPT FROM ODOMETER DISCLOSURE

TITLE BRANDS
A = ANTIQUE VEHICLE
C = CLASSIC VEHICLE
D = COLLECTIBLE VEHICLE
F = OUT OF COUNTRY
G = ORIGINALLY MFGD. FOR NON-U.S. DISTRIBUTION
H = AGRICULTURAL VEHICLE
L = LOGGING VEHICLE
P = IS/WAS A POLICE VEHICLE
R = RECONSTRUCTED
S = STREET ROD
T = RECOVERED THEFT VEHICLE
V = VEHICLE CONTAINS REISSUED VIN
W = FLOOD VEHICLE
X = IS/WAS A TAXI

REGISTERED OWNER(S)

REGISTRATION NOT TO BE ISSUED - TAX UNPAID

KEN POLLOCK CHEVROLET
INC
339 HIGHWAY 315
PITTSTON PA 18640

FIRST LIEN FAVOR OF:

SECOND LIEN FAVOR OF:

FIRST LIEN RELEASED _____ DATE

BY _____ AUTHORIZED REPRESENTATIVE

If a second lienholder is listed upon satisfaction of the first lien, the first lienholder must forward this Title to the Bureau of Motor Vehicles with the appropriate form and fee.

SECOND LIEN RELEASED _____ DATE

BY _____ AUTHORIZED REPRESENTATIVE

MAILING ADDRESS

123453
KEN POLLOCK CHEVROLET
INC
339 HIGHWAY 315
PITTSTON PA 18640

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

PENNDOT

I certify as of the date of issue, the official records of the Pennsylvania Department of Transportation reflect that the person(s) or company named herein is the lawful owner of the said vehicle.

ALLEN D BIEHLER
Secretary of Transportation

D. APPLICATION FOR TITLE AND LIEN INFORMATION-

TO BE COMPLETED BY PURCHASER WHEN VEHICLE IS SOLD AND THE APPROPRIATE SECTIONS ON THE REVERSE SIDE OF THIS DOCUMENT ARE COMPLETED.

SUBSCRIBED AND SWORN TO BEFORE ME: 3 (MO.) 4 (DAY) 06 (YEAR)

SIGNATURE OF PERSON ADMINISTERING OATH

SEAL

JOHN BALOGA
NATIONWIDE CAR SALES

The undersigned hereby makes application for Certificate of Title to the vehicle described above subject to the encumbrances and other legal claims set forth here.

[redacted]

SIGNATURE OF CO-APPLICANT/TITLE OF AUTHORIZED SIGNER

If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate).

1ST LIEN DATE: NONE → IF NO LIEN, CHECK ☑

1ST LIENHOLDER

STREET

CITY STATE ZIP

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN REQUIRED | FINANCIAL INSTITUTION NO.

2ND LIEN DATE: NONE → IF NO LIEN, CHECK ☐

2ND LIENHOLDER

STREET

CITY STATE ZIP

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN REQUIRED | FINANCIAL INSTITUTION NO.

STORE IN A SAFE PLACE - IF LOST APPLY FOR A DUPLICATE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

2883373381

STOCK NO.		DEAL NO.
14227	NATIONWIDE CAR SALES — America's New Car Alternative 290 MUNDY STREET WILKES-BARRE, PA 18702 570-824-5102 • FAX: 824-1599	23644 ORDER DATE

PURCHASER [redacted]	DRIVER'S LICENSE NO. 21 942 567	SOC. SEC. NO. [redacted]	DATE OF BIRTH 1/27/69
CO-PURCHASER	DRIVER'S LICENSE NO.	SOC. SEC. NO.	DATE OF BIRTH

ADDRESS [redacted]	SALESMAN Emmert	NO. 131

CITY	STATE	ZIP	RESIDENCE PHONE	BUSINESS PHONE	CUSTOMER SOURCE
Benton	Pa	[redacted]			Previous

☒ Used Car ☐ Used Truck — 1 G 1 Z T 5 2 8 5 5 F [redacted]

YEAR	MAKE	MODEL	BODY STYLE	COLOR	TRIM	MILEAGE
2005	Chevy	Malibu	Max	White	Cloth	24,480

PRE-OWNED WARRANTY PROVISION

CHECK APPROPRIATE BOX

☐ THIS USED VEHICLE IS SOLD "AS IS WITH ALL FAULTS" WITHOUT ANY WARRANTY AND THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. LIABILITY BY WAY OF "STRICT LIABILITY" FOR SELLING DEALER'S "NEGLIGENCE" OR OTHERWISE IS EXPRESSLY EXCLUDED, BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

☐ The only Dealer Warranty on this vehicle is the Limited Warranty which is issued with and made a pa[redacted]

Signed [redacted] Date 3/4/06

NEW CAR WARRANTY PROVISION

THE ONLY WARRANTIES APPLYING TO THIS VEHICLE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS VEHICLE. LIABILITY BY THE WAY OF "STRICT LIABILITY" FOR SELLING. DEALER'S " NEGLIGENCE" OR OTHERWISE IS EXPRESSLY EXCLUDED. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. THE MANUFACTURER'S WARRANTY IS NOT AFFECTED BY THIS DISCLAIMER OF WARRANTIES BY THE SELLING DEALER.

Signed _____ Date _____

PHYSICAL DESCRIPTION OF TRADE-IN

YEAR: MAKE: MODEL:

I.D. NO.

TRADE-IN PAY OFF VERIFICATION

BALANCE OWED TO: MILES:

ADDRESS: STATE: ZIP:

LOAN ACCOUNT#: PHONE #:

AMOUNT $ PAYOFF GOOD TILL /

TITLE ANY SECOND LIENS YES NO

VERIFIED BY: PAYOFF VERIFIED AT BANK BY:

PARAGRAPH 4 ON THE REVERSE SIDE ASSUMES THAT ANY BILLS OF EVERY NATURE ARE PAID IN FULL ON THE TRADE-IN EXCEPT THOSE SPECIFICALLY NOTED HEREON.

CUSTOMER CERTIFIES THAT VEHICLE TRADED IS FREE FROM: FRAME-CRACKS, CORRECTIVE WELDS, OR RUSTED THROUGH DOGTRACKS - BENT OR TWISTED FRAME.

CUSTOMER INITIALS X

I AGREE TO PAY NATIONWIDE CAR SALES THE DIFFERENCE (IF ANY)ON THE PAYOFF OF MY TRADE-IN IF IT EXCEEDS

THE AMOUNT OF $_____

I AGREE TO PROVIDE NATIONWIDE CAR SALES WITH THE FREE AND CLEAR TITLE TO MY TRADE-IN DESCRIBED ON THE PURCHASE ORDER.

SIGNATURE:

INSURANCE CO. State Farm Ins.

POLICY NO. 498718-D15-38D

EFFECTIVE DATE OF POLICY 10-26-05 EXPIRATION DATE 4/5-06

AGENT Melissa Prime PHONE (570) 752-1191

ADDRESS 1 State Farm Drive Concordville Pa.

PURCHASER AGREES THAT THIS ORDER ON THE FACE AND REVERSE SIDE HEREOF AND ANY SEPARATE CREDIT DISCLOSURE INCLUDES ALL OF THE TERMS AND CONDITIONS AND PURCHASER WARRANTS THAT HE HAS NOT RELIED UPON ANY REPRESENTATION WARRANTY OR STATEMENT NOT SET FORTH HEREIN. THIS ORDER CANCELS AND SUPERSEDES ANY PRIOR AGREEMENT AND AS OF THIS DATE HEREOF COMPRISES THE COMPLETE AND EXCLUSIVE STATEMENT OF THE TERMS OF THE AGREEMENT RELATING TO THE SUBJECT MATTERS COVERED HEREBY.

THIS OFFER TO PURCHASE MAY BECOME A CONTRACT TO PURCHASE ONLY WHEN SIGNED HEREAFTER BY THE SALES MANAGER OF DEALER.

PURCHASER BY HIS EXECUTION OF THIS ORDER CERTIFIES THAT HE/SHE IS 18 YEARS OF AGE OR OLDER.

PURCHASER ACKNOWLEDGES THAT HE HAS READ THIS ORDER'S TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER ON OR BEFORE DELIVERY.

PURCHASER ACKNOWLEDGES HAVING READ, UNDERSTANDING AND ACCEPTING ALL PROVISIONS OF THE WARRANTY STATEME[redacted]

Signed [redacted] Date 3/4/06

PREVIOUSLY LEASED OR RENTED VEHICLE

I ACKNOWLEDGE I HAVE BEEN ADVISED THE VEHICLE I AM TODAY PURCHASING IS A USED LEASE AND/OR FOR HIRE CAR HAVING BEEN PREVIOUSLY DRIVEN 24,480 MILES AND THAT THE MANUFACTURER'S WARRANTY, IF ANY, HAS [redacted]

Signed [redacted] Date 3/4/06

BASE PRICE OF VEHICLE

RETAIL PRICE $	13,980	00
VEHICLE IDENTIFICATION SYSTEM WITH $2,500 GUARANTEE AGAINST CAR THEFT. ACCEPT ☐ REJECT ☐ INT._____		
TOTAL INCLUDING ACCESSORIES	13,980	00
LESS: USED CAR ALLOWANCE AND/OR DISCOUNT		
CASH DIFFERENCE		
SALES TAX	838	80
LICENSE TRANSFER, TITLE & REGISTRATION FEE	58	50
DOCUMENT PREPARATION FEE	55	00
NOTARY FEE		
PENNSYLVANIA TIRE TAX		
LUXURY TAX		
USED CAR BALANCE DUE		
TEMPORARY TAG		
MISCELLANEOUS	25	00
TOTAL AMOUNT DUE →	14,957	30
PARTIAL PAYMENT DEPOSIT NON-REFUNDABLE BUYER INITIALS		
UNPAID BALANCE IF CASH PRICE →		
C.O.D.		
BALANCE DUE FROM FINANCE CO.		

CASH BALANCE OF PURCHASE PRICE MUST BE PAID BY PURCHASER ON OR BEFORE 2 DAYS FROM THE TIME OF EXECUTION HEREOF BY DEALER, OR AT DEALER'S OPTION. PURCHASER SHALL BE IN DEFAULT HEREUNDER AND DEALER SHALL HAVE THE RIGHT TO SELL THE VEHICLE IN MITIGATION OF ITS DAMAGES.

AN ODOMETER MILEAGE STATEMENT ON TRADE-IN VEHICLE IS REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT AND IS MADE A PART OF THIS ORDER FORM.

USED CARS AND TRUCKS ONLY
PURCHASER ACKNOWLEDGES THAT IT HAS NOT BEEN REPRESENTED TO HIM OR HER BY ANY AGENT OF THE SELLER THAT THE MOTOR VEHICLE WHICH IS THE SUBJECT OF THIS PURCHASE HAS OR HAS NOT EVER SUSTAINED DAMAGES PRIOR TO THIS PURCHASE. THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISION IN THE CONTRACT OF SALE.

PLEASE BE SURE AND BRING:
1 TITLE TO YOUR TRADE 2. REGISTRATION IF TRANSFERRING YOUR TAG
3. PROOF OF P.I.P. OR LIABILITY INSURANCE 4. PROOF OF COLLISION INSURANCE.

On a cash transaction this offer is not valid unless signed and accepted by Manager. Once accepted, deposits are non-refundable.

On a credit transaction the Purchaser(s) offer is not accepted and the transaction is not consummated until (a) approved in writing by Manager and a responsible bank or Finance Company and (b) all disclosures required by the Federal Consumer Credit Protection Act (Truth in Lending Act) have been given and (c) Purchaser(s) have signed an Installment Sales Contract. If financing for this transaction is arranged by Dealer then the Purchaser should be aware that the dealership is a creditor only for the purposes of disclosure under the Consumer Protection Act. The loan will be assigned immediately to a Bank or Finance Company who will be the creditor and to whom the Purchaser will actually be obligated. Purchaser shall diligently provide all information and documentation necessary to obtain approval of financing. Failure to do so shall be a default hereunder.

I HER[redacted]IONS ON REVERSE SIDE. PARTIAL PAYMENT - NON-REFUNDABLE - Price includes all factory rebates and/or incentives.

[redacted] Purchaser's Signature Date 3/4/06 Accepted Finance Manager Accepted Sales Manager

"This contract is not binding upon either the dealer or the purchaser until signed by an authorized dealer representative. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZE DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER."

2005 MALIBU LS MAXX — CHEVROLET MOTOR DIVISION
40U WHITE /V6G — GENERAL MOTORS CORPORATION
14E GRAY CUSTOM CLOTH — 100 RENAISSANCE CENTER
ORDER NO. HKHZ8S/FDR STOCK NO. — DETROIT MI 48243-1114
VIN 1G1 ZT62 85 5F[redacted] — VEHICLE INVOICE 1AD46522867
**********13*07491S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
1ZT68 MALIBU LS MAXX	21260.00	18815.10	INVOICE 08/05/04
B37 FLOOR MATS	80.00	69.60	SHIPPED 08/05/04
FCH FLT-HERTZ RENT A CAR	0.00	0.00	EXP I/T 08/14/04
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 08/20/04
LX9 3.5L V6 ENGINE	0.00	0.00	PRC EFF 06/21/04
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	KEYS G0282 G0282
T43 REAR WIPER AND SPOILER	300.00	261.00	WFP-S QTR OPT-1
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	FAN: 000806869
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	BANK: GMAC - 005
V2G FULL FUEL FILL CREDIT	0.00	21.29-	CHG-TO 07-491
			SHIP-TO 31-812
			HERTZ RENT A CAR
			CHICAGO IL

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

SHIP WT: 3388
HP: 32.9
MRM: 22265.00
CUST PO NUMBER:
220126514952
MEMO 1082.00

TOTAL MODEL & OPTIONS	21640.00	19124.41	ACT 231 19749.41
DESTINATION CHARGE	625.00	625.00	
TOTAL	22265.00	19749.41	PAY 310 19749.41

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

JAMES WOOD MOTORS/HERTZ CORPORATION

REMIT TO GMAC NO. 005
VIN 1G1ZT62855F[redacted]
$ 19749.41 INV 1AD46522867
DUE 08/20/04 DEALER 07-491

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RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: $4,900.00 and a 60 month/ 60,000 mile (whichever comes first) Steering Component Letter, from the warranty start date and original in-service miles paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu MAXX bearing Vehicle Identification Number 1G1ZT62855F [redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of $3,000.00, made payable to [redacted] the second in the amount of $1,900.00, made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 37778 on the date of the signing of this release.

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

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

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 1/11/07

[redacted]

Claimant's Signature

[redacted]

Address

Benton IA [redacted]

City, State, Zip Code

Claimant's Signature

Address

City, State, Zip Code

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STATE OF Pa

COUNTY OF Columbia

Sworn to (or affirmed) and subscribed before me this 11th day of January, 2007, by Susan B. Murray.

Lisa A Young
Signature of Notary Public

Lisa A Young
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification drivers photo lic

My commission expires: Oct 11, 2009

CC: File

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Lisa A. Young, Notary Public
Benton Twp., Columbia County
My Commission Expires Oct. 11, 2009
Member, Pennsylvania Association of Notaries

LG0029
V6302006

COLUMBIA BENTON

Detach Here "01" of "01"

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: FEB 28, 2007 **VALID: 03/07/06**

PLATE: [redacted]
TITLE: [redacted]
VIN: 1G1ZT62855F[redacted]
YR/MAKE: 2005 CHEV
TYPE: SDN
WID: 06066 3400 008584-001

C30629325

[redacted]

BENTON PA

[redacted]

[redacted]

SIGNATURE

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

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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 25, 2006

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

Mr. Wynn Keller
Eckenhoff Buick-Pontiac-GMC
1750 Fairway
Jenkintown PA 19046-1606

Re: [redacted]
Siebel Request: 1-433888199
2005 Pontiac G6
VIN # 1G2ZG528854[redacted]

Dear Mr. Wynn Keller:

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

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

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

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

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

Sincerely,

Maria Dalgleish
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 11705
FAX# 866-842-9481

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 THE FAIRWAY
JENKINTOWN, PA 19046
(215)-884-4800 SERVICE
(215)-884-4200 SALES

FAX TRANSMISSION FORM

DATE OF TRANSMISSION: 10/12/06

NUMBER OF PAGES BEING TRANSMITTED (INCLUDING THIS ONE) : 6

COMPANY TRANSMITTED TO: BRC Customer Relationship Manager

ATTENTION: Marian Dolgleish

COMPANY FAX TELEPHONE (866) 842-9481

RE: [redacted]
Fiebel Request 1-433888199
2005 Pontiac G-6
Ven# 1G2ZG528854[redacted]

TRANSMITTED FROM: ECKENHOFF BU-PO-GMC-CAD INC.
(215)-884-1369 FAX FOR SERVICE
(215)-576-0907 FAX FOR SALES

SENDER'S NAME: Denise M. Fistner

PLEASE CALL IF YOU HAVE ANY QUESTIONS OR COMMENTS.

09/28/06, 09:06:57 GM WARRANTY INFORMATION NETWORK (WIN) Dealer: 03-347
File Type: WORK NEW WARRANTY CLAIM REPORT Pontiac
Transaction ID: 3991

RO #	RO Date	VIN	Div	Dealer	Odometer	S. Advisor	RO Total	Cvt
057921	09/18/06	1G2ZB528854[redacted]	PON	03-347	24,267	***-**-8147	546.43	Y

Customer First Name	Customer Middle Name	Customer Last Name
[redacted]	H	[redacted]

Work Phone	Home Phone
	[redacted]

Ln	Typ	CC	Cnt	FailedPt	Tot-Pts	FCd	LbrOp	LHrs	OHrs	Tech #	Net-Item
1		AV	1	15926870	286.48	C0545	E7680	1.8	0.0	***-**-9037	0.00

Line-Tot	Auth Cd	Person Cd
430.43	B	0090

Ln	Typ	CC	Cnt	FailedPt	Tot-Pts	FCd	LbrOp	LHrs	OHrs	Tech #	Net-Item
2		MJ	0		0.00	98	Z7903	0.0	0.0	***-**-9037	116.00

09/28/06, 09:06:57 GM WARRANTY INFORMATION NETWORK (WIN) Dealer: 03-347
File Type: WORK NEW WARRANTY CLAIM REPORT Pontiac
Transaction ID: 3991

Line-Tot	Auth Cd	Person Cd
116.00		

Comments: 2G4WD582X61[redacted]

* CLAIM SUMMARY *

Total Parts:	286.48
Total Labor:	143.95
Total Net Item:	116.00
Part Tax:	0.00
Labor Tax:	0.00
Total Claim:	546.43

731

2158861314 **5 7 9 2 1**

WARRANTY

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]	[redacted]	24267/24273	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO		PAYMENT	INV DATE
05NOV05 IS			17:00 18SEP06		0.00	CASH	26SEP06

R.O. OPENED	READY
15:14 18SEP06	09:46 26SEP06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES POWER STEERING LIGHT COMES ON DASH AND HE HAS NO POWER STEERING			
CAUSE: SENSOR SHORTED IN COLUMN			
E7680 COLUMN ASSEMBLY, STEERING - REPLACE			
21 WG 1.80		143.95	143.95
1 15926870 COLUMN	359.00	286.48	286.48
FC: C0545			
PART#: 15926870			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE: B			
AV			
20463 28648 TPARTS			
5081 14395 TLABOR			
B ECKENHOFF LOANER			
CAUSE: CUSTOMER SATISFACTION			
Z7903 RENTAL VEHICLE PROVIDED			
21 WR 0.00		116.00	116.00
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
0 0 TPARTS			
0 11600 TLABOR			

COST, SALE, & COMP TOTALS 25544 54643 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	259.95
PARTS AMOUNT	286.48
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	546.43
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	546.43

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

[redacted]

WARRANTY COPY

[redacted]

57921

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL:

PAGE 1

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]	[redacted]	24267/24273	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DAT
05NOV05 IS			17:00 18SEP06		0.00	CASH	26SEP06

R.O. OPENED	READY
15:14 18SEP06	09:46 26SEP06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES POWER STEERING LIGHT COMES ON DASH AND HE HAS NO POWER STEERING						
CAUSE: SENSOR SHORTED IN COLUMN						
E7680 COLUMN ASSEMBLY, STEERING - REPLACE						
21 WG 1.80 1.80	5081	14395			143.95	143.95
1 15926870 COLUMN	20463	28648	0	359.00	286.48	286.48
FC: C0545						
PART#: 15926870						
COUNT: 1						
CLAIM TYPE:						
AUTH CODE: B						
AV						
	20463	28648	TPARTS			
	5081	14395	TLABOR			
B ECKENHOFF LOANER						
CAUSE: CUSTOMER SATISFACTION						
Z7903 RENTAL VEHICLE PROVIDED						
21 WR 0.00 0.00	0	11600			116.00	116.00
FC: 98 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MJ						
	0	0	TPARTS			
	0	11600	TLABOR			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46204	14395	5081		48100	28648	20463	
53500	11600	0		26300	54643	*******	

Tech Doctor

COST, SALE, & COMP TOTALS 25544 54643 0

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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
[redacted] LEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

SERVICE/FILE COPY

ECKENHOFF OF JENKINTOWN

In this Agreement, the words "you" and "your" refer to the customer signing this Agreement. The word "Lessor" refers to the corporation or person providing the vehicle. This agreement covers your rental of the vehicle(s) described below. When you sign this Agreement, you agree to all the conditions of this Agreement. This Agreement will not exceed two (2) months.

DATE OUT: 9/18/06

FUEL OUT: <1/8 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

DATE IN:

FUEL IN: <1/8 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

STK #: 68048

MILEAGE OUT: 30960

INSPECTED 12/06

MILEAGE IN:

VIN: 2G4WD582X6[redacted]

RO#: 57921

YEAR	2006
MAKE	BUICK
MODEL	LACROSSE
COLOR	GREY
TAG NO	GCE-3124

UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHICLE. The rental of this vehicle to any person under 25 years of age is strictly prohibited, unlessspecifically authorized by the Lessor.

YOU ARE LIABLE FOR ALL VIOLATIONS THAT OCCUR WHEN YOU HAVE THIS VEHICLE. The Service Department must be notified of all violations. Parking violations must be turned in with payment upon vehicle "check in." If this vehicle goes through an EZPass lane, your account number and transponder number must be provided upon "check in."

YOU ARE RESPONSIBLE FOR PHYSICAL DAMAGE TO THIS VEHICLE AND WILL BE RESPONSIBLE FOR ANY INSURANCE DEDUCTIBLES.

ALL DRIVERS MUST POSSES A VALID OPERATORS LICENSE

By your signiture, you warrant that the information on vehicle use and other drivers is accurate and complete. Further, you represent that you have read, understood and agree with the terms and conditions stated on this agreement.

NO SMOKING

$15.00 surcharge for vehicles returned with evidence of smoking or excessive interior uncleanliness

VEHICLES TO BE RETURNED WITH SAME AMOUNT OF FUEL AS WHEN CHECKED OUT.

POLICY ACKNOWLEDGMENT (PLEASE INITIAL) X [illegible]

[redacted] 9/18/06
DATE

GM WILL PAY FOR THE COST OF DAILY RENTAL UNTIL YOUR VEHICLE IS REPAIRED, AFTER WHICH TIME THE COST OF RENTAL IS YOUR RESPONSIBILITY.

LESSOR SIGNATURE [illegible] 9/18/06
DATE

Comments:

DOC cm at 9:43 9-26-06 CT

CUSTOMER # [redacted] #21

[redacted]

JENKINTOWN, PA [redacted]
HOME [redacted] BUS: [redacted]
CELL [redacted]

57921
WORKORDER
PAGE 2

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

SERVICE ADVISOR: 8147 TIMBERS, CHANELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		24267/24273	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 18SEP06		0.00	CASH	

R.O. OPENED	READY
18SEP2006 15:14	

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05

21

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			CP	CUST STATES POWER STEERING LIGHT COMES ON DASH AND HE HAS NO POWER STEERING
# B	ECK1		CP	ECKENHOFF LOANER

25 SEP PM 4:26

WARRANTY PARTS RETURNED 9-28-06 sensor/return

~~88967179~~ 25 SEP PM 1:30

15926870

SEP 21 PM 3:16

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waivers reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including an additional authorized charges by $10 or 10%, whichever is greater, not to exceed $50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

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.

I understand that all parts and accessories sold or used are subject to the Federal Magnusson-Moss Act and the consumer merchandise purchased is under LIMITED WARRANTY by the manufacturer and the written terms and conditions thereof are available for my inspection.

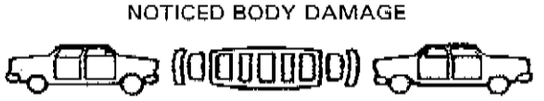
STORAGES CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be $20.00.

MINIMUM SHOP CHARGE
There is a minimum labor charge for inspection, diagnostic or written estimate service of one half (1/2) hour.

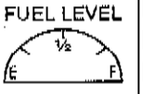
SERVICE DEPARTMENT HOURS
Monday Through Friday - 7:30 AM to 6:00 PM
NO VEHICLES RELEASED AFTER HOURS.

☐ CHECK HERE FOR COMPLIMENTARY CAR WASH

NOTICED BODY DAMAGE



FUEL LEVEL



INITIAL_____

ENVIRONMENTAL COMPLIANCE CHARGES

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, filters, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations *and also believe our customers do too* because they help ensure a safer, healthier, environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

PRELIMINARY ESTIMATE $_____

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

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

ESTIMA[illegible] NOT EX[illegible] EXCEED[illegible] OR ORA[illegible] ESTIMATE.

446

24,267 GFF9883

1G2ZG528854[redacted]

SIGNED:_____ DATE:_____

I hereby authorize the repair work plain 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 for the purpose of testing and/or processing. An express mechanic's lien is hereby acknowledged on [illegible] and storage charges and the cost of repairs to satisfy such lien may be enforced by sale of the vehicle [illegible] lapsing due to lack of performance.

[redacted] PHONE NO. _____ 9/18/06

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 THE FAIRWAY
JENKINTOWN, PA 19046
(215)-884-4800 SERVICE
(215)-884-4200 SALES

FAX TRANSMISSION FORM

DATE OF TRANSMISSION: 10/6/06

NUMBER OF PAGES BEING TRANSMITTED (INCLUDING THIS ONE) : 52

COMPANY TRANSMITTED TO: BRC Customer Relationship Manager

ATTENTION: Maria Salzleist

COMPANY FAX TELEPHONE (866) 842-9481

RE: [redacted]
Claim Request 1-433888199
2005 Pontiac G6
Vin # 1G2ZG528854[redacted]

TRANSMITTED FROM: ECKENHOFF BU-PO-GMC-CAD INC.
(215)-884-1369 FAX FOR SERVICE
(215)-576-0907 FAX FOR SALES

SENDER'S NAME: Denise M. Foster

PLEASE CALL IF YOU HAVE ANY QUESTIONS OR COMMENTS.

2158861314

55132

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]
JENKINTOWN, PA [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]	[redacted]	23400/23400	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 13JUL06		0.00	CASH	13JUL06

R.O. OPENED	READY
09:21 13JUL06	14:13 13JUL06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 21 MONTH - 21,000 MILE SERVICE											
21K 21 MONTH - 21,000 MILE SERVICE											
	135	CPSB		0.40	0.40	1129	1140			11.40	11.40
	1	25010792	FILTER			340	374	0	6.00	3.74	3.74
	5	OIL 10W30				665	975	0	1.95	1.95	9.75
	1	1836	MISC			160	160	0	1.60	1.60	1.60
B CUSTOMER STATES CLANGING NOISE FROM L/FRT WHILE GOING OVER DIPS OR BUMPS											
SOP ORDER STEERING GEAR											
	135	ISP		0.00	0.00	0	0			0.00	0.00
C CUSTOMER STATES PLASTIC ITCH IN L/S A PILLAR WHILE DRIVING											
SOP ORDER PLASTIC WASHERS AS PER BULLETIN											
	135	ISP		0.00	0.00	0	0			0.00	0.00
D CUSTOMER STATES PLASTIC ITCH FROM HEADLINER ABOVE DRIVER WHILE DRIVING											
MISC SEE LINE C											
	135	ISP		0.00	0.00	0	0			0.00	0.00
E CUSTOMER STATES POP/SNAP NOISE FROM SUNROOF WHEN OPEN WHILE DRIVING OVER BUMPS OR UNEVEN SURFACES											
~~MISC SEE LINE C~~											
	135	ISP		0.00	0.00	0	0			0.00	0.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46003	1140	1129		48100	374	340	
49100	975	665		6104	160	160	
46300	0	0		32400	159	0	
22500	2808	*******		6704	0	*******	

COST, SALE, & COMP TOTALS 2294 2649 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	11.40
PARTS AMOUNT	15.09
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	26.49
LESS INSURANCE	0.00
SALES TAX	1.59
PLEASE PAY THIS AMOUNT	28.08

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE [redacted]

ECK-1 FRC Parts Charges for Repair Orders Rev 1.01

Repair Order: **55132**
Customer No.: [redacted]
Customer Name: [redacted]
Vehicle: **05 PONT G6 GFF9883**
Serial#: **1G2ZG528854**[redacted]
Tag: [redacted]
Employee: **1** Service Advisor: **8147**

Pay Type: **CASH**
PO#:
Sold Parts: **0.00**
Misc/Lube/Sub: **0.00**
Quoted Parts: **0.00**
Backordered: **223.78**

Sell Parts

SOP

PART-NO..	DESC.....	CLASS	SS	Q.S.	O.H.	BIN.....	EXCHG.	COST..	LIST..	EXT SALE
15911310	<WASHER	12809	NS	0	0		0.00	0.33	0.55	0.00

PART NO.
Line: **D** Seq: **1** Desc: **CUSTOMER STATES PLASTIC ITCH FROM HEADLINER ABOVE DRI**
Enter a part number, move to another field, or press a function key.
F1=Help **F3**=Save **F4**=Cancel **F6**=Sell Quote **F7**=Display All

[redacted]

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

53232

ACCOUNTING

PAGE 1

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		18793/18797	T225

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 30MAY06		0.00	CASH	30MAY06

R.O. OPENED	READY
09:12 30MAY06	17:02 30MAY06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMER STATES STEERING WHEEL SHIFTED SHARP LEFT WHEN BACKING UP, POWER STEERING MESSAGE AND WRENCH SYMBOL DISPLAYED, HARD TO STEER, YESTERDAY.

CAUSE:

CND CHECK STEERING, NO CURRENT FAULTS DETECTED. ROADTEST, NO ABNORMAL STEERING PERFORMANCE DETECTED AT THIS TIME.

7 IUE 0.00 0.00 0 0 0.00 0.00

B CUSTOMER STATES ITCHING NOISE FROM HEADLINER BY FRONT SUNROOF EDGE.

CAUSE: HEADLINER RETAINERS LOOSE.

C3128 R&R HEADLINER ASSEMBLY, RESECURE LOOSE RETAINERS.

7WP94P 1.80 1.80 5081 14395 143.95 143.95

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NL

0 0 TPARTS
5081 14395 TLABOR

~~C CUSTOMER STATES RATTLE FROM LEFT SIDE, "A"PILLAR, DASH, OR SEAT.~~

CAUSE: SEAT RATTLE, FOUND ADJUSTER LOOSE.

C6011 ADJUSTER ASSEMBLY, FRONT SEAT MANUAL BUCKET SEAT DRIVER R&R OR REPLACE

7WP94P 0.50 0.50 1412 3999 39.99 39.99

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NQ

0 0 TPARTS
1412 3999 TLABOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	0	0		46202	18394	6493	
64700	0	*******		26300	18394	*******	

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

03

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

Re:m01 PGM0662715[redacted] vs Pontiac/GMC Division

MARIA DALGLEISH
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Dear Madam/Sir:

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

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

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

Sincerely,

Amanda Roberts at Extension 557

Customer Claim Form

Contact Date: 09/21/06 Start Date: Case Number : PGM0662715

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

[redacted]
JENKINTOWN, PA [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone: [redacted]
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Number of vehicles owned or leased by the business:
Make: Pontiac/GMC Model: G6 Model Year: 2005 Current Mileage: 26234
Vehicle Identification Number: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
Servicing Dealer/City/State : Eckenhoff Pontiac-Buick-GMC,
Selling Dealer/City/State : Eckenhoff Pontiac-Buick-GMC, Jenkintown, PA
Insurance Carrier : Progressive Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :
13305

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

Purchase Date:11/05/05 Mileage at purchase:
Purchased As : ☐ New ☒ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: Bank of America
Address: POB 2759
City/St/Zip: Jacksonville , FL 32203
Phone: ( ) -
Lienholder Acct # : _____

Lease Date: Mileage at lease:
Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

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

I would prefer either a buyback of my current auto loan (currently $17,354) or trade in for another GM vehicle at same dealership using 2005 G6 as trade in at full remaining loan value. This vehicle is unsafe to drive and almost all repair avenues with the steering system have been exhausted.

Signature of Titled Owner(s): _____ Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Claim Form

Customer Name: [redacted]

Case Number: PGM0662715

Vehicle Concerns

First Repair Attempt Date: 03/13/06 Mileage: 16770
Last Repair Attempt Date: _____ Mileage: _____
Total Days out of Service: _____

Problems –**Please list your primary concern first**	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
electric assisted steering failure -- no steering		yes	3			

BBB AUTO LINE PROGRAM SUMMARY

General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT WILL NOT BE ARBITRATED

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

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period For Filing Claims

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

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

Eligible Claims

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

Eligible Vehicles

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

The customer's vehicle must be:

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

Remedies For Warranty Claims

The arbitrator may award the following remedies:

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

Repairs/Reimbursement For Repairs

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

Repurchase Or Replacement

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

- **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.

- **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees. and finance/lease charges).

- **Replacement vehicle** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Deductions/Exclusions From A Repurchase Or Replacement Award

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

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

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.

- The award will not include debt from a previous transaction.

- The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

STANDARDS OF THE PENNSYLVANIA LEMON LAW

The following is an brief explanation of most relevant provisions of the Pennsylvania lemon law. The complete text of the lemon law can be found at 73 Pa. Cons. Stat. section 1951 *et seq.*

VEHICLES COVERED BY THE PENNSYLVANIA LEMON LAW

The lemon law covers a "new motor vehicle", defined as a new and unused self-propelled motorized vehicle that:

1. Is driven upon public roads, streets or highways;
2. Is designed to transport not more than 15 persons;
3. Was (a) purchased in Pennsylvania, (b) leased in Pennsylvania on or after February 11, 2002, or (c) purchased or leased elsewhere on or after December 1, 2002 and registered for the first time in Pennsylvania;
4. Is registered in Pennsylvania; and
5. Is utilized, leased or bought for use primarily for personal, family or household purposes.

This includes a demonstrator or dealer car, but does not include a motorcycle, motor home or off-road vehicle.

CONSUMERS COVERED BY THE PENNSYLVANIA LEMON LAW

The lemon law covers the "purchaser", defined as a person who has obtained ownership of a new motor vehicle by transfer or purchase, or who has entered into an agreement or contract for the purchase of a new motor vehicle, that is used or bought for use primarily for personal, family or household purposes. To qualify as a "purchaser", the person must maintain continued ownership and possession of the vehicle, and must never have relinquished title.[1]

Beginning February 11, 2002, "purchaser" also includes a person who has obtained possession of a new motor vehicle by lease, or who has entered into an agreement or contract for the lease of a new motor vehicle, that is used, leased, or bought for use primarily for personal, family or household purposes.

PROBLEMS COVERED BY THE PENNSYLVANIA LEMON LAW

The lemon law covers any vehicle "nonconformity", defined as a defect or condition that substantially impairs the use, value or safety of a new motor vehicle and does not conform to the manufacturer's express warranty.

A consumer is not entitled to lemon law repurchase or replacement if the nonconformity does not substantially impair the use, value or safety of the motor vehicle, or the nonconformity is the result of abuse, neglect or modification or alteration of the motor vehicle by the purchaser.

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[1] *Reeves v. Morelli-Hoskins Ford, Inc.*, 415 Pa. Super. 431, 609 A.2d 828 (Pa. Super. Ct. 1992); *Sinnerard v. Ford Motor Company*, 1996 U.S. Dist. LEXIS 8735 (E.D. Pa. 1996).

MANUFACTURER'S DUTY TO REPAIR

A manufacturer must repair or correct a nonconformity that occurs within whichever of the following periods ends first:

1. One year following the actual delivery of the vehicle to the purchaser;
2. The first 12,000 miles of use; or
3. The term of the manufacturer's warranty.

The purchaser must deliver the vehicle for repair to the manufacturer's authorized service and repair facility in Pennsylvania, unless the vehicle cannot reasonably be delivered because of the nature of the nonconformity. If the purchaser cannot deliver the vehicle for repair, the purchaser must notify the manufacturer or its authorized service and repair facility in writing. Such written notice shall constitute delivery of the vehicle; however, the manufacturer may service or repair the vehicle at the vehicle's location, or the manufacturer may, at its own expense, transport the vehicle to its authorized service and repair facility.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer fails to repair or correct the nonconformity (which occurred within one year, 12,000 miles or the term of the warranty)[2] after a *reasonable number of attempts*, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if either of the following occurs:

1. The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
2. The vehicle is out-of-service by reason of any nonconformity for a cumulative total of 30 calendar days or more.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer must first resort to the informal dispute settlement procedure before bringing a civil action.

TIME PERIOD FOR FILING CLAIMS

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed within four years from the date the alleged defect is discovered.[3]

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[2] *Mikula v. Ford Motor Co.*, 26 Pa. D. & C.4th 116 (1995); *Zellhart v. General Motors Corp.*, 50 Pa. D. & C.3d 511 (1988); *Green v. Ford Motor Co.*, 1996 U.S. Dist. Lexis 4102 (E.D. Pa. 1996); *Mesko v. Ford Motor Co.*, 1994 U.S. Dist. Lexis 8979 (E.D. Pa. 1994).

[3] *Gabriel v. O'Hara*, 368 Pa. Super. 383, 534 A.2d 488, n.20 (1987); *Lowe v. Volkswagen Of America, Inc.*, 879 F. Supp. 28 (E.D. Pa. 1995).

REMEDIES UNDER THE PENNSYLVANIA LEMON LAW

REPURCHASE

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

1. The full purchase or lease price; and
2. All collateral charges, which case law indicates may include all possible charges associated with the purchase of a car, including finance charges[4];
3. Less a reasonable allowance for the purchaser's use of the vehicle.

The reasonable allowance for use is that amount directly attributable to use by the purchaser prior to the purchaser's first report of the nonconformity to the manufacturer. The reasonable allowance for use may not exceed the lesser of 10 cents per mile driven prior to the first report or 10% of the vehicle's purchase or lease price.

REPLACEMENT

When replacing a vehicle under the Pennsylvania lemon law, the manufacturer must provide a comparable motor vehicle of equal value. The reasonable allowance for use appears not to apply to a replacement.

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[4] *Giacinto v. General Motors Corporation*, 1989 U.S. Dist. LEXIS 1459 (E.D. Pa. 1989). See also *Gambrill v. Alfa Romeo, Inc.*, 696 F. Supp. 1047 (E.D. Pa. 1988); *Robinson v. Hyundai Motor America*, 683 F.Supp. 515 (E.D. Pa. 1988).

ECKENHOFF BUICK - PONTIAC - GMC - CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

NAME Grant Horne
ADDRESS On in Shop
CITY / STATE / ZIP

PARTS & SERVICE: MONDAY THRU FRI 8:00 AM - 5:00 PM

IT WAS NECESSARY FOR US TO SPECIAL ORDER THE ITEMS LISTED BELOW FOR YOU. WE WILL CALL YOU AND / OR SEND YOU A NOTICE WHEN THESE ITEMS ARRIVE.

ORDER DATE	ETA DATE	REPAIR ORDER	SERVICE ADV.	TECHNICIAN
3/13/06	/ /	49793	Don	Chuck

☑ SERVICE DEPT. ☐ NEW CAR ORDER #
☐ RETAIL CUSTOMER ☐ EMPLOYEE

VEHICLE ID NUMBER	MODEL	PROD. DATE	COLOR	TRIM
541148	[redacted]	/		

QTY.	PART NUMBER	DESCRIPTION	NOTES
1	22691361	Plate #25	92
1	15225627	Motor	6

WORK ☐ OR DAYTIME ☐ PHONE	EVENINGS ☐ OR DAY ☐ PHONE	ORDERED BY
( )	( )	Ken

PART RECEIVED	CARD MAILED	1ST NOTIFICATION	BY:	2ND	BY:
/ /	/ /				

3RD	BY:	4TH	BY:	APPOINTMENT DATE
				/ /

WHITE - CUSTOMER COPY CANARY - SERVICE COPY PINK - PARTS MONITORING
HARD COPY - NOTIFICATION

Reynolds and Reynolds CC640742 C (01/05)

CLAIM HISTORY

	R.O			Odometer

R.O Date	Number	Type	Labor Operation	Reading
03/01/2006	049340	#	B2780 - HOUSING ASSEMBLY, SUNROOF (MODULE) - REPLACE	16444 miles
01/23/2006	047746	#	Y0042 - CUSTOMER SATISFACTION PROGRAM - RETORQUE HARMONIC BALANCE	15439 miles
01/23/2006	047746	#	N1720 - FUSE - REPLACE	15439 miles
01/05/2005	098020	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
12/15/2004	A48162	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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Info - Normal Operating Characteristics of Electric Power Steering (EPS) System During Extneded Lock-to-Lock and/or DTCs C0176 and C0476 Set (Maximum Steering Wheel Rotation) Usage #06-02-32-002A - (Jan 26, 2006)

Normal Operating Characteristics of Electric Power Steering (EPS) System During Extended Lock-to-Lock and/or DTCs C0176 and C0476 Set (Maximum Steering Wheel Rotation) Usage

2004-2006 Chevrolet Malibu, Malibu Maxx (except SS models)

2005-2006 Chevrolet Cobalt, Equinox

2006 Chevrolet HHR

2005-2006 Pontiac G6 (except GTP models), Pursuit (Canada Only)

2006 Pontiac Torrent

2002-2006 Saturn VUE

2003-2006 Saturn ION

This bulletin is being updated with an additional DTC. Please discard Corporate Bulletin Number 06-02-32-002 (Section 02 - Steering).

The purpose of this bulletin is to inform technicians of normal operating characteristics of the electric power steering system (EPS) when the steering wheel is turned in either direction for an extended period of time.

When the steering wheel is turned to its maximum rotation, the power steering control module (PSCM) will command the maximum amount of current to the EPS motor. If the

steering wheel is held in this position for an extended period of time, the PSCM will go into overload protection mode to avoid system thermal damage. In this mode, the PSCM will limit the amount of current commanded to the EPS motor, which reduces steering assist levels.

If the PSCM detects a high system temperature and the overload protection mode is invoked, DTC C0176 "System Thermal Error" may be set. On some models, DTC C0476 "Electric Steering Motor Circuit Range/Performance" may also be set. These DTCs indicate normal PSCM action (reduced steering assist) to prevent thermal damage to power steering system components.

Refer to Power Steering System Description and Operation in SI or the appropriate Service Manual for more information about this and other vehicle-specific information on electric power steering systems.

For customer inquiries regarding this characteristic, please refer to the Steering section under Driving Your Vehicle in the appropriate Owner Manual (reproduced below for reference).

Owner Manual Information

If you turn the steering wheel in either direction several times until it stops, or hold the steering wheel in the stopped position for an extended amount of time, you may notice a reduced amount of power steering assist. The normal amount of power steering assist should return shortly after a few normal steering movements.

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

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[redacted]

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

49340

ACCOUNTING

DUPLICATE 1
PAGE 2

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		16444/16446	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 01MAR06		0.00	CASH	06MAR06

R.O. OPENED	READY
08:01 01MAR06	13:50 06MAR06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
64700		0	*******								

COST, SALE, & COMP TOTALS 24832 22016 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	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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

[redacted]

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

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DUPLICATE 1
PAGE 1

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1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4600

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		16444/16446	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 01MAR06		0.00	CASH	06MAR06

R.O. OPENED	READY
08:01 01MAR06	13:50 06MAR06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES SUNROOF RATTLESs											
CAUSE: ROOF FASTENERS NOISY PER TSB05-08-67-014											
B2780 INSTALL MYLAR WASHERS ON SUNROOF FASTENERS AS PER BULLETIN.											
	870WP94P			2.60	2.60	7340	20792			207.92	207.92
4	12520272		F-TAPE HOOK			17492	1224	0	3.06	3.06	12.24
FC: 93											
PART#: 12520272											
COUNT: 4											
CLAIM TYPE:											
AUTH CODE: E											
NQ											
						17492	1224	TPARTS			
						7340	20792	TLABOR			
B CUSTOMER STATES DRIVER'S DOOR ARMREST -SWITCH PANEL IS LOOSE, VIBRATES WITH RADIO ON.											
OTS INSPECT DOOR TRIM AND SWITCH PANEL, ALL FASTENERS ARE TIGHT AND SECURE AT THIS TIME.											
	870	IUE		0.00	0.00	0	0			0.00	0.00
C CUSTOMER STATES RATTLE, TAPPING NOISE AT DRIVER'S A-PILLAR, BOTH WHEN STOPPED AND OVER BUMPS.											
CND COULD NOT DUPLICATE CONDITION AFTER ABOVE REPAIR.											
	870	IUE		0.00	0.00	0	0			0.00	0.00
D CUSTOMER STATES RATTLE NOISE OVER BUMPS FROM DRIVER'S SEATBELT RETRACTOR AREA.											
OTS FOUNDPILLAR AND BELT FASTENERS TIGHT AND SECURE, NO ABNORMAL NOISES DETECTED ON ROADTEST.											
	870	IUE		0.00	0.00	0	0			0.00	0.00

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46202	20792	7340		48002	1224	17492	
46300	0	0		26300	22016	*******	

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.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

[redacted]

49340

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		16444/16446	T948

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 01MAR06		0.00	CASH	01MAR06

R.O. OPENED	READY
08:01 01MAR06	17:31 01MAR06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
64700		0	*******								

COST, SALE, & COMP TOTALS 19186 6022 0

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

[redacted]

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

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G2ZG528854[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	**Warranty Start Date :**	02/25/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	UNION PONTIAC-GMC-BUICK, INC. 2301 RTE 22 W UNION , NJ 07083-8517 (908) 964-1900	**Selling Source :**	16 - PONTIAC
		Site Code :	08007
		Business Associate Code :	158544

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed
YT	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/25/2005	15 miles	02/25/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/25/2005	15 miles	02/25/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/25/2005	15 miles	02/25/2013	80015 miles
36/50000 CALIFORNIA EMISSIONS	02/25/2005	15 miles	02/25/2008	50015 miles
84/70000 CALIFORNIA SELECT COMPONENT	02/25/2005	15 miles	02/25/2012	70015 miles

CLAIM HISTORY

	R.O			Odometer

R.O Date	Number	Type	Labor Operation	Reading
01/23/2006	047746	#	Y0042 - CUSTOMER SATISFACTION PROGRAM - RETORQUE HARMONIC BALANCE	15439 miles
01/23/2006	047746	#	N1720 - FUSE - REPLACE	15439 miles
01/05/2005	098020	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
12/15/2004	A48162	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted]

47746

ACCOUNTING

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		15439/15442	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 23JAN06		0.00	CASH	23JAN06

R.O. OPENED	READY
09:05 23JAN06	17:14 23JAN06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CAMPAIGN 05548 HARMONIC BALANCER NOT SEATED.											
CAUSE: CAMPAIGN											
	Y0042	ENGINE HARMONIC BALANCER NOT SEATED									
		870WP94P		0.30	0.30	847	2399			23.99	23.99
	FC: 96 PART#: COUNT: 0										
	CLAIM TYPE:										
	AUTH CODE:										
	MA										
						0	0	TPARTS			
						847	2399	TLABOR			
B CUSTOMER STATES DRIFTS LEFT AT HIGHWAY SPEEDS.											
	NWD	FOUND TIRE PRESSURES LOW, RIGHT FRONT TIRE									
		HAS MORE TREAD THAN OTHERS, WHICH CAN CAUSE									
		A DRIFT. BEST TIRES ARE ON FRONT ALREADY.									
		870	CPP	0.00	0.00	0	0			0.00	0.00
C CUSTOMER STATES PANARAMINC ROOF SUNSHADE RATTLES AS PER NEW BULLETIN.											
	CND	BULLETIN ADDRESSES MULTIPLE ITEMS, SUNSHADE									
		IS QUIET, NEED TO ROADTEST WITH CUSTOMER TO									
		DUPLICATE NOISE.									
		870	CPP	0.00	0.00	0	0			0.00	0.00
D CUSTOMER STATES CLICKING NOISE HEARD FROM STEERING COLUMN, WHEN											
	TURNING EITHER DIRECTION										
	NWD	FACTORY PRELIMINARY INFO. ADVISES THAT THEY									
		ARE WORKING ON A SOLUTION FOR THIS CONCERN,									
		WILL ISSUE REPAIR INSTRUCTIONS LATER.									
		870	CPP	0.00	0.00	0	0			0.00	0.00
E CUSTOMER STATES LIGHTER OUTLET INOP., LIGHTER ELEMENT IS IN GLOVE											
	BOX.										
CAUSE: OPEN CIRCUIT IN LIGHTER FUSE.											
	N1720	FUSE REPLACE									
		870WP94P		0.20	0.20	565	1599			15.99	15.99
	1	88909755	FUSE KIT			125	175	0	2.50	1.75	1.75
	FC: 6F										
	PART#: 88909755										

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE COPY

[redacted]

47746

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		15439/15442	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
05NOV05 IS			17:00 23JAN06		0.00	CASH	23JAN06

R.O. OPENED	READY
09:05 23JAN06	17:14 23JAN06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	COUNT: 1										
	CLAIM TYPE:										
	AUTH CODE:										
	OJ										
						125	175	TPARTS			
						565	1599	TLABOR			
F	LUBE OIL FILTER										
	3A LUBE OIL FILTER										
	870	CPP	0.40	0.40		1129	1395			13.95	13.95
	1 25010792 OIL FLTR					340	600	0	6.00	6.00	6.00
	5 OIL 10W30					600	975	0	1.95	1.95	9.75

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46202	3998	1412		46002	1395	1129	
48002	175	125		46702	600	340	
49102	975	600		32400	179	0	
26300	4173	*******		22500	3149	*******	

COST, SALE, & COMP TOTALS 3606 7143 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	13.95
PARTS AMOUNT	15.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	29.70
LESS INSURANCE	0.00
SALES TAX	1.79
PLEASE PAY THIS AMOUNT	31.49

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) [redacted]

ECKENHOFF BUICK - PONTIAC - GMC - CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

NAME Grant Horne

ADDRESS 1619 Upland AVE

CITY / STATE / ZIP Jenkintown Pa. 19046

PARTS & SERVICE: MONDAY THRU FRI 8:00 AM – 5:00 PM

IT WAS NECESSARY FOR US TO SPECIAL ORDER THE ITEMS LISTED BELOW FOR YOU.
WE WILL CALL YOU AND / OR SEND YOU A NOTICE WHEN THESE ITEMS ARRIVE.

ORDER DATE	ETA DATE	REPAIR ORDER	SERVICE ADV.	TECHNICIAN
1/24/06	/ /	47746	Don	Chuck

☐ SERVICE DEPT. ☐ NEW CAR ORDER #
☐ RETAIL CUSTOMER ☐ EMPLOYEE

VEHICLE ID NUMBER	MODEL	PROD. DATE	COLOR	TRIM
85541 48862	05	/		

QTY.	PART NUMBER	DESCRIPTION	NOTES
4	washer		
[redacted]			

ORDERED BY

PART RECEIVED	CARD MAILED	1ST NOTIFICATION	BY:	2ND	BY:
/ /	/ /				

3RD	BY:	4TH	BY:	APPOINTMENT DATE
				/ /

WHITE - CUSTOMER COPY CANARY - SERVICE COPY PINK - PARTS MONITORING
HARD COPY - NOTIFICATION

Reynolds and Reynolds CC6407a9 © (01/06)

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G2ZG528854[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	**Warranty Start Date :**	02/25/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	UNION PONTIAC-GMC-BUICK, INC. 2301 RTE 22 W UNION , NJ 07083-8517 (908) 964-1900	**Selling Source :**	16 - PONTIAC
		Site Code :	08007
		Business Associate Code :	158544

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed
RC	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	08/02/2005	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/25/2005	15 miles	02/25/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/25/2005	15 miles	02/25/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/25/2005	15 miles	02/25/2013	80015 miles
36/50000 CALIFORNIA EMISSIONS	02/25/2005	15 miles	02/25/2008	50015 miles
84/70000 CALIFORNIA SELECT COMPONENT	02/25/2005	15 miles	02/25/2012	70015 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/05/2005	098020	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
12/15/2004	A48162	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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of one half (1/2) hour.

SERVICE DEPARTMENT HOURS
Monday Through Friday 7:30 AM to 6:00 PM
NO VEHICLES RELEASED AFTER HOURS.

[ ] CHECK HERE FOR COMPLIMENTARY CAR WASH

NOTICED BODY DAMAGE

FUEL LEVEL

INITIAL_____

ENVIRONMENTAL COMPLIANCE CHARGES

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, filters, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier, environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers be interested to know that they are helping to pay for a cleaner environment.

FINAL BILL WILL EXCEED $100.00.

[ ] I REQUEST A WRITTEN ESTIMATE.

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

[ ] I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:_____ DATE:_____

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

TECHNICIAN COPY

135

44659

WORKORDER

PAGE 2

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

CUSTOMER #:2158861314
[redacted]
JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 8147 TIMBERS,CHANELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		13160/	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 10NOV05		0.00	CASH	

R.O OPENED	READY
10NOV2005 10:56	

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			INE	CUST STATES MAKE EXTRA KEY AND SUPPLY ETRA REMOTE

22733523E8

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waivers reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including an additional authorized charges by $10 or 10%, whichever is greater, not to exceed $50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair.

PRELIMINARY ESTIMATE $_____

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

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.

I understand that all parts and accessories sold or used are subject to the Federal Magnusson-Moss Act and the consumer merchandise purchased is under LIMITED WARRANTY by the manufacturer and the written terms and conditions thereof are available for my inspection.

STORAGES CHARGES: No storage charges shall accrue or be due and payable for a

PLEASE READ CAREFULLY, CHECK ONE OF TH STATEMENTS BELOW, AND SIGN:

ECKENHOFF BUICK-PONTIAC-GMC-CADILLAC, Inc.
1750 The Fairway
JENKINTOWN, PA. 19046
(215) 884-4200

WE OWE

NAME [redacted] STK. NO. 3508266 NEW USED XX

ADDRESS [redacted] YEAR 05 MAKE PONTIAC

CITY JENKINTOWN STATE PA ZIP 19046 MODEL G6

PHONE [redacted] VIN NO. 1G2ZG528854 [redacted]

SALESPERSON KIM, CHARLIE DEL. DATE 05 NOV 2005

QTY.	NAME OF ITEM	PART	LABOR
	1 Remote & 1 key		
	NOTHING ELSE PROMISED		

CUSTOMER

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE OF ISSUANCE, and that I must make an ADVANCE APPOINTMENT WITH THE SERVICE DEPARTMENT before the above work can be performed.

DATE 05 NOV 2005

(FOR AP[redacted]

CUSTOMER

APPROVED MGR.

FORM SA-1505 REV. [redacted]

40607

ACCOUNTING

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

PAGE 2

HOME: BUS:

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	05	PONTIAC G6	1G2ZG528854[redacted]		13134/13135	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			17:00 23AUG05		0.00	CASH	23AUG2005

R.O. OPENED	READY	OPTIONS:
07:32 19AUG05	11:15 23AUG05	STK:J508266 DLR:22354

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46302	36902	12984		46700	642	540	
48102	13922	10709		30006	415	415	
49100	975	550		24000	50861	*******	J508266
24000	1995	*******					

COST, SALE, & COMP TOTALS 25198 52856 0

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

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

5

SERVICE COPY

40607

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	PONTIAC G6	1G2ZG528854[redacted]		13134/13135	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			17:00 23AUG05		0.00	CASH	23AUG2005

R.O. OPENED	READY	OPTIONS:
07:32 19AUG05	11:15 23AUG05	STK:J508266 DLR:22354

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A USED CAR INSPECTION						
VP2 USED CAR INSPECTION						
7 IUP 0.40 0.40	1018	3598			35.98	35.98
9A ROTATE TIRES						
7 IUP 0.50 0.50	1273	1995			19.95	19.95
PLUG PLUG PUNCTURE IN LEFT REAR TIRE						
7 IUP 0.20 0.20	509	1799			17.99	17.99
B STATE INSPECTION						
MS23 STATE INSPECTION						
7 IUP 0.60 0.60	1528	1995			19.95	19.95
1 STICKER INSP STICKER	200	200	0	2.00	2.00	2.00
FBC REPLACE FRONT BRAKE PADS RESURFACE ROTORS						
7 IUP 2.00 2.00	5092	15600			156.00	156.00
1 22731037 PAD KIT	5444	7077	0	108.87	70.77	70.77
C EMISSION INSPECTION						
24Q EMISSION INSPECTION						
7 IUP 0.50 0.50	1273	4625			46.25	46.25
1 MCI PHONE CALL	415	415	0	4.15	4.15	4.15
D LUBE OIL FILTER						
3A LUBE OIL FILTER						
7 IUP 0.40 0.40	1018	1395			13.95	13.95
1 25010792 OIL FLTR	340	442	0	6.00	4.42	4.42
5 OIL 10W30	550	975	0	1.95	1.95	9.75
E REQUEST EXTRA KEY AND REMOTE						
R4490 PROVIDE 1 KEY AND REMOTE						
7 IUP 0.50 0.50	1273	3900			39.00	39.00
1 89024142 KEY	2000	2600	0	35.09	26.00	26.00
1 22733523 TRANSMITT	3265	4245	0	57.27	42.45	42.45
F** ROTATE TIRES						
9A ROTATE TIRES						
7 IUP 0.00 0.00	0	1995			19.95	19.95
BRKS F 10B, R 7B, TIRES 7/32						
IM56364088 AI58622 140						

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

SERVICE COPY

TO Service

DATE 8/16/05

REPLY NECESSARY ☐ YES ☐ NO

To * Reply Fold Here

SUBJECT 06 Pontiac G6 (Beige)

* Sender Fold

MESSAGE

Stk # 508266 Last 8 7148162

Check for Retail & Advise

Make Extra Key & Remote

SIGNED T.P.

REPLY

DATE

SIGNED

STICKER ISSUANCE REPORT

Date: 08/22/2005

Model Year: **Make:** **Model:**
VIN: 5GADT13S942[redacted] **Plate:** NEWCAR **Title:** NONNE

Odometer Reading: 0000021

Sticker Number: [redacted]
Sticker Expiration: 08/2006
Reason Sticker was issued: New Vehicle Exemption

Previous Sticker Number:
Waiver Approval Number:

STATION #: **AR66**
STATION NAME: **ECKENHOFF CADILLAC INC.**
ADDRESS: **1750 THE FAIRWAY**
PHONE: **215-884-4800**

INSPECTOR ID: 23498709
INSPECTOR NAME: JOSEPH A LARWA
EQUIPMENT #: SX013836 SOFTWARE VERSION: 0404

Signe[redacted]

CUSTOMER'S NAME _____ ADDRESS _____

CITY-ZIP _____ PHONE # HOME _____ WORK _____

MAKE Pontiac MODEL G6 YEAR 05 MILEAGE 13,135 TECHNICIAN Joe

V.I.N. 1G2ZG5E28F1574[redacted] LICENSE PLATE _____

ITEMS NOTED IN RED ARE SAFETY-RELATED

	OK	REPAIR OR SERVICE	LABOR	PARTS
GENERAL INSPECTION				
Horn	☒	☐		
Lights	☒	☐		
Turn Signals	☒	☐		
Panel Lamps	☒	☐		
Gauges, Indicators	☒	☐		
Wiper Blades	☒	☐		
Windshield Washer	☒	☐		
Clutch Pedal	☒	☐		
Shift Linkage, Indicator	☒	☐		
Glass/Mirrors	☒	☐		
State Inspection	☒	☐		
UNDER HOOD INSPECTION				
Cooling System				
Drive Belts	☒	☐		
Radiator Hoses	☒	☐		
Heater Hoses	☒	☐		
Coolant	☒	☐		
Radiator Cap	☒	☐		
Other	☐	☐		
Electrical & Charging System				
Battery	☒	☐		
Battery Cables	☒	☐		
Alternator/Regulator	☒	☐		
Other	☐	☐		
Air Conditioner				
A.C. Service	☒	☐		
Leak, Compressor Seal	☒	☐		
Leak at Line or Fitting	☒	☐		
Condensor	☒	☐		
Evaporator	☒	☐		
Other	☐	☐		
Engine				
Oil	☒	☒		
Breather	☒	☐		
Air Cleaner/Filter	☒	☐		
Tune Up	☒	☐		
Valve Adjustment	☒	☐		
Carburetor/Injection	☒	☐		
Turbocharger	☐	☐		
Fuel Filter	☒	☐		
PCV Valve, Filters	☐	☐		
Charcoal Cannister	☐	☐		
Distributor, Cap and Rotor	☐	☐		
Spark Plug Cables	☒	☐		
Valve Cover Gaskets	☒	☐		
FLUIDS				
Master Cylinder	☐	☐		
Power Steering	☐	☐		

	OK	REPAIR OR SERVICE	LABOR	PARTS
Engine (continued)				
Auto Transmission	☒	☐		
Clutch Slave	☐	☐		
Under vehicle inspection. Car hoisted for inspection				
Water Pump/Freeze Plugs	☒	☐		
Timing Cover Gasket, Seal	☐	☐		
Oil Pan Gasket, Rear Seal	☒	☐		
Oil Sending Unit	☐	☐		
Fuel Pump	☐	☐		
Other	☐	☐		
Transmission				
Regular Service	☐	☐		
Seal Leaks	☒	☐		
Axles, Boots	☒	☐		
Repairs, Other	☐	☐		
Brakes				
Front Rotors or Drums	☐	☒		
Front Brake Linings	☐	☒		
Wheel Bearings	☒	☐		
Brake Hoses	☒	☐		
Calipers or Wheel Cylinders	☒	☐		
Rear Rotors or Drums	☒	☐		
Rear Brake Linings	☒	☐		
Calipers or Wheel Cylinders	☐	☐		
Master Cylinder	☐	☐		
Power Booster	☒	☐		
Other	☐	☐		
Differential				
Bearings	☒	☐		
Seals	☒	☐		
U-Joints or CV-Joints	☐	☐		
Driveshaft, Drive Axles	☒	☐		
Other	☐	☐		
Suspension & Steering				
Front End Alignment	☒	☐		
Wheel Balance	☒	☐		
Ball Joints/Linkages	☐	☐		
Shock Absorbers	☒	☐		
Power Steering Pump	☒	☐		
Steering Gear	☒	☐		
Power Steering Hoses	☒	☐		
Other	☐	☐		
Miscellaneous				
Exhaust System	☒	☐		
Fuel Tank/Lines	☒	☐		
Other	☐	☐		

Total Estimate _____

ITEMS NOTED IN RED ARE SAFETY-RELATED.
CONDITIONS NOTED AT TIME OF INSPECTION. OTHER CONDITIONS MAY EXIST WHICH DID NOT OCCUR OR APPEAR DURING INSPECTION.

FOR YOUR CONVENIENCE, WE HONOR VISA MasterCard

2158861314 44659

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]
JENKINTOWN, PA [redacted]
HOME [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		13160/13160	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 10NOV05		0.00	CASH	10NOV05

R.O. OPENED	READY	OPTIONS:
10:56 10NOV05	11:40 10NOV05	STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES MAKE EXTRA KEY AND SUPPLY ETRA REMOTE											
	MISC MISC										
		135	IUE	0.50	0.50	1273	3900			39.00	39.00
1	89024142 KEY					2080	2704	0	36.49	27.04	27.04
1	22733523 TRANSMITT					3396	4415	0	59.56	44.15	44.15

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	3900	1273		48100	7119	5476	
				64700	11019		

COST, SALE, & COMP TOTALS 6749 11019 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.

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE COPY

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G2ZG528854[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	**Warranty Start Date :**	02/25/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	UNION PONTIAC-GMC-BUICK, INC. 2301 RTE 22 W UNION , NJ 07083-8517 (908) 964-1900	**Selling Source :**	16 - PONTIAC
		Site Code :	08007
		Business Associate Code :	158544

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed
YT	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/25/2005	15 miles	02/25/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/25/2005	15 miles	02/25/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/25/2005	15 miles	02/25/2013	80015 miles
36/50000 CALIFORNIA EMISSIONS	02/25/2005	15 miles	02/25/2008	50015 miles
84/70000 CALIFORNIA SELECT COMPONENT	02/25/2005	15 miles	02/25/2012	70015 miles

CLAIM HISTORY

	R.O			Odometer

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 THE FAIRWAY
JENKINTOWN, PA 19046
(215)-884-4800 SERVICE
(215)-884-4200 SALES

FAX TRANSMISSION FORM

DATE OF TRANSMISSION: 10/9/06

NUMBER OF PAGES BEING TRANSMITTED (INCLUDING THIS ONE) : 9

COMPANY TRANSMITTED TO: BRC Customer Relationship Manager

ATTENTION: Maria Solgleish

COMPANY FAX TELEPHONE (866) 842-9481

RE: Mr. Grant Jones
Ticket Request I-433888199
2005 Pontiac G6
Vin# 1G2ZG528864148162

TRANSMITTED FROM: ECKENHOFF BU-PO-GMC-CAD INC.
(215)-884-1369 FAX FOR SERVICE
(215)-576-0907 FAX FOR SALES

SENDER'S NAME: Jenise M. Listen

PLEASE CALL IF YOU HAVE ANY QUESTIONS OR COMMENTS.

eClaim - Batch Submit

09/21/2006

Warranty New Claim

BAC	RO Number	RO Date	VIN	Div	Dealer	Odometer	Advisor
00000211021	056104	08/04/2006	1G2ZG528854148182	6	03347	24061	8147

Del-Date: Del-Rcpt: Carrier:

Customer Info:
Last: **HORNE** First: Middle: Home: Work:

LN	CT	CC	PC	Part-No.	Tot-Pts	FC	LabOp	LHrs	OHrs	LaborAmt.	Net-Amt.	Ln-Tot.
1	#	OG	1	15868368	217.34	2F	E9740	1.6	0.0	127.86	0.00	**345.29**

Tech: 9037 Auth Code: B Authorizer: 0090 Veh.Damage:

Comment:

Pd 129

R.O. Total = 345.29

Rej 126

09/13/06, 09:49:28 GM WARRANTY INFORMATION NETWORK (WIN) Dealer: 03-347
File Type: WORK NEW WARRANTY CLAIM REPORT Pontiac
Transaction ID: 3785

RO #	RO Date	VIN	Div	Dealer	Odometer	S. Advisor	RO Total	Cvt
056104	08/04/06	1G2ZG528854[redacted]	PON	03-347	24,061	[redacted]	843.05	Y

Customer First Name	Customer Middle Name	Customer Last Name
[redacted]		

Work Phone	Home Phone
	[redacted]

Ln	Typ	CC	Cnt	FailedPt	Tot-Pts	FCd	LbrOp	LHrs	OHrs	Tech #	Net-Item
1		OG	1	15858368	217.34	2F	E9740	1.6	0.0	204-46-9037	0.00

Line-Tot	Auth Cd	Person Cd
345.29		

Rej 126

Ln	Typ	CC	Cnt	FailedPt	Tot-Pts	FCd	LbrOp	LHrs	OHrs	Tech #	Net-Item
2		MJ	0		0.00	98	Z7903	0.0	0.0	204-46-9037	131.00

09/13/06, 09:49:28 GM WARRANTY INFORMATION NETWORK (WIN) Dealer: 03-347
File Type: WORK NEW WARRANTY CLAIM REPORT Pontiac
Transaction ID: 3785

Line-Tot	Auth Cd	Person Cd
131.00		

Comments: 5GTDN136768[redacted]

Ln	Typ	CC	Cnt	FailedPt	Tot-Pts	FCd	LbrOp	LHrs	OHrs	Tech #	Net-Item
3		NP	21	15911310	62.87	93	B2780	3.8	0.0	204-46-9037	0.00

Line-Tot	Auth Cd	Person Cd
366.76	P	0090

[redacted]

56104

WARRANTY

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL:

PAGE 1

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]	[redacted]	24061/24093	T1844

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 08AUG06		0.00	CASH	11SEP06

R.O OPENED	READY
11:33 04AUG06	09:20 11SEP06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES WHEN TURNIGN STEERING WHEEL TO LEFT IT FEELS LIKE HE IS LOSING POWER STEERING			
CAUSE: INTERNAL STEERING GEAR FAILURE			
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE			
21 WP 1.60		127.95	127.95
1 15858368 GEAR	272.35	217.34	217.34
FC: 2F			
PART#: 15858368			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OG			
15524 21734 TPARTS			
4517 12795 TLABOR			
B ECKENHOFF LOANER			
CAUSE: CUSTOMER SATISFACTION			
Z7903 RENTAL VEHICLE PROVIDED			
21 WR 0.00		131.00	131.00
FC: 98 PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
0 0 TPARTS			
0 13100 TLABOR			
F** CUST STATES SUNROOF MOLIDING IS POPPING OUT			
CAUSE: HEADLINER MAY BE RUBBING ON PLASTIC SCREW BOSS HOLES			
B2780 INSTALL MYLAR WASHERS TO SUNROOF MODULE.			
7 WP 2.60		207.92	207.92
21 WP 1.20		95.97	95.97
14 15911310 WASHER	0.55	0.46	6.44
1 15911310 WASHER	0.55	0.46	0.46
3 22731417 F-COVER	11.29	9.32	27.96
3 22731416 F-COVER	11.29	9.32	27.96
FC: 93			

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.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

WARRANTY COPY

[redacted]

56104

WARRANTY

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]
JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL:

PAGE 2

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG52885[redacted]	[redacted]	24061/24093	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMIS	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:0	UG06	0.00	CASH	11SEP06

R.O. OPENED	READY
11:33 04AUG06	09:20 11SEP06

STK:J50[illegible] DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PART#: 15911310							
COUNT: 21							
CLAIM TYPE:							
AUTH CODE: P							
NP							
				4491	6282	TPARTS	
				10728	30389	TLABOR	
TIRES 7/32 BRAKES F 6/32 R							
4/32 IM68466084 AI66992895							

COST, SALE, & COMP TOTALS 35260 84300 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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	562.84
PARTS AMOUNT	280.16
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	843.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	843.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) [redacted]

WARRANTY COPY

9/13/06 RK

[redacted]

56104

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME [redacted] BUS [redacted]
CELL

PAGE 1.

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]	[redacted]	24061/24093	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 08AUG06		0.00	CASH	11SEP06

R.O. OPENED	READY
11:33 04AUG06	09:20 11SEP06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUST STATES WHEN TURNIGN STEERING WHEEL TO LEFT IT FEELS LIKE HE IS LOSING POWER STEERING						
CAUSE: INTERNAL STEERING GEAR FAILURE						
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE						
21 WR 1.60 1.60	4517	12795			127.95	127.95
1 15858368 GEAR	15524	21734	0	272.35	217.34	217.34
FC: 2F						
PART#: 15858368						
COUNT: 1						
CLAIM TYPE:						
AUTH CODE:						
OG						
	15524	21734	TPARTS			
	4517	12795	TLABOR			
B ECKENHOFF LOANER						
CAUSE: CUSTOMER SATISFACTION						
Z7903 RENTAL VEHICLE PROVIDED						
21 WR 0.00 0.00	0	13100			131.00	131.00
FC: 98 PART#: COUNT: 0						
CLAIM TYPE:						
AUTH CODE:						
MJ						
	0	0	TPARTS			
	0	13100	TLABOR			
C** STATE INSPECTION						
MS23 STATE INSPECTION						
21 CPP 0.60 0.60	1694	1995			19.95	19.95
1 STICKER INSP STICKER	200	200	0	2.00	2.00	2.00
D** EMISSION INSPECTION						
24Q EMISSION INSPECTION						
21 CPP 0.50 0.50	1412	4625			46.25	46.25
1 MCI PHONE CALL	240	240	0	2.40	2.40	2.40
E** CUST STATES NOISE COMING FROM A PILLAR						
CAUSE:						

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE/FILE COPY

[redacted]

56104

ACCOUNTING

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]
JENKINTOWN PA [redacted]
HOME [redacted] BUS: [redacted]
CELL [redacted]

PAGE 2

SERVICE ADVISOR: 8147 CHANELL TIMBERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]	[redacted]	24061/24093	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
05NOV05 IS			17:00 08AUG06		0.00	CASH	11SEP06

R.O. OPENED	READY	OPTIONS:
11:33 04AUG06	09:20 11SEP06	STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
MISC REPAIR PINCH WELD AT TOP OF 'A' PILLAR								
21 CP	0.00	0.00	0	0			0.00	0.00
F** CUST STATES SUNROOF MOLIDING IS POPPING OUT								
CAUSE: HEADLINER MAY BE RUBBING ON PLASTIC SCREW BOSS HOLES								
B2780 INSTALL MYLAR WASHERS TO SUNROOF MODULE.								
7 WP	2.60	2.60	7340	20792			207.92	207.92
21 WP	1.20	1.20	3388	9597			95.97	95.97
	3.80	3.80	10728	30389	**		303.89	303.89
14 15911310 WASHER			462	644	0	0.55	0.46	6.44
1 15911310 WASHER			33	46	0	0.55	0.46	0.46
3 22731417 F-COVER			1998	2796	0	11.29	9.32	27.96
3 22731416 F-COVER			1998	2796	0	11.29	9.32	27.96
PC: 93								
PART#: 15911310								
COUNT: 21								
CLAIM TYPE:								
AUTH CODE: P								
NP								
			4491	6282	TPARTS			
			10728	30389	TLABOR			

TIRES 7/32 BRAKES F 6/32 R
4/32 IM68466084 AI66992895

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46202	43184	15245		48000	28016	20015	
53500	13100	0		46002	6620	3106	
30006	440	440		46000	0	0	
32400	423	0		26300	84300	*******	
22500	7483	*******					

COST, SALE, & COMP TOTALS 38806 91360 0

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STATEMENT OF DISCLAIMER
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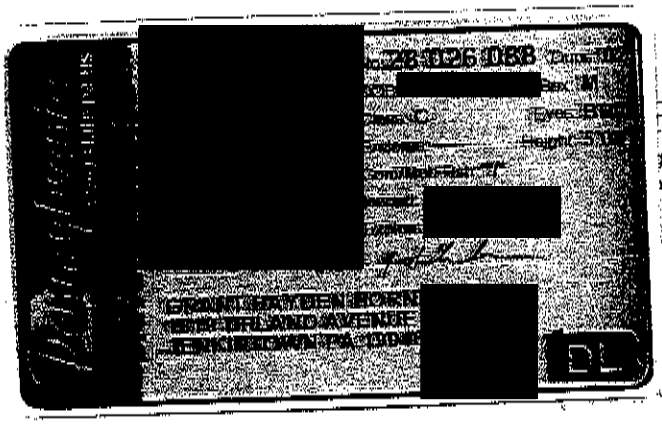
DESCRIPTION	TOTALS
LABOR AMOUNT	66.20
PARTS AMOUNT	4.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	70.60
LESS INSURANCE	0.00
SALES TAX	4.23
[redacted] LEASE PAY THIS AMOUNT	74.83

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) [redacted]

1.5

SERVICE/FILE COPY



F OF JENKINTOWN

gning this Agreement. The word "Lessor" refers to the
ed below. When you sign this Agreement, you agree t

DATE OUT: 8/9/06
<1/8 1/8 1/4

DATE IN:
<1/8 1/8 1/4

STK #: 6H016

VIN: 5GTDN136768

RO#: 56104

MILEAGE OUT: 14,031

MILEAGE IN:

YEAR	2006
MAKE	HUMMER
MODEL	H3
COLOR	WHITE
TAG NO	FXF-7382

UNDER NO CIRCUMSTANCES SHALL ANYONE UNDER 21 YEARS OF AGE OPERATE THIS VEHIC
vehicle to any person under 25 years of age is strictly prohibited, unlessspecifically authorized by the Les

YOU ARE LIABLE FOR ALL VIOLATIONS THAT OCCUR WHEN YOU HAVE THIS VEHICLE. The Ser
notified of all violations. Parking violations must be turned in with payment upon vehicle "check in." If thi
EZPass lane, your account number and transponder number must be provided upon "check in."

YOU ARE RESPONSIBLE FOR PHYSICAL DAMAGE TO THIS VEHICLE AND WILL BE RESPONSIB
INSURANCE DEDUCTIBLES.

ALL DRIVERS MUST POSSES A VALID OPERATORS LICENSE

By your signiture, you warrant that the information on vehicle use and other drivers is accurate and com
represent that you have read, understood and agree with the terms and conditions stated on this agreen

NO SMOKING

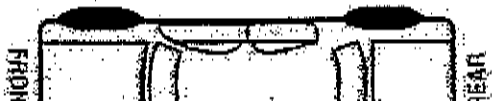
$15.00 surcharge for vehicles returned with evidence of smoking or excessive interior uncleanliness

VEHICLES TO BE RETURNED WITH SAME AMOUNT OF FUEL AS WHEN CHECKED OU

POLICY ACKNOWLEDGMENT (PLEASE INITIAL

GM WILL PA
DAILY RENT
IS REPAIRE
THE COST C
RESPONSIB

LESSOR SIGNATURE 8/9/06 DATE



Comments:

FROM : ECKENHOFF-BUICK-PONTIAC-GMC-C_ PHONE NO. : 997 0254 Oct. 09 2006 11:52AM P8

#135 8-14-06 CT

56104

WORKORDER

PAGE 2

[redacted]

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

CUSTOMER #:2158861314

[redacted] Bep #21

JENKINTOWN, PA [redacted]

HOME [redacted] BUS:215-[redacted]

CELL [redacted]

SERVICE ADVISOR: 8147 TIMBERS,CHANELL

CO		MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]	[redacted]	24061/ 24093	T1844

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 04AUG06		0.00	CASH	

R.O. OPENED	READY
04AUG2006 11:33	

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05

21 Glove box

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				WP94P CUST STATES WHEN TURNIGN STEERING WHEIL TO LEFT IT FEELS LIKE HE IS LOSING POWER STEERING
# B	ECK1		CP	ECKENHOFF LOANER

E0440 .7 Rent .5 Sold .2 Tire .2 Rd 1.6

2 mat 1:55 8-10-06 CT

1M684660 84
A166992895

Warr. Parts returned 8-7-06

C State .6

D Emission .5

E Customer states noise from A Pillar (SOP)

F Customer states sunroof molding to popping (SOP)

B2780 3.8

WARRANTY PARTS RETURNED 8-28-06 covers 1 585 8368 1 59 11310

Brakes LF 6/8 RF 6/8 LR 5/8 RR 4/8

Tires LF 9/32 RF 7/32 LR 7/32 RR 7/32

[redacted] oil mileage : 17

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including an additional authorized charge by $10 or 10%, whichever is greater, not to exceed $50. If you are so notified, you may orally or in writing authorize, modify or cancel the order for repair

PRELIMINARY ESTIMATE $

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			28 AUG AM 8:42
REVISED ESTIMATE (3)			

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.

I understand that all parts and accessories sold or used are subject to the Federal Magnusson-Moss Act and the consumer merchandise purchased is under LIMITED WARRANTY by the manufacturer and the written terms and conditions thereof are available for my inspection.

STORAGES CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle shall be $20.00.

MINIMUM SHOP CHARGE
There is a minimum labor charge for inspection, diagnostic or written estimate service of one half (1/2) hour.

SERVICE DEPARTMENT HOURS
Monday Through Friday - 7:30 AM to 6:00 PM
NO VEHICLES RELEASED AFTER HOURS.

☐ CHECK HERE FOR COMPLIMENTARY CAR WASH

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

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT

ESTIMA
NOT EX
EXCEED
OR ORA

ESTIMA

CLAIM CHECK
PLEASE PRESENT THIS STUB TO CASHIER WHEN CALLING FOR YOUR VEHICLE. THANK YOU.

1844

24061

5414 8162

NOTICED BODY DAMAGE

FUEL LEVEL

INITIAL

ENVIRONMENTAL COMPLIANCE CHARGES

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, filters, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier, environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

SIGNED: DATE:

I hereby authorize the repair work named 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 manufacturer. I hereby grant you and/or your employees permission to operate the vehicle herein described on the premises and upon public roads for the purpose of testing and delivery. I have read and acknowledge an

[redacted] PHONE NO.

56104

WORKORDER

PAGE 1

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

CUSTOMER #[redacted]

[redacted]

JENKINTOWN, PA [redacted]
HOME [redacted] BUS [redacted]
CELL

SERVICE ADVISOR: 8147 TIMBERS, CHANELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		24061/	T1844

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 04AUG06		0.00	CASH	

R.O. OPENED	READY
04AUG2006 11:33	

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE / OP CODE	TECH	TYPE	DESCRIPTION
55132	8147	23400	14JUL06			
			21K	135	CPSB	21 MONTH - 21,000 MILE SERVICE
			SOP	135	ISP	SPECIAL ORDER PART
			SOP	135	ISP	SPECIAL ORDER PART
			MISC	135	ISP	MISC
			MISC	135	ISP	MISC
53232	119	18797	31MAY06			
			CND	7	IUE	COULD NOT DUPLICATE CONCERN
			C3128	7	WP94P	HEADLINING ASSEMBLY ONE PIECE R&R OR REPLA
			C6011	7	WP94P	ADJUSTER ASSEMBLY, FRONT SEAT MANUAL - BUC
52642	119	18418	16MAY06			
			18KBG	7	CPP	18000 MILE SERVICE WITH BG ADDITIVES
			BGTBS	7	CPP	BG THROTTLE BODY SERVICE
			BGFS	7	CPP	BG FUEL INDUCTION SERVICE
			24F	7	CPP	ALIGN FT & REAR SUSPENSION
			E7700	7	WP94P	SHAFT, STEERING INTERMEDIATE REPLACE
			H0127	7	WP94P	ROTOR ASSEMBLY FRONT BOTH R&R OR REPLACE
			C6621	7	WP94P	PANEL, SEAT BACK OF BACK DRIVER R&R OR REP
49793	119	16777	16MAR06			
			E7631	870	WP94	MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC P
			RELATED	870	IUE	RELATED TO OPERATION "A"
			CND	870	IUE	COULD NOT DUPLICATE CONCERN
			C2686	870	WP94P	LAMP ASSEMBLY, INTERIOR AND/OR REAR COMPAR
49340	119	16446	06MAR06			
			B2780	870	WP94	HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE
			OTS	870	IUE	OPERATING TO SPECS
			CND	870	IUE	COULD NOT DUPLICATE CONCERN
			OTS	870	IUE	OPERATING TO SPECS
47746	119	15442	25JAN06			

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PRELIMINARY ESTIMATE $ _____

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

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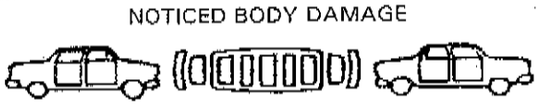
[ ] **I REQUEST A WRITTEN ESTIMATE.**

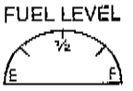
[ ] **I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.**

[ ] **I DO NOT REQUEST A WRITTEN ESTIMATE.**

NOTICED BODY DAMAGE



FUEL LEVEL



INITIAL _____

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SIGNED: _____ DATE: _____

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

PHONE NO.

X

[redacted]

53232

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL:

PAGE 2

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		18793/18797	T225

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 30MAY06		0.00	CASH	30MAY06

R.O. OPENED	READY
09:12 30MAY06	17:02 30MAY06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS 6493 18394 0

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

[redacted]

SERVICE COPY

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G2ZG528854[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	**Warranty Start Date :**	02/25/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	UNION PONTIAC-GMC-BUICK, INC. 2301 RTE 22 W UNION , NJ 07083-8517 (908) 964-1900	**Selling Source :**	16 - PONTIAC
		Site Code :	08007
		Business Associate Code :	158544

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed
YT	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/25/2005	15 miles	02/25/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/25/2005	15 miles	02/25/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/25/2005	15 miles	02/25/2013	80015 miles
36/50000 CALIFORNIA EMISSIONS	02/25/2005	15 miles	02/25/2008	50015 miles
84/70000 CALIFORNIA SELECT COMPONENT	02/25/2005	15 miles	02/25/2012	70015 miles

CLAIM HISTORY

	R.O			Odometer

R.O Date	Number	Type	Labor Operation	Reading
05/15/2006	052642	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	18417 miles
05/15/2006	052642	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE	18417 miles
05/15/2006	052642	#	C6621 - PANEL, SEAT BACK OF BACK - DRIVER - R&R OR REPLACE	18417 miles
03/13/2006	049793	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	16770 miles
03/13/2006	049793	#	C2686 - LAMP ASSEMBLY, INTERIOR AND/OR REAR COMPARTMENT - REPLACE	16770 miles
03/01/2006	049340	#	B2780 - HOUSING ASSEMBLY, SUNROOF (MODULE) - REPLACE	16444 miles
01/23/2006	047746	#	Y0042 - CUSTOMER SATISFACTION PROGRAM - RETORQUE HARMONIC BALANCE	15439 miles
01/23/2006	047746	#	N1720 - FUSE - REPLACE	15439 miles
01/05/2005	098020	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
12/15/2004	A48162	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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[redacted]

52642

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]

JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		18417/18418	T686

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
05NOV05 IS			17:00 15MAY06		0.00	CASH	15MAY06

R.O. OPENED	READY
09:10 15MAY06	15:47 15MAY06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			7WP94P	1.60	1.60	4517	12795			127.95	127.95

FC: 02R07
PART#:
COUNT: 0
CLAIM TYPE:
AUTH CODE:
OR

0 0 TPARTS
4517 12795 TLABOR

D CUSTOMER STATES PLASTICE SEATBACK ON DRIVER'S SEAT IS COMING OFF AT TOP RIGHT CORNER.
CAUSE: PANEL RETAINERS LOOSE
C6621 PANEL, SEAT BACK OF BACK DRIVER R&R OR REPLACE

			7WP94P	0.20	0.20	565	1599			15.99	15.99

FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

0 0 TPARTS
565 1599 TLABOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46002	31249	14680		46702	9229	6225	
49102	975	600		6104	160	160	
46202	19192	6776		32400	1979	0	
22500	43592	*******		26300	19192	*******	

COST, SALE, & COMP TOTALS 28441 60805 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.

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DESCRIPTION	TOTALS
LABOR AMOUNT	312.49
PARTS AMOUNT	103.64
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	416.13
LESS INSURANCE	0.00
SALES TAX	19.79
PLEASE PAY THIS AMOUNT	435.92

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

[redacted]

2158861314

52642

ACCOUNTING

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]
JENKINTOWN, PA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		18417/18418	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 15MAY06		0.00	CASH	15MAY06

R.O. OPENED	READY
09:10 15MAY06	15:47 15MAY06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 18000 MILE SERVICE WITH BG ADDITIVES								
18KBG 18000 MILE SERVICE WITH BG ADDITIVES								
7 CPP	1.50	1.50	4235	7986			79.86	79.86
1 25010792 OIL FLTR'			340	600	0	6.00	6.00	6.00
5 OIL 10W30			600	975	0	1.95	1.95	9.75
1 1836 MISC			160	160	0	1.60	1.60	1.60
1 9403 SERVICE KIT			1145	2175	0	21.75	21.75	21.75
1 9886 BATT KIT			600	812	0	8.12	8.12	8.12
BGTBS TECHNICIAN NOTES RESIDUE BUILD-UP IN THROTTLE BODY. CLEAN THROTTLE BODY.								
7 CPP	1.00	1.00	2823	6675			66.75	66.75
1 94068 TRTL BDY KIT			1720	2350	0	23.50	23.50	23.50
BGFS BG FUEL INDUCTION SERVICE								
7 CPP	1.00	1.00	2823	6593			65.93	65.93
1 9216 FUEL KIT			2420	3292	0	32.92	32.92	32.92
24F ALIGN FT & REAR SUSPENSION								
7 CPP	1.70	1.70	4799	9995			99.95	99.95
B CUSTOMER STATES SLOW CRUNCHING NOISE WHEN SLOWING TO A STOP, FROM 10 TO 0 MPH; ALSO HIGH-PITCHED SOUND WHEN BRAKING FROM HIGHER SPEEDS, ABOUT 35 MPH OR ABOVE.								
CAUSE: FOUND INTERMEDIATE STEERING SHAFT DRY								
E7700 LUBRICATE INTERMEDIATE STEERING SHAFT								
7WP94P	0.60	0.60	1694	4798			47.98	47.98
FC: 2N PART#: COUNT: 0								
CLAIM TYPE:								
AUTH CODE:								
NE								
			0	0	TPARTS			
			1694	4798	TLABOR			
C CUSTOMER STATES BRAKE AND GAS PEDALS VIBRATE AT HIGHER SPEEDS, CRUSING, ABOVE 55 MPH.								
CAUSE: FRONT BRAKE ROTORS WARPED, OUT OF PARALLEL.								
H0127 R&R BOTH FRONT BRAKE ROTORS, RESURFACE ROTORS.								

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

CUSTOMER SIGNATURE

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

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1G2ZG528854[redacted]

VEHICLE INFORMATION

Merchandising Model :	2ZG69 -2005 G6 - 6CYL SEDAN	**Warranty Start Date :**	02/25/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	UNION PONTIAC-GMC-BUICK, INC. 2301 RTE 22 W UNION , NJ 07083-8517 (908) 964-1900	**Selling Source :**	16 - PONTIAC
		Site Code :	08007
		Business Associate Code :	158544

Service Contract :	Yes	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05005	REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER MANUAL UPDATE	N/A	Closed
YT	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	02/25/2005	15 miles	02/25/2008	36015 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	02/25/2005	15 miles	02/25/2011	100015 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/25/2005	15 miles	02/25/2013	80015 miles
36/50000 CALIFORNIA EMISSIONS	02/25/2005	15 miles	02/25/2008	50015 miles
84/70000 CALIFORNIA SELECT COMPONENT	02/25/2005	15 miles	02/25/2012	70015 miles

CLAIM HISTORY

	R.O			Odometer

R.O Date	Number	Type	Labor Operation	Reading
03/13/2006	049793	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	16770 miles
03/13/2006	049793	#	C2686 - LAMP ASSEMBLY, INTERIOR AND/OR REAR COMPARTMENT - REPLACE	16770 miles
03/01/2006	049340	#	B2780 - HOUSING ASSEMBLY, SUNROOF (MODULE) - REPLACE	16444 miles
01/23/2006	047746	#	Y0042 - CUSTOMER SATISFACTION PROGRAM - RETORQUE HARMONIC BALANCE	15439 miles
01/23/2006	047746	#	N1720 - FUSE - REPLACE	15439 miles
01/05/2005	098020	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
12/15/2004	A48162	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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ECKENHOFF INC.
1750 THE FAIRWAY
JENKINTOWN PA. 19046
215-884-4800

Name
Address

Telephone
Vehicle (VIN)
License
Technician
Mileage
Time Printed 5/15/06 2:23 PM

Pontiac : G6 : 2005-06

Front : Left

Actual	Before	Specified Range
-1.0°	-1.0°	-1.7° -0.2°
		2.4° 3.9°
0.03°	-0.58°*	0.00° 0.20°

	Actual	Before	Specified Range
Camber	-0.5°	-0.9°	-1.5° 0.1°
Caster			2.4° 3.9°
Toe	0.16°	0.87°*	0.00° 0.20°
SAI			
Included Angle			
Turning Angle Diff.			

Front : Right

Front

	Actual	Before	Specified Range
Cross Camber	-0.2°	-0.2°	-1.0° 0.6°
Cross Caster			-0.8° 0.8°
Total Toe	0.19°	0.29°	0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-0.5°	-1.6°*	-1.3° -0.3°
0.07°	0.12°	0.00° 0.20°

	Actual	Before	Specified Range
Camber	-0.8°	-1.0°	-1.3° -0.3°
Toe	0.10°	0.26°*	0.00° 0.20°

Rear : Right

Rear

	Actual	Before	Specified Range
Total Toe	0.18°	0.37°	0.00° 0.40°
Thrust Angle	-0.02°	-0.07°	-0.30° 0.30°

* This value is not within specification. Tire wear, handling and safety problems may result.

2158861314

49793

ACCOUNTING

ECKENHOFF
BUICK-PONTIAC-GMC-CADILLAC, INC.
1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]
JENKINTOWN, PA [redacted]
HOME [redacted] BUS: [redacted]
CELL [redacted]

PAGE 1

SERVICE ADVISOR: 119 DONALD J SHIELDS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		16770/16777	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05NOV05 IS			17:00 13MAR06		0.00	CASH	15MAR06

R.O. OPENED	READY
09:10 13MAR06	14:06 15MAR06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES POWER STEERING STIFFENED TWICE ON SATURDAY, LOST POWER STEERING ASSIST, WRENCH SYMBOL ON DASH LIT UP, AND DIC DISPLYED POWER STEERING MESSAGE.						
CAUSE: TAC ADVISES SIGNAL VOLTAGE SHOULD BE 4.9 OR HIGHER, READS 2.3 VOLTS.						
E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING - REPLACE						
870WP94P 1.10 1.10	3105	8797			87.97	87.97
1 15775370 MOTOR	17488	24483	0	306.80	244.83	244.83
FC: 6F						
PART#: 15775370						
COUNT: 1						
CLAIM TYPE:						
AUTH CODE:						
OG						
	17488	24483	TPARTS			
	3105	8797	TLABOR			
B CUSTOMER STATES FAINT WHIRRING SOUND , AT IDLE, FROM STEERING COLUMN, SINCE STEERING STIFFENED.						
RELATED RELATED TO OPERATION "A"						
870 IUE 0.00 0.00	0	0			0.00	0.00
C CUSTOMER STATES HEADLINER MAKES RUDTLING NOISE, OVER DRIVER'S HEAD, LEFT CORNER.						
CND COULD NOT DUPLICATE CONDITION AFTER BELOW REPAIR.						
870 IUE 0.00 0.00	0	0			0.00	0.00
D CUSTOMER STATES OVER HEAD SWITCH PANEL IS LOOSE AT LEFT FORWARD EDGE.						
CAUSE: OVERHEAD LAMP AND BEZEL LOOSE. WON'T TIGHTEN.						
C2686 LAMP ASSEMBLY, INTERIOR AND/OR REAR COMPARTMENT REPLACE						
870WP94P 0.30 0.30	847	2399			23.99	23.99
1 22691361 F-PLATE	2595	3633	0	45.52	36.33	36.33
1 10393579 F-BEZEL	2356	3298	0	41.34	32.98	32.98
FC: 2W						

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

2158861314

49793

ACCOUNTING

ECKENHOFF

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway
JENKINTOWN, PA 19046
(215) 884-4800

[redacted]
JENKINTOWN, PA [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

PAGE 2

SERVICE ADVISOR: 119 DONALD J SHIELDS

CO	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BEIGE	05	PONTIAC G6	1G2ZG528854[redacted]		16770/16777	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO N[redacted]	RATE	PAYMENT	INV DATE
05NOV05 IS			17:00 13MAR06		0.00	CASH	15MAR06

R.O. OPENED	READY
09:10 13MAR06	14:06 15MAR06

OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883
10/06 #62294534402 BANK OF AMERICA 11/09/05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
PART#: 22691361											
COUNT: 2											
CLAIM TYPE:											
AUTH CODE:											
ON											
						4951	6931	TPARTS			
						847	2399	TLABOR			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46202	11196	3952		48002	31414	22439	
46300	0	0		46300	0	0	
26300	42610	*******		64700	0	*******	CND

COST, SALE, & COMP TOTALS 26391 42610 0

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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	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) [redacted]

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

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

January 23, 2007

VICTORY CHEVROLET CADILLAC, INC.
Nolan Patterson
5500 NATIONAL RD E
Richmond, IN 2302

Dealer Confirmation letter -Collateral Exchange

Subject: Collateral Exchange Agreement between General Motors and its dealer partner VICTORY CHEVROLET CADILLAC, INC.
Customer: [redacted]

Vehicle: 2006 Chevrolet Malibu Maxx
VIN: 1G1ZT61816F[redacted]
Ref SR:1-434890609 V-24986

Dear Nolan Patterson:

Thank you for assisting General Motors in the collateral exchange transaction for our mutual customer.

General Motors will issue a check in the amount of **$20,884.14** made payable to VICTORY CHEVROLET CADILLAC, INC. after receiving the completed repurchase paperwork, title and lien release.

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G1ZW63146F[redacted]
New Vehicle Sales Price:	**$23,848.48**
Used Vehicle Trade Value:	**$19,488.48**
Trade Difference:	**$4,360.00**
State Sales Tax:	**$261.60**
Reg/Lic/Title Fees:	**$277.85**
Cash on Delivery (Paid by GM):	**$539.45**
Document Fees:	**Not paid by either party**
Dealer Processing Fee:	<<$200 applied as warranty credit via W.I.N.S.>>

Items not shown on Bill of Sale

Transportation Fees	$585.66
HB/ADV/EXP	$270.55

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a signed Bill of Sale to my attention at the following fax # 866-802-6668 by Thursday January 25, 2007. If you have any questions you may reach me at 866-802-6625 Ext2306.

Controller

VICTORY CHEVROLET CADILLAC, INC. 161384 Management Agent's Signature and Title.

Controller

VICTORY CHEVROLET CADILLAC, INC. 161384 Management Agent's Printed Name and Title.

24986

2006 MALIBU MAXX SS
21U LASER BLUE METALLIC /V6G
93 EBONY
DER NO. JXXK00/TRE STOCK NO.
IN 1G1 ZW63 14 6F[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 10D83887637

**********13*14213S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZW68 MALIBU MAXX SS	23265.00	21985.43	INVOICE 03/20/06
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 03/20/06
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 04/12/06
LZ9 3.9L 6 CYL ENGINE	N/C	N/C	INT COM 04/12/06
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	PRC EFF 03/20/06
R8K **********	N/C	N/C	KEYS XXXXX XXXXX
UC6 AM/FM 6 DISC CD PLAYER	300.00	249.00	WFP-F QTR OPT-1
(REPLACES STD/OPT RADIO)			BANK: WACHOVIA BA
U2K XM SATELLITE RADIO - SERVICE	325.00	269.75	CHG-TO 14-213
FEE EXTRA 1ST 3 MONTHS INCL.			
U32 REAR DVD ENTERTAINMENT SYSTEM	995.00	825.85	SHIP WT: 3584
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	HP: 36.5
			GMS: 23923.48
			SUPPLR: 24996.66
			MRM: 26310.00
			DAN: 03030
			MEMO 1209.25

replacement

575 miles

STOCK # 6410 DATE RECEIVED 12-14-06
KEY CODES
KEYLESS 1 MSO 0
MANUALS 0
CHECKED IN BY Darrel
CHEVROLET 25-305 CADILLAC 26-912

TOTAL MODEL & OPTIONS	25685.00	23994.03	ACT 231 23848.48
DESTINATION CHARGE	625.00	625.00	H/B 261 770.55
TOTAL	26310.00	24619.03	PAY 310 24619.03

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 23499.50

****

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

****

CASE# 24986

FELLERS, INC.

SALES INVOICE

VICTORY CHEVROLET Cadillac

5500 National Road East • Richmond, Ind. 47374
(765) 966-0303

[redacted] PURCHASER'S NAME

RICHMOND IN [redacted] STREET ADDRESS

[redacted] STATE [redacted]

RES. PHONE BUS. PHONE

S.S.# [redacted]

SALESMAN SIDNEY CARPENTER STOCK # 6410

Enter my order for the automobile, accessories listed below under the terms and conditions set forth on this side and on reverse side.

XX NEW ☐ USED ☐ DEMO XX CAR OR ☐ TRUCK

YEAR	CYL	MAKE	MODEL	MALIBU
2006	6A	CHEVROLET	TYPE	SS MAXX

COLOR LASER BLUE META TRIM EBONY

SERIAL NO. 1G1ZW63146F[redacted] DEL. DATE: 12/18/06

BASE PRICE OF UNIT	23848.48
FREIGHT	
OPT#	

SALES ORDER CONTAINS ANY APPLICABLE FACTORY REBATES AND/OR INCENTIVES UNLESS OTHERWISE NOTED.

TOTAL OTHER CHARGES		N/A
TOTAL CAR PRICE		$ 23848.48
STATE AND LOCAL TAXES		$ 261.60
TRADE DIFFERENCE	$ 4360.00	XXXXXXXX XX
DOCUMENTARY SERVICE CHARGE		$ N/A
EXTENDED SERVICE CONTRACT (CUST. INITIAL X)		$ N/A
SELLING PRICE OF UNIT		$ 24110.08
DOWN PAYMENT		$ 24110.08
CASH ON DELIVERY (REC.#)		$ N/A
AMOUNT UNPAID ON THE CASH PRICE		$ N/A

LIENHOLDER: GMAC

REMARKS:

DEALER INSTALLED OPT./ACC.		
TOTAL OTHER CHARGES		

IF PURCHASE OF VEHICLE IS TO BE FINANCED, DISCLOSURE OF THE FINANCE AND RELATED CHARGES WILL BE CONTAINED IN THE RETAIL INSTALLMENT CONTRACT-SECURITY AGREEMENT BETWEEN THE CUSTOMER AND THE LENDING INSTITUTION.

DESCRIPTION OF TRADE-IN/OTHER CREDITS

YEAR	MAKE	MODEL	TYPE
2006	CHEVROLET	MALIBU MAXX	4D

COLOR	ACV	SERIAL NO.
RED	20314.19	1G1ZT61816F[redacted]

PAY OFF & AMT. N/A GOOD UNTIL

MTG. CO. PHONE

ADDRESS STOCK NO. 6410A

CITY & STATE

QUOTED BY CUST. ACCT. NUMBER

USED TRADE-IN ALLOWANCE	$	19488.48
PAYOFF	$	N/A
EQUITY ON USED TRADE-IN	$	19488.48
DEPOSIT (REC.#)	$	4621.60
OTHER CREDITS	$	N/A
DOWN PAYMENT	$	24110.08

MILEAGE ON ODOMETER TRADE IN	ODOMETER MILEAGE IS ACCURATE	ODOMETER MILEAGE IS NOT ACCURATE	CUSTOMER SIGNATURE
2535	☐	☐	

☐ **SOLD WITHOUT WARRANTY** If above vehicle has been sold "without warranty" it is sold without recourse for claims or damages as a result of mechanical or any other trouble which may develop. Customer's Initials

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY
"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

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

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY SELLER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read [redacted] statement.

PURCHASER'S SIGNATURE [redacted] DATE 12/18/06

OK ✓ CO-PURCHASER'S SIGNATURE [redacted] DATE 12/18/06

ACCEPTED BY: [signature] DEALER OR HIS AUTHORIZED REPRESENTATIVE

Reynolds and Reynolds OK96137 Q (02/03)

2006 MALIBU MAXX LT
63U SPORT RED METALLIC /V6G
19C EBONY
ORDER NO. JQCF6M/TRE STOCK NO.
VIN 1G1 ZT61 81 6F[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD78129508

**********13*25305S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	21025.00	19448.13	INVOICE 11/29/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 11/29/05
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 12/14/05
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 12/14/05
T43 REAR WIPER AND SPOILER	300.00	249.00	PRC EFF 11/29/05
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	KEYS XXXXX XXXXX
			WFP-S QTR OPT-1
			BANK: GMAC - 010
			CHG-TO 25-305
			SHIP WT: 3422
			HP: 32.9
			GMS: 19757.38
			SUPPLR: 20643.09
			MRM: 21950.00
			DAN: MAXT1
			MEMO 991.25

buyback
2535
miles

STOCK # 6178 DATE RECEIVED 12-13-05
KEY CODES 60052
KEYLESS 2 MSO ✓
MANUALS ✓
CHECKED IN BY Dave L
CHEVROLET 25-305 CADILLAC 20-912

TOTAL MODEL & OPTIONS	21325.00	19697.13	ACT 231	19682.38
DESTINATION CHARGE	625.00	625.00	H/B 261	639.75
DEALER CO-OP ADVERTISING		213.25	ADV 261	213.25
TOTAL	21950.00	20535.38	PAY 310	20535.38

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 19580.25

****

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

****

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

VICTORY CHEVROLET-CADILLAC

REMIT TO GMAC NO. 010
VIN 1G1ZT61816F[redacted]
$ 20535.38 INV 1AD78129508

CASE# 24986

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

Wednesday, January 17, 2007

[redacted]

Richmond, IN [redacted]

Trade Settlement Letter
Collateral Exchange

Subject: Repurchase of 2006 Chevrolet Malibu Maxx
VIN: 1G1ZT61816F[redacted]
Ref SR:1-434890609 V-24986

Dear [redacted]

We regret that you are dissatisfied with your 2006 Chevrolet Malibu Maxx, VIN 1G1ZT61816F[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer, Chevrolet will assist you into a 2006 Chevrolet Malibu Maxx, VIN 1G1ZW63146F[redacted]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Plus upgrade	$4,360.00
Total Responsibility of Customer	**$4,360.00**

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

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

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 Ext2306 if you have any questions or concerns

[redacted]

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

[redacted]

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

The requirements of the trade repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.

24986

INDIANA CERTIFICATE OF TITLE

STATE OF INDIANA

CERTIFICATE OF TITLE FOR A VEHICLE

MAKE	MODEL NAME	YEAR	VIN
CHEVROLET	MALIBU MAXX LT	2006	1G1ZT61816F[redacted]

TITLE TYPE	FORMER TITLE/STATE	PURCHASE DATE	BODY TYPE
DUPLICATE	[redacted] / IN	07/03/06	5S

USAGE TAX PAID	ISSUE DATE
0	01/06/07

MAILING ADDRESS

VICTORY CHEV CAD INC
5500 NATL RD E
RICHMOND IN 47374

ODOMETER/BRAND

000043

/ACTUAL

BRAND(S)

OWNER(S) NAME

[redacted]S

RICHMOND IN [redacted]

SECOND LIENHOLDER

ADDITIONAL OWNER(S)

[redacted]

LIEN RELEASED BY:

X _____

PRINTED NAME: POSITION:

DATE: _____

FIRST LIENHOLDER

LIEN RELEASED BY:

X _____

PRINTED NAME: POSITION:

DATE: _____

THIRD LIENHOLDER

LIEN RELEASED BY:

X _____

PRINTED NAME: POSITION:

DATE: _____

The Commissioner of the Bureau of Motor Vehicles, pursuant to the laws of the State of Indiana, certifies that the vehicle/watercraft has been duly titled and the owner of the described vehicle/watercraft is subject to the liens set forth.

INDIANA BUREAU OF MOTOR VEHICLES

Ronald L. Stiver, Commissioner

TITLE NUMBER

[redacted]

SALES INVOICE

DATE 07/03/06

VICTORY CHEVROLET Cadillac

5500 National Road East • Richmond, Ind. 47374
(765) 966-0303

[redacted] PURCHASER'S NAME

[redacted] STREET ADDRESS

RICHMOND IN[redacted] CITY STATE ZIP

[redacted] RES. PHONE BUS. PHONE

S.S.# [redacted]

SALESMAN SIDNEY CARPENTER STOCK # 6178

Enter my order for the automobile, accessories listed below under the terms and conditions set forth on this side and on reverse side.

☐ NEW ☐ USED ☐ DEMO ☐ CAR OR ☐ TRUCK

YEAR	CYL	MAKE	MODEL	TYPE
2006	6	CHEVROLET	MALIBU	LS MAXX

COLOR: SPORT RED TRIM: EBONY CLTH

SERIAL NO.: 1G1ZT61816F[redacted] DEL. DATE: 07/03/06

BASE PRICE OF UNIT	20643.09
FREIGHT	
OPT#	

SALES ORDER CONTAINS ANY APPLICABLE FACTORY REBATES AND/OR INCENTIVES UNLESS OTHERWISE NOTED.

TOTAL OTHER CHARGES		N/A
TOTAL CAR PRICE		$ 20643.09
STATE AND LOCAL TAXES		$ 1238.59
TRADE DIFFERENCE	$ 20643.09	XXXXXXXX XX
DOCUMENTARY SERVICE CHARGE		$ 99.00
EXTENDED SERVICE CONTRACT	(CUST. INITIAL X)	$ N/A
SELLING PRICE OF UNIT		$ 21980.68
DOWN PAYMENT		$ 1000.00
CASH ON DELIVERY (REC.#)		$ 0.60
AMOUNT UNPAID ON THE CASH PRICE		$ 20980.08

LIENHOLDER: GMAC

REMARKS:

DEALER INSTALLED OPT./ACC.		
TOTAL OTHER CHARGES		

IF PURCHASE OF VEHICLE IS TO BE FINANCED, DISCLOSURE OF THE FINANCE AND RELATED CHARGES WILL BE CONTAINED IN THE RETAIL INSTALLMENT CONTRACT-SECURITY AGREEMENT BETWEEN THE CUSTOMER AND THE LENDING INSTITUTION.

DESCRIPTION OF TRADE-IN/OTHER CREDITS

YEAR	MAKE	MODEL	TYPE

COLOR	ACV	SERIAL NO.
	N/A	

PAY OFF & AMT.	GOOD UNTIL
N/A	

MTG. CO.	PHONE

ADDRESS	STOCK NO.

CITY & STATE

QUOTED BY	CUST. ACCT. NUMBER

USED TRADE-IN ALLOWANCE	$	N/A
PAYOFF	$	N/A
EQUITY ON USED TRADE-IN	$	N/A
DEPOSIT (REC. #)	$	N/A
OTHER CREDITS	$	1000.00
DOWN PAYMENT	$	1000.00

MILEAGE ON ODOMETER TRADE IN	ODOMETER MILEAGE IS ACCURATE	ODOMETER MILEAGE IS NOT ACCURATE	CUSTOMER SIGNATURE
N/A	☐	☐	

☐ **SOLD WITHOUT WARRANTY** If above vehicle has been sold "without warranty" it is sold without recourse for claims or damages as a result of mechanical or any other trouble which may develop. Customer's Initials

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY
"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

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

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY SELLER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a true copy of the Order and odometer statement.

OK ✓ [redacted] 07/03/06
PURCHASER'S SIGNATURE DATE

OK ✓ [redacted] 07/03/06
CO-P[redacted] DATE

AC[redacted]
DEALER OR HIS AUTHORIZED REPRESENTATIVE

Reynolds and Reynolds OK60107 O (02/03)

Reacquired Vehicle Disclosure Center

Case Number: 24986

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

Originator Name: Gerald Wright
Created Date: 12/20/2006

Vehicle Info

* VIN:	1G1ZT61816F[redacted]	MSRP:	0.0		
Year:	2006	Make:	Chevrolet	Model:	M M
* TAC Number:		Vehicle Comments & TAC Explanation:	Customer is very dissatisfied with Electric/Electronic assist 5 re attemps with no satisfaction-major safety concern for the custor		
* Date Reviewed with Customer :	12/19/2006	* Repurchase Mileage:	2398		
Original Purchase Date:	07/03/2006	* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	OH		
* Primary Owner:	Mon				
* Address:	[redacted]				
* City:	Richmond	* State:	IN	* ZIP Code:	[redacted]
* Day Phone:	[redacted]	Evening Phone:		Cell Phone:	
E-mail:		Fax Phone:			

Repurchase

* Reason:	The Customer is very dissatisfied with the excessive repair attempts ro repair the Electric assist steering. They are afraid to drive the vehicle.

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
M2203				

Vehicle Lien Holder

Type of Secured Interest:	Unknown	* Company Name:		Account #:	
Contact or Attention:					
Address:					

City:		**State:**	OH	**ZIP Code:**	
* **Day Phone:**		**Fax:**		**E-mail/Web:**	

Originial Selling Dealer

* **Dealer Number:**	161384	**Dealer Name:**	VICTORY CHEVROLET CADILLAC, INC.	**Region:** 50	D
* **Phone:**	(765) 966-0303	**Fax:**	(765) 966-5043		
* **Contact Name:**	Mike Nottingham	* **Contact Title:**	Dealer Operator	**E-mail:**	

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

* **Contact Name:**	Victory Chevrolet	* **Contact Title:**	Mark Chmielewski

Vehicle Location: [Same as Selling Dealer]

Transaction Details:

Siebel Request #:		* **Disposition:**	Unselected Auction
* **Transaction State:**	OH	* **Transaction Type:**	Trade - New Finance
* **Transaction Source:**	AVM Voluntary		
Replacement VIN:	1G1ZW63146F[redacted]	Year 2006 Make: Chevrolet Model: Malibu Maxx	
MSRP:	23265.0		

Repurchase

* **Processing Instructions:** Trade Repurchase

Disposition

* **Disposition Instructions:** Vehicle auction for the old vehicle.

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

Print Close

BRC TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
1-434890609	[redacted]	Jodi Michael
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1G1ZT61816F[redacted]	**1G1ZW63146F[redacted]**	**January 11, 2007**

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	$23,848.48	G		
Conversion / Upfit Cost	$0.00	E		
State Sales Tax 6%	$261.60	N		
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$277.85	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Fees (Explain)	$0.00	L		
State Fees	$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$0.00	T		
Unused portion of non-GMPP	$0.00	O		
H/B, ADV, EXP	$270.55	R		
Transportation Fees	$585.66	S	Gas 143.64, Motel 90.27, Tolls 11.25, Driver 340.50	
Misc. (Explain)	$0.00			
Total Replacement Price	**$25,244.14**			
State Sales Tax	$0.00		No usage and GM pays taxes and fees, per AVM.	
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$0.00	C		
New Aftermarket Items	$0.00	U		
Fees (Explain)	$0.00	S		
State Fees	$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	$0.00	M		
Damage	$0.00	E		
MSRP Upgrade	$4,360.00	R		
MSRP Downgrade (deducted)	$0.00			
Reimb. of Aft. Mkts on Old Unit	$0.00			
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$4,360.00**			
Trade Repurchase Amount	**$20,884.14**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$20,884.14**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$0.00		soc	
Good Through (mm/dd/yy)				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$20,884.14**		Authorized Signature	Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****	
Projected (Loss)	**-$20,884.14**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$23,848.48
State Sales Tax	$261.60
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$277.85
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$24,387.93
Trade-In Allowance	$19,488.48
Loan Payoff	$0.00
Net Allowance	$19,488.48
Cash on Delivery (Paid by GM)	$539.45
Total Balance Due	$4,360.00
Amount to Dealer for additional Fees	$856.21
New Vehicle VIN:	
1G1ZW63146F[redacted]	
Form Rev 11/11/2005	

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

October 6, 2006

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

Re:m01 PGM0664293 :Magaril vs Pontiac/GMC Division

GIOVANNA FLORENO
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Dear Madam/Sir:

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

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

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

Sincerely,

John Ryan at Extension 529

Customer Claim Form

Contact Date: 10/06/06 Start Date: Case Number : PGM0664293

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

[redacted]
LYNBROOK, NY [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone:
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Number of vehicles owned or leased by the business:
Make: Pontiac/GMC Model: G6 GT Model Year: 2005 Current Mileage: 19047
Vehicle Identification Number: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
Servicing Dealer/City/State : ,
Selling Dealer/City/State : Cunningham Motors, Bayside, NY
Insurance Carrier : _____ Policy Number: _____
Has vehicle been in an accident/had body damage? Yes __ No X Date of accident:
Description of Damage :

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

Purchase Date: Mileage at purchase:
Purchased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Lienholder's Name:
Address:
City/St/Zip:
Phone:
Lienholder Acct # :

Lease Date:01/11/05 Mileage at lease: 32
Leased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Leasing Company's Name: None
Address: _____
City/St/Zip: _____
Phone: ( ) -
Leasing Company's Acct #: _____

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

Due to the fact that I have attempted reconciliation with General Motors many times and they have repeatdly failed to follow through with the situation I want early termination of my leasing agreement.I contact them at minimum 3-4 times a week and each time I am passed to a new claims rep.

Signature of Titled Owner(s): _____ Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Claim Form

Customer Name: [redacted]

Case Number: PGM0664293

Vehicle Concerns

First Repair Attempt Date: 05/01/05 Mileage: 0
Last Repair Attempt Date: _____ Mileage: _____
Total Days out of Service: _____

Problems –**Please list your primary concern first**	Servicing Dealer(s)	Current? Yes or No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
steering lock up while vehicle is in motion		yes	4			
car does not start		yes	4			
roof rattling		no	4			
dash board rattling		no	3			
brake system replacement at 3500 miles		no	2			
finish peeling from stereo and steering wheel		no	1			
thumping noise from rear of vehicle		yes	1			

BBB AUTO LINE PROGRAM SUMMARY

General Motors

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

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

CUSTOMER RESPONSIBILITIES

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

CLAIMS THAT WILL NOT BE ARBITRATED

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

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period For Filing Claims

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

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

Eligible Claims

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

Eligible Vehicles

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

The customer's vehicle must be:

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

Remedies For Warranty Claims

The arbitrator may award the following remedies:

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

Repairs/Reimbursement For Repairs

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

Repurchase Or Replacement

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

- **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.

- **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).

- **Replacement vehicle** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

Deductions/Exclusions From A Repurchase Or Replacement Award

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

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

- The award may be reduced based on damage to the vehicle exceeding normal wear and tear.

- The award will not include debt from a previous transaction.

- The award will not include any manufacturer rebate the customer received or manufacturer-sponsored credit card earnings used as a downpayment or capitalized cost reduction.

STANDARDS OF THE NEW YORK LEMON LAW
New Car Lemon Law

The following is an brief explanation of most relevant provisions of the New York lemon law. The complete text of the lemon law can be found at N.Y. Gen. Bus. Law Section 198-a.

VEHICLES COVERED BY THE NEW YORK LEMON LAW

The New York lemon law applies to motor vehicles that are subject to a manufacturer's express warranty at the time of original delivery and are either:

1. Purchased, leased or transferred in New York within the first 18,000 miles of operation or two years from date of original delivery, whichever is earlier; or

2. Registered in New York.

The lemon law does not cover motorcycles or off-road vehicles.

CONSUMERS COVERED BY THE NEW YORK LEMON LAW

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

1. The purchaser, lessee or transferee, other than for purposes of resale, of a motor vehicle used primarily for personal, family or household purposes; and

2. Any other person entitled by the terms of the manufacturer's warranty to enforce its obligations.

The lemon law also covers the subsequent transferee.

PROBLEMS COVERED BY THE NEW YORK LEMON LAW

The New York lemon law covers any defect or condition that substantially impairs the value of the motor vehicle to the consumer. This is referred to as a *nonconformity*. The lemon law does not cover a defect or condition that is the result of abuse, neglect or unauthorized modifications or alterations of the motor vehicle.

COVERAGE PERIOD OF THE NEW YORK LEMON LAW

The New York lemon law covers vehicles during the first 18,000 miles of operation or during the period of 2 years following the date of original delivery of the motor vehicle, whichever is the earlier date.

MANUFACTURER'S DUTY TO REPAIR A VEHICLE

The manufacturer's obligation to repair is limited to a covered vehicle also meeting both of the following:

1. The vehicle was sold, leased or transferred to a consumer in New York; **and**

2. The vehicle is registered in New York at the time of the requested repair.

If a motor vehicle that is sold and registered in New York does not conform to all express warranties, the consumer must report the nonconformity to the manufacturer, its agent or its authorized dealer during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier. The manufacturer, its agent or its authorized dealer must correct the nonconformity at no charge to the consumer, even if the 18,000 miles/two years period has expired.

If the notification is received by the manufacturer's agent or authorized dealer, the agent or dealer must forward the written notice within 7 days to the manufacturer by certified mail, return receipt requested, and must include in the notice a statement indicating whether repairs have been undertaken.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

The New York lemon law provides that a manufacturer must replace or repurchase a vehicle if either of the following occurs:

1. REFUSAL TO REPAIR

   If a motor vehicle that is sold and registered in New York does not conform to all express warranties, the consumer must report the nonconformity to the manufacturer, its agent or its authorized dealer during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier.

   If the notification is received by the manufacturer's agent or authorized dealer, the agent or dealer must forward the written notice within 7 days to the manufacturer by certified mail, return receipt requested, and must include in the notice a statement indicating whether repairs have been undertaken.

   If an authorized dealer refuses to undertake repairs within 7 days of receipt of the consumer's notice, the consumer may send written notice of this refusal to the manufacturer by certified mail, return receipt requested. The manufacturer has 20 days from receipt of this notice to commence the repairs. If within the 20 day period the manufacturer or its agent fails to commence repairs, then the manufacturer must, at the consumer's option either replace or repurchase the motor vehicle.

   OR

2. INABILITY TO REPAIR

   If the manufacturer or its authorized dealers are unable after a reasonable number of attempts to repair or correct any nonconformity after a reasonable number of attempts during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, the manufacturer must, at the consumer's option, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

In determining whether the manufacturer has had a reasonable number of attempts to repair or correct a nonconformity, the New York lemon law creates a *presumption* that a reasonable number of attempts have been made if, during the first 18,000 miles of operation or during the period of two years following the date of the motor vehicle's original delivery to a consumer, whichever is earlier, either of the following occurs:

1. The same nonconformity has been subject to repair four or more times by the manufacturer or its agents or authorized dealers, but the nonconformity, defect or condition continues to exist; or

2. The vehicle is out of service by reason of repair of one or more nonconformities for a cumulative total of thirty or more calendar days.

ADDITIONAL NOTICE PROVISIONS APPLYING TO A MOTOR HOME

If, during the first 18,000 miles of operation or during the period of two years following the date of the motor home's original delivery to a consumer, whichever is earlier, the same nonconformity has been subject to repair three times or the motor home has been out of service by reason of repair for 21 days, the consumer must report this to the motor home manufacturer or its authorized dealer by certified mail, return receipt requested, before the consumer may institute any proceeding under the lemon law. This special notification requirement will apply only if the manufacturer or its authorized dealer provides a copy of this requirement to the consumer and the consumer acknowledges receipt in writing.

If the consumer has received notice and fails to comply with the special notification requirements, then additional repair attempts or days out of service will not be taken into account in determining whether the consumer is entitled to replacement or repurchase. But any additional repair attempts or days out of service that occur after the consumer complies with the special notification requirements will be taken into account.

DISPUTE RESOLUTION

If a manufacturer has established an informal dispute settlement mechanism, the mechanism must comply with the provisions of the lemon law. The lemon law provisions requiring repurchase or replacement after an inability to repair do not apply to a consumer who has not first resorted to the mechanism.

The consumer has the option of submitting any dispute under the lemon law to an alternate arbitration mechanism administered by the New York Attorney General's Office.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within 4 years of the date of the motor vehicle's original delivery to the consumer.

REMEDIES UNDER THE NEW YORK LEMON LAW

REPURCHASE OF OWNED VEHICLES

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

1. The full purchase price (cash plus any trade-in allowance); and
2. Fees and charges, including but not limited to all license fees, registration fees and any similar governmental charges;
3. Less an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles;
4. Less a reasonable allowance for any damage not attributable to normal wear and tear or improvements.

The manufacturer is not required to refund any sales tax paid by the consumer. The lemon law provides that the consumer may receive a refund of such sales tax by applying to the Commissioner of Taxation and Finance.

The allowance for the consumer's use of the vehicle is to be determined in accordance with the "mileage deduction formula", defined as:

$$\text{Deduction} = \frac{\text{Mileage in excess of 12,000 miles}}{100,000} \times \text{purchase price}$$

Refunds are made to the consumer and lienholder, if any, as their interests may appear on the records of ownership kept by the Department of Motor Vehicles.

REPURCHASE OF LEASED VEHICLES

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

To the lessor –

1. The lease price, consisting of (a) the lessor's actual purchase cost, (b) the freight cost (if applicable), (c) the cost for accessories (if applicable), (d) any fee paid to obtain the lease, and (d) an amount equal to 5% of the actual purchase cost;
2. Less the aggregate deposit and rental payments paid to the lessor for the leased vehicle.

To the lessee –

1. The aggregate deposit and rental payments paid to the lessor;
2. Any trade-in allowance; and
3. Fees and charges, including but not limited to all license fees, registration fees and any similar governmental charges;

4. Less "service fees" (defined below);

5. Less an allowance for the consumer's use of the vehicle in excess of the first 12,000 miles;

6. Less a reasonable allowance for any damage not attributable to normal wear and tear or improvements.

"Service fees" are defined as that portion of the lease payments attributable to:

1. Interest on the rental payments previously paid at an annual rate equal to two points above the prime rate in effect on the date of the lease execution; and

2. Any insurance or other costs paid by the lessor for the benefit of the lessee.

The allowance for the consumer's use of the vehicle is to be determined in accordance with the "mileage deduction formula", defined as:

$$\text{Deduction} = \frac{\text{Mileage in excess of 12,000 miles}}{100,000} \times \text{Lease price}$$

The terms of the lease are deemed terminated contemporaneously with the date of the arbitrator's decision, and no penalty for early termination is assessed.

REPLACEMENT

When replacing a vehicle under the New York lemon law, the manufacturer must replace the vehicle with a comparable motor vehicle. The reasonable allowance for use does not apply to a replacement.

The following notice must be given to consumers and arbitrators by informal dispute settlement mechanisms in New York:

NEW CAR LEMON LAW BILL OF RIGHTS

(1) IN ADDITION TO ANY WARRANTIES OFFERED BY THE MANUFACTURER, YOUR NEW CAR, IF PURCHASED AND REGISTERED IN NEW YORK STATE, IS WARRANTED AGAINST ALL MATERIAL DEFECTS FOR EIGHTEEN THOUSAND MILES OR TWO YEARS, WHICHEVER COMES FIRST.

(2) YOU MUST REPORT ANY PROBLEMS TO THE MANUFACTURER, ITS AGENT, OR AUTHORIZED DEALER.

(3) UPON NOTIFICATION, THE PROBLEM MUST BE CORRECTED FREE OF CHARGE.

(4) IF THE SAME PROBLEM CANNOT BE REPAIRED AFTER FOUR OR MORE ATTEMPTS; OR IF YOUR CAR IS OUT OF SERVICE TO REPAIR A PROBLEM FOR A TOTAL OF THIRTY DAYS DURING THE WARRANTY PERIOD; OR IF THE MANUFACTURER OR ITS AGENT REFUSES TO REPAIR A SUBSTANTIAL DEFECT OR CONDITION WITHIN TWENTY DAYS OF RECEIPT OF NOTICE SENT BY YOU TO THE MANUFACTURER BY CERTIFIED MAIL, RETURN RECEIPT REQUESTED; THEN YOU MAY BE ENTITLED TO EITHER A COMPARABLE CAR OR A REFUND OF YOUR PURCHASE PRICE, PLUS LICENSE AND REGISTRATION FEES, MINUS A MILEAGE ALLOWANCE ONLY IF THE VEHICLE HAS BEEN DRIVEN MORE THAN 12,000 MILES. SPECIAL NOTIFICATION REQUIREMENTS MAY APPLY TO MOTOR HOMES.

(5) A MANUFACTURER MAY DENY LIABILITY IF THE PROBLEM IS CAUSED BY ABUSE, NEGLECT, OR UNAUTHORIZED MODIFICATIONS OF THE CAR.

(6) A MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE IF THE PROBLEM DOES NOT SUBSTANTIALLY IMPAIR THE VALUE OF YOUR CAR.

(7) IF A MANUFACTURER HAS ESTABLISHED AN ARBITRATION PROCEDURE, THE MANUFACTURER MAY REFUSE TO EXCHANGE A COMPARABLE CAR OR REFUND YOUR PURCHASE PRICE UNTIL YOU FIRST RESORT TO THE PROCEDURE.

(8) IF THE MANUFACTURER DOES NOT HAVE AN ARBITRATION PROCEDURE, YOU MAY RESORT TO ANY REMEDY BY LAW AND MAY BE ENTITLED TO YOUR ATTORNEYS FEES IF YOU PREVAIL.

(9) NO CONTRACT OR AGREEMENT CAN VOID ANY OF THESE RIGHTS.

(10) AS AN ALTERNATIVE TO THE ARBITRATION PROCEDURE MADE AVAILABLE THROUGH THE MANUFACTURER, YOU MAY INSTEAD CHOOSE TO SUBMIT YOUR CLAIM TO AN INDEPENDENT ARBITRATOR, APPROVED BY THE ATTORNEY GENERAL. YOU MAY HAVE TO PAY A FEE FOR SUCH AN ARBITRATION. CONTACT YOUR LOCAL CONSUMER OFFICE OR ATTORNEY GENERAL'S OFFICE TO FIND OUT HOW TO ARRANGE FOR INDEPENDENT ARBITRATION.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Tuesday, October 10, 2006

Mike Sroelich
Morrissey Pontiac-GMC
510 Sunrise Hwy
Rockville Centre, NY 11570

Re: [redacted]
Siebel Request: 1-436928539
2005 Pontiac G6
VIN # 1G2ZH528554[redacted]

Dear Mike Sroelich :

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,

Leana Carter
BRC Customer Relationship Manager
Ph# 800-231-1841, {Ext} 21635
FAX# 866-842-9460

CASE # 22030
ATT: YVONNE

[redacted]
VALLEY STREAM NY [redacted]

002630

CERTIFICATE OF TITLE

NEW YORK STATE

Title and Identification No.	Year	Make	Model Code	Body/Hull	* * LIENS * * Document No.
1G2ZH528554 [redacted]	2005	PONTI	G6	4DSD	388581A

Color	Wt./Sts./Lgth.	Fuel	Cyl./Prop.	New or Used	Type of Title	Date Issued
GY	3453	GAS	6	NEW	VEHICLE	07/04/05

Name and Address of Owner(s)

[redacted]
VALLEY STREAM NY [redacted]

ODOMETER READING 00021
ACTUAL MILEAGE

VOID IF ALTERED

This document is your proof of ownership of this vehicle, boat or manufactured home. Keep it in a safe place. Do not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

EXCELSIOR

Lienholder
[redacted]
GMAC
PO BOX 8137
COCKEYSVILLE MD 21030

Lienholder

* ONE LIEN RECORDED *

Lienholder

Lienholder

* ONE LIEN RECORDED *

* ONE LIEN RECORDED *

MV-869.1/08

DEPARTMENT OF MOTOR VEHICLES

We are Not the Selling Dealer.

10/18/2006 HISTORY LISTING 3030
09:50:26 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 1G2ZH528554[redacted]

R.O NO. : 81413 R.O DATE : 10/02/2006 R.O TYPE : S
MILEAGE : 19014 ADVISOR NO. : 830

JOB NUMBER : 1 OPERATION 60PNZ05 OP. DESC. INT SQUEAK/RATTLES
SALE TYPE : W TECHNICIAN NO(S). 824
COMPLAINT : CUSTOMER STATES RATTLE IN DASH
CAUSE : VERIFIED COMPLAINT-R&R UPPER DOOR MODULE ASSEMBLY
TO CORRECT RATTLE COMPLAINT.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

JOB NUMBER : 2 OPERATION 45PNZ01 OP. DESC. STEERING CONCERN
SALE TYPE : W TECHNICIAN NO(S). 824
COMPLAINT : CUSTOMER STATES REPLACE SOF STEERING WHEEL-FINISH IS PEELING
CAUSE : STEERING WHEEL REPLACED.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

JOB NUMBER : 3 OPERATION 85PNZ13 OP. DESC. SOUND SYSTEM
SALE TYPE : W TECHNICIAN NO(S). 824
COMPLAINT : CUSTOMER STATES REPLACE SOF RADIO KNOB-FINISH IS PEELING
CAUSE : RADIO KNOB REPLACED.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

JOB NUMBER : 4 OPERATION 50PNZ03 OP. DESC. NO CRANK
SALE TYPE : C TECHNICIAN NO(S). 824
COMPLAINT : CUSTOMER STATES CAR CRANKS WEAKLY BUT DOESN'T START-AT TIMES
CAUSE : COULD NOT DUPLICATE COMPLAINT.

JOB NUMBER : 5 OPERATION 70PNZ03 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 824
COMPLAINT : CAR RENTAL-GM TO PAY FOR

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

JOB NUMBER : 6 OPERATION 51PNZ06 OP. DESC. TAILLIGHTS
SALE TYPE : W TECHNICIAN NO(S). 824
COMPLAINT : C/S THE LEFT SIDE SIGNAL IS INOP.
CAUSE : REPLACED L/R DIRECTIONAL LIGHT BULB.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

R.O NO. : 80974 R.O DATE : 09/07/2006 R.O TYPE : S
MILEAGE : 18596 ADVISOR NO. : 830

JOB NUMBER : 1 OPERATION 45PNZ01 OP. DESC. STEERING CONCERN
SALE TYPE : C TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES STEERING WHEEL LOCKS UP AT TIMES
CAUSE : COULD NOT VERIFY COMPLAINT AT THIS TIME.

JOB NUMBER : 2 OPERATION 10PNZ08 OP. DESC. WONT START
SALE TYPE : C TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES CAR CRANKS OVER BUT DOES NOT START-AT TIMES
CAUSE : COULD NOT DUPLICATE COMPLAINT AT THIS TIME.

JOB NUMBER : 3 OPERATION 60PNZ05 OP. DESC. INT SQUEAK/RATTLES
SALE TYPE : W TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES RATTLE FROM DASH AND SUN ROOF
CAUSE : R&R SUN ROOF PANAROMIC MODULE ASSEMBLY TO PERFORM TECH
BULLETIN 05-08-67-014C TO CORRECT CREAKING NOISE-ROAD
CORRECTION : TESTED SEVERAL TIMES TO VERIFY REPAIR (1.1 HR STRAIGHT TIME)
NEED MORE TIME TO CHECK DASH RATTLE.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

JOB NUMBER : 4 OPERATION 60PNZ10 OP. DESC. SEATS
SALE TYPE : C TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES FRONT SEATS ARE LOOSE
CAUSE : CHECKED BOTH FRONT SEATS-OK.

JOB NUMBER : 5 OPERATION 45PNZZ0 OP. DESC. STEERING CONCERN
SALE TYPE : C TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES STEERING WHEEL FINISH IS PEELING
CAUSE : ORDERED STEERING WHEEL-WARRANTY.

JOB NUMBER : 6 OPERATION 60PNZ OP. DESC. INTERIOR TRIM
SALE TYPE : C TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES DASH PANEL FINISH PEELING BY RADIO
CAUSE : ORDERED RADIO KNOB-WARRANTY.

JOB NUMBER : 7 OPERATION 61PNZ16 OP. DESC. WIND NOISE
SALE TYPE : C TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES WHISTLING NOISE FROM REAR WHEN DRIVING
CAUSE : COULD NOT VERIFY COMPLAINT ON ROAD TESTS.

JOB NUMBER : 8 OPERATION 70PNZ03 OP. DESC. RENTAL
SALE TYPE : W TECHNICIAN NO(S). 109
COMPLAINT : CAR RENTAL-ENTERPRISE-GM TO PAY FOR 2 DAYS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

[redacted]

JOB NUMBER : 9 OPERATION 51PNZ01 OP. DESC. BODY ELECT CONCERN
SALE TYPE : C TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES ALL GAUGES NOT WORKING AT TIMES
CAUSE : COULD NOT DUPLICATE COMPLAINT AT THIS TIME.

R.O NO. : 78360 R.O DATE : 05/04/2006 R.O TYPE : S
MILEAGE : 14433 ADVISOR NO. : 830

JOB NUMBER : 1 OPERATION 00PNZLOF OP. DESC. LUBE OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER REQUEST: LUBE OIL & FILTER CHANGE
$29.95 PLUS TAX
CORRECTION : CHANGED OIL & FILTER. LUBED CHASSIS.

JOB NUMBER : 2 OPERATION 51PNZ16 OP. DESC. TURN SIGNALS
SALE TYPE : W TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES DRIVER'S SIDE DIRECT AND BRAKE LIGHTS INOP
CAUSE : REPLACED DRIVER'S SIDE TAIL LIGHT BULB.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

[redacted]

R.O NO. : 75066 R.O DATE : 12/08/2005 R.O TYPE : S
MILEAGE : 10015 ADVISOR NO. : 818

JOB NUMBER : 1 OPERATION 10PNZ08 OP. DESC. WONT START
SALE TYPE : I TECHNICIAN NO(S). 109
COMPLAINT : CUSTOMER STATES ENGINE WONT START
RANDOM
CAUSE : PERFORMED DIAG
PERFORMED SYSTEMS CHECK
CHECKED ELECTRICAL CIRCUTS
CORRECTION : UNABLE TO DUPLICATE CONCERN AT THIS TIME

JOB NUMBER : 2 OPERATION 40PNZ01 OP. DESC. BRAKE CONCERN
SALE TYPE : I TECHNICIAN NO(S). 109
COMPLAINT : CUST STATES BRAKES SCREECH AND PEDAL GOES TO THE FLOOR
CAUSE : PERFORMED DIAG
PERFORMED SYSTEMS CHECK
PERFORMED VISUAL INSPECTION
CHECKED FLUIDS
CORRECTION : UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN

JOB NUMBER : 3 OPERATION 45PNZ01 OP. DESC. STEERING CONCERN
SALE TYPE : I TECHNICIAN NO(S). 109
COMPLAINT : CUST STATES WHILE DRIVING STEERING WHEEL LOCKS UP AT RANDOM
FOR ABOUT 7 SECONDS
CAUSE : PERFORMED DIAG
PERFORMED SYSTEMS CHECK
CHECKED FOR BULLETINS (NONE FOR THIS CONCERN)
PERFORMED ROAD TEST
CORRECTION : UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN

JOB NUMBER : 4 OPERATION 51PNZ OP. DESC. BODY ELECTRICAL
SALE TYPE : I TECHNICIAN NO(S). 109
COMPLAINT : CUST STATES AT TIMES GAUGES ALL READ ZERO
CAUSE : PERFORMED DIAG
PERFORMED VISUAL INSPECTION
CHECKED CIRCUTS
CORRECTION : UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN

JOB NUMBER : 5 OPERATION 10PNZ01 OP. DESC. DRIVEABILITY CONCERN
SALE TYPE : I TECHNICIAN NO(S). 109
COMPLAINT : CUST STATES SUNROOF RATTLES
CAUSE : PERFORMED DIAG
PERFORMED SYSTEMS CHECK
PERFORMED VISUAL INSPECTION
FOUND BRACKET IS OUT OF ALIGNMENT
CORRECTION : RALIGNED BRACKET

R.O NO. : 74377 R.O DATE : 11/08/2005 R.O TYPE : S
MILEAGE : 8456 ADVISOR NO. : 157

JOB NUMBER : 1 OPERATION 60PNZ12 OP. DESC. VISORS
SALE TYPE : W TECHNICIAN NO(S). 127
COMPLAINT : C/ REPLACE VANITY MIRROR COVER PASS SIDE
CHECKED VANITY MIRROR COVER
CAUSE : FOUND COVER CAME APART
CORRECTION : REPLACED R/S VANITY MIRROR COVER

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

COMMENTS : PARTS IN

R.O NO. : 73833 R.O DATE : 10/14/2005 R.O TYPE : S
MILEAGE : 7437 ADVISOR NO. : 157

JOB NUMBER : 1 OPERATION 00PNZLOF OP. DESC. LUBE OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 159

COMPLAINT : CUSTOMER REQUEST: LUBE OIL & FILTER CHANGE
CORRECTION : CHANGED OIL & FILTER. LUBED CHASSIS.

JOB NUMBER : 2 OPERATION 61PNZ OP. DESC. EXTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 159
COMPLAINT : C/S CK RATTLING NOISE FROM SUNROOF WHILE DRIVING
ROAD TESTED VEHICLE
CAUSE : CHECKED SUNROOF
R/R SUNVISORS, WINDSHIELD MOLDINGS, AND LOWERED HEADLINER
CORRECTION : RETORQUED ALL SUNROOF MODULE BOLTS
TEST DROVE VEHICLE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

JOB NUMBER : 3 OPERATION 10PNZ OP. DESC. DRIVEABILITY
SALE TYPE : C TECHNICIAN NO(S). 159
COMPLAINT : C/S CK AT TIMES VEHICLE WILL NOT START AT TIMES
CRANKS BUT WILL NO START AT TIMES
CAUSE : PERFORMED IGNTION SYSTEMS CHECK
CORRECTION : NO PROBLEM FOUND AT THIS TIME

JOB NUMBER : 4 OPERATION 51PNZ OP. DESC. BODY ELECTRICAL
SALE TYPE : C TECHNICIAN NO(S). 159
COMPLAINT : C/S CK AT TIMES WHEN VEHICLE IS STARTED GAUGES ARE INOP
PERFORMED ELECTRICAL SYSTEMS CHECK
CAUSE : CHECKED ALL POWER TO GAUGES
CORRECTION :
NO PROBLEM FOUND

JOB NUMBER : 5 OPERATION 60PNZ OP. DESC. INTERIOR TRIM
SALE TYPE : C TECHNICIAN NO(S). 159
COMPLAINT : C/S CK R/S SUNVISOR BROKE OFF
CORRECTION : ORDERED NEW SUNVISOR

JOB NUMBER : 6 OPERATION 45PNZ OP. DESC. STEERING/SUSPENSION
SALE TYPE : W TECHNICIAN NO(S). 159
COMPLAINT : C/S CK BRAKES SQUEAK WHEN STOPPING
ROAD TESTED VEHICLE
CAUSE : CHECKED BRAKES - FOUND FRONT BRAKE PADS HAD HEAT CRACKS
FOUND ROTOR RUN OUT EXCEEDED SPECS
CORRECTION : REPLACED FRONT BRAKE PADS
RESURFACED FPONT ROTORS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
23146	GENERAL ADVISOR 157	5285	10/14/05	PNCS73833

[redacted] VALLEY STREAM, NY [redacted]	LABOR RATE 98.00 / [redacted]	MILEAGE 7,437	COLOR GRAY/ / STOCK NO.
	YEAR/MAKE/MODEL 05/PONTIAC/G6 GT SEDAN		DELIVERY DATE 01/11/05 / DELIVERY MILES
	VEHICLE ID. NO. 1 G 2 Z H 5 2 8 5 5 4 [redacted]		SELLING DEALER NO. / PRODUCTION DATE
	F.T.E. NO. / R.O. NO.		R.O. DATE 10/14/05
[redacted]	COMMENTS		MO: 7437

L CELL PHONE 1 NA

LABOR & PARTS

J# 1 00PNZLOF LUBE OIL & FILTER HOURS: 0.30 TECH(S):159 10.95
CUSTOMER REQUEST: LUBE OIL & FILTER CHANGE
CHANGED OIL & FILTER. LUBED CHASSIS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		25010792	OIL FLTR 1.836	7.00	7.00

JOB # 1 TOTAL PARTS 7.00

JOB # 1 TOTAL LABOR & PARTS 17.95

J# 2 61PNZ EXTERIOR TRIM HOURS: 1.00 TECH(S):159 WARRANTY
C/S CK RATTLING NOISE FROM SUNROOF WHILE DRIVING
ROAD TESTED VEHICLE
CHECKED SUNROOF
R/R SUNVISORS, WINDSHIELD MOLDINGS, AND LOWERED HEADLINER
RETORQUED ALL SUNROOF MODULE BOLTS
TEST DROVE VEHICLE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 10PNZ DRIVEABILITY HOURS: TECH(S):159 0.00
C/S CK AT TIMES VEHICLE WILL NOT START AT TIMES
CRANKS BUT WILL NO START AT TIMES
PERFORMED IGNTION SYSTEMS CHECK
NO PROBLEM FOUND AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 51PNZ BODY ELECTRICAL HOURS: TECH(S):159 0.00
C/S CK AT TIMES WHEN VEHICLE IS STARTED GAUGES ARE INOP
PERFORMED ELECTRICAL SYSTEMS CHECK
CHECKED ALL POWER TO GAUGES
NO PROBLEM FOUND

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 60PNZ INTERIOR TRIM HOURS: TECH(S):159 0.00
C/S CK R/S SUNVISOR BROKE OFF
ORDERED NEW SUNVISOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	

JOB # 5 TOTAL PARTS 0.00

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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

TERMS: CASH OR CERTIFIED CHECK

X
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

GM SERVICE

Thank you

for this opportunity to serve you.

NYS-MV R/S REG. NO. 707 4115

[CONTINUED ON NEXT PAGE] 09:57am

MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
23146	GENERAL ADVISOR 157	5285	10/14/05	PNCS73833

[redacted]
VALLEY STREAM, NY [redacted]

[redacted]

LABOR RATE		MILEAGE	COLOR	STOCK NO.
98.00	[redacted]	7,437	GRAY/	

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6 GT SEDAN	01/11/05	

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z H 5 2 8 5 5 4 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/14/05

COMMENTS

MO: 7437

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 45PNZ STEERING/SUSPENSION HOURS: 1.90 TECH(S):159 WARRANTY

C/S CK BRAKES SQUEAK WHEN STOPPING
ROAD TESTED VEHICLE
CHECKED BRAKES - FOUND FRONT BRAKE PADS HAD HEAT CRACKS
FOUND ROTOR RUN OUT EXCEEDED SPECS
REPLACED FRONT BRAKE PADS
RESURFACED FPONT ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 6	1	22731037	PAD KIT 5.017		

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES

JOB # 1 5.0 OIL AND GREASE ONLY @ 1.450 /UNIT 7.25

TOTAL - GOG 7.25

TOTALS

TOTAL LABOR....	10.95
TOTAL PARTS....	7.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	7.25
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.18
TOTAL INVOICE $	**27.38**

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

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MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO. 23146	ADVISOR GENERAL ADVISOR 15#	TAG NO. 5712	INVOICE DATE 11/08/05	INVOICE NO. PNCS74377
[redacted]	LABOR RATE 98.00 [redacted]	MILEAGE 8,456	COLOR GRAY/	STOCK NO.
VALLEY STREAM, NY [redacted]	YEAR/MAKE/MODEL 05/PONTIAC/G6 GT SEDAN		DELIVERY DATE 01/11/05	DELIVERY MILES
	VEHICLE ID NO. 1G2ZH52854 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/08/05	
[redacted]	COMMENTS			MO: 8456

[ ] CELL PHONE [ ] NA

LABOR & PARTS----------

J# 1 60PNZ12 VISORS HOURS: 0.40 TECH(S):127 WARRANTY

C/ REPLACE VANITY MIRROR COVER PASS SIDE
CHECKED VANITY MIRROR COVER
FOUND COVER CAME APART
REPLACED R/S VANITY MIRROR COVER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15803238	MIRROR 10.195		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS----------
PARTS IN

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**

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

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MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO. 23148	SALESMAN KEVIN	818 095	INVOICE DATE 12/08/05	INVOICE NO. PNCS75066
[redacted]	LABOR RATE 98.00	[redacted]	MILEAGE 10,015	COLOR GRAY/	STOCK NO.
VALLEY STREAM, NY [redacted]	YEAR/MAKE/MODEL 05/PONTIAC/G6 GT SEDAN		DELIVERY DATE 01/11/05	DELIVERY MILES
	VEHICLE ID NO. 1G2ZH52854 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/08/05	
[redacted]	COMMENTS			MO: 10015

CELL PHONE J NA

LABOR & PARTS

J# 1 10PNZ08 WONT START HOURS: TECH(S):109 INTERNAL

CUSTOMER STATES ENGINE WONT START
RANDOM
PERFORMED DIAG
PERFORMED SYSTEMS CHECK
CHECKED ELECTRICAL CIRCUTS
UNABLE TO DUPLICATE CONCERN AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 40PNZ01 BRAKE CONCERN HOURS: TECH(S):109 INTERNAL

CUST STATES BRAKES SCREECH AND PEDAL GOES TO THE FLOOR
PERFORMED DIAG
PERFORMED SYSTEMS CHECK
PERFORMED VISUAL INSPECTION
CHECKED FLUIDS
UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 45PNZ01 STEERING CONCERN HOURS: TECH(S):109 INTERNAL

CUST STATES WHILE DRIVING STEERING WHEEL LOCKS UP AT RANDOM
FOR ABOUT 7 SECONDS
PERFORMED DIAG
PERFORMED SYSTEMS CHECK
CHECKED FOR BULLETINS (NONE FOR THIS CONCERN)
PERFORMED ROAD TEST
UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 51PNZ BODY ELECTRICAL HOURS: TECH(S):109 INTERNAL

CUST STATES AT TIMES GAUGES ALL READ ZERO
PERFORMED DIAG
PERFORMED VISUAL INSPECTION
CHECKED CIRCUTS
UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 10PNZ01 DRIVEABILITY CONCERN HOURS: TECH(S):109 INTERNAL

CUST STATES SUNROOF RATTLES
PERFORMED DIAG
PERFORMED SYSTEMS CHECK
PERFORMED VISUAL INSPECTION
FOUND BRACKET IS OUT OF ALIGNMENT
RALIGNED BRACKET

JOB # 5 TOTAL LABOR & PARTS 0.00

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[CONTINUED ON NEXT PAGE] 09:56am

MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO. 23140	ADVISOR KEVIN 818	TAG NO. 005	INVOICE DATE 12/08/05	INVOICE NO. PNCS75066
[redacted]	LABOR RATE 98.00 [redacted]	MILEAGE 10,015	COLOR GRAY/	STOCK NO.
VALLEY STREAM, NY [redacted]	YEAR/MAKE/MODEL 05/PONTIAC/G6 GT SEDAN		DELIVERY DATE 01/11/05	DELIVERY MILES
	VEHICLE ID. NO. 1 G 2 Z H 5 2 8 5 5 4 1 2 7 6 3 7		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	R.O. NO.	R.O. DATE 12/08/05	
[redacted]	COMMENTS			MO: 10015

TOTALS

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**************************************************
*                                                *
*  [ ] CASH     [ ] CHECK     CK NO. [        ]  *
*                                                *
*  [ ] VISA     [ ] MASTERCARD     [ ] DISCOVER   *
*                                                *
*  [ ] AMER XPRESS     [ ] OTHER     [ ] CHARGE  *
*                                                *
**************************************************
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TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
23146	PETER 830	3577	05/04/06	PNCS78360

[redacted]
VALLEY STREAM, NY [redacted]
[redacted]

LABOR RATE	MILEAGE	COLOR	STOCK NO.
98.00 [redacted]	14,433	GRAY/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6 GT SEDAN	01/11/05	

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z H 5 2 8 5 5 4 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/04/06

COMMENTS

MO: 14433

[CELL PHONE] NA

LABOR & PARTS----------

J# 1 00PNZLOF LUBE OIL & FILTER HOURS: TECH(S):109 15.95
CUSTOMER REQUEST: LUBE OIL & FILTER CHANGE
$29.95 PLUS TAX
CHANGED OIL & FILTER. LUBED CHASSIS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		25010792	OIL FLTR 1.836	7.00	7.00

JOB # 1 TOTAL PARTS 7.00

JOB # 1 TOTAL LABOR & PARTS 22.95

J# 2 51PNZ16 TURN SIGNALS HOURS: 0.20 TECH(S):109 WARRANTY
CUSTOMER STATES DRIVER'S SIDE DIRECT AND BRAKE LIGHTS INOP
REPLACED DRIVER'S SIDE TAIL LIGHT BULB.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		9441839	BULB LP 8.991		WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES----------

JOB # 1 4.0 OIL AND GREASE ONLY @ 1.750 /UNIT 7.00
TOTAL - GOG 7.00

TOTALS----------

TOTAL LABOR....	15.95
TOTAL PARTS....	7.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	7.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.59
TOTAL INVOICE $	**32.54**

[ ] CASH [ ] CHECK CK NO. [ ]
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MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO. 23146	ADVISOR PETER 830	TAG NO. 4589	INVOICE DATE 09/08/06	INVOICE NO. PNCS80974
[redacted]	LABOR RATE 98.00	LIC [redacted]	MILEAGE 18,596	COLOR GRAY/	STOCK NO.
VALLEY STREAM, NY [redacted]	YEAR/MAKE/MODEL 05/PONTIAC/G6 GT SEDAN		DELIVERY DATE 01/11/05	DELIVERY MILES
	VEHICLE ID NO. 1G2ZH528534 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	PO DATE 09/07/06	
[redacted]	COMMENTS			MO: 18596

L CELL PHONE] NA

LABOR & PARTS----------

J# 1 45PNZ01 STEERING CONCERN HOURS: TECH(S):109 0.00
CUSTOMER STATES STEERING WHEEL LOCKS UP AT TIMES
COULD NOT VERIFY COMPLAINT AT THIS TIME.

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

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 10PNZ08 WONT START HOURS: TECH(S):109 0.00
CUSTOMER STATES CAR CRANKS OVER BUT DOES NOT START-AT TIMES
COULD NOT DUPLICATE COMPLAINT AT THIS TIME.

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

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 60PNZ05 INT SQUEAK/RATTLES HOURS: 4.90 TECH(S):109 WARRANTY
CUSTOMER STATES RATTLE FROM DASH AND SUN ROOF
R&R SUN ROOF PANAROMIC MODULE ASSEMBLY TO PERFORM TECH
BULLETIN 05-08-67-014C TO CORRECT CREAKING NOISE-ROAD
TESTED SEVERAL TIMES TO VERIFY REPAIR (1.1 HR STRAIGHT TIME)
NEED MORE TIME TO CHECK DASH RATTLE.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 3 2 22602686 TAPE KIT 7.243 WARRANTY
JOB # 3 14 15911310 WASHER 12.809 WARRANTY
JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 60PNZ10 SEATS HOURS: TECH(S):109 0.00
CUSTOMER STATES FRONT SEATS ARE LOOSE
CHECKED BOTH FRONT SEATS-OK.

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

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5 45PNZZ0 STEERING CONCERN HOURS: TECH(S):109 0.00
CUSTOMER STATES STEERING WHEEL FINISH IS PEELING
ORDERED STEERING WHEEL-WARRANTY.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 60PNZ INTERIOR TRIM HOURS: TECH(S):109 0.00
CUSTOMER STATES DASH PANEL FINISH PEELING BY RADIO
ORDERED RADIO KNOB-WARRANTY.

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MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO. 23146	SALESMAN PETER 830 PHONE 4589	PRODUCT DATE 09/08/06	INVOICE NO. PNCS80974
[redacted]	LABOR RATE 98.00 [redacted] MILEAGE 18,596	COLOR GRAY/	STOCK NO.
VALLEY STREAM, NY [redacted]	YEAR/MAKE/MODEL 05/PONTIAC/G6 GT SEDAN	DELIVERY DATE 01/11/05	DELIVERY MILES
	VEHICLE ID NO. 1G2ZH528554 [redacted]	BILLING DEALER NO.	PRODUCTION DATE
[redacted]	A.T.E. NO. P.O. NO.	PURCHASE DATE 09/07/06	
	COMMENTS		MO: 18596

PARTS-----QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 61PNZ16 WIND NOISE HOURS: TECH(S):109 0.00
CUSTOMER STATES WHISTLING NOISE FROM REAR WHEN DRIVING
COULD NOT VERIFY COMPLAINT ON ROAD TESTS.

PARTS-----QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 70PNZ03 RENTAL HOURS: TECH(S):109 WARRANTY
CAR RENTAL-ENTERPRISE-GM TO PAY FOR 2 DAYS

PARTS-----QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 8 TOTAL PARTS 0.00

JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 51PNZ01 BODY ELECT CONCERN HOURS: TECH(S):109 0.00
CUSTOMER STATES ALL GAUGES NOT WORKING AT TIMES
COULD NOT DUPLICATE COMPLAINT AT THIS TIME.

PARTS-----QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 9 TOTAL PARTS 0.00

JOB # 9 TOTAL LABOR & PARTS 0.00

SUBLET-----	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 8	5034	251846	09/08/06	CAR RENTAL-2 DAYS	WARRANTY
				TOTAL - SUBLET	0.00

TOTALS----------

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

[ ] CASH [ ] CHECK CK NO. [ ]
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MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: [redacted]

CUSTOMER NO.	ADVISOR	DMS NO.	INVOICE DATE	INVOICE NO.
23146	PETER 830	4952	10/05/06	PNCS81413
[redacted]	LABOR RATE 98.00 / [redacted] / MILEAGE 19,014		COLOR GRAY/	STOCK NO.
VALLEY STREAM, NY [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6 GT SEDAN		DELIVERY DATE 01/11/05	DELIVERY MILES
	VEHICLE ID. NO. 1 G 2 Z H 5 2 8 5 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/02/06	
[redacted]	COMMENTS			MO: 19047

[CELL PHONE] NA

LABOR & PARTS

J# 1 60PNZ05 INT SQUEAK/RATTLES HOURS: 2.30 TECH(S):824 WARRANTY

CUSTOMER STATES RATTLE IN DASH
VERIFIED COMPLAINT-R&R UPPER DOOR MODULE ASSEMBLY
TO CORRECT RATTLE COMPLAINT.

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

J# 2 45PNZ01 STEERING CONCERN HOURS: 0.50 TECH(S):824 WARRANTY

CUSTOMER STATES REPLACE SOP STEERING WHEEL-FINISH IS PEELING
STEERING WHEEL REPLACED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1		22726509	WHEEL 6.513	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 85PNZ13 SOUND SYSTEM HOURS: 0.20 TECH(S):824 WARRANTY

CUSTOMER STATES REPLACE SOP RADIO KNOB-FINISH IS PEELING
RADIO KNOB REPLACED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1		22690637	KNOB 9.649	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 50PNZ03 NO CRANK HOURS: TECH(S):824 0.00

CUSTOMER STATES CAR CRANKS WEAKLY BUT DOESN'T START-AT TIMES
COULD NOT DUPLICATE COMPLAINT.

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

J# 5 70PNZ03 RENTAL HOURS: TECH(S):824 WARRANTY

CAR RENTAL-GM TO PAY FOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00

J# 6 51PNZ06 TAILLIGHTS HOURS: 0.30 TECH(S):824 WARRANTY

C/S THE LEFT SIDE SIGNAL IS INOP.
REPLACED L/R DIRECTIONAL LIGHT BULB.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6	1		12450064	BULB 8.991	WARRANTY

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MORRISSEY PONTIAC-GMC

510 SUNRISE HIGHWAY
ROCKVILLE CENTRE, NEW YORK 11570
(516) 678-6869

CELL: 819-6336

CUSTOMER NO. 23146	SALESMAN PETER 850	TAG NO. 4952	INVOICE DATE 10/05/06	INVOICE NO. PNCS81413
[redacted] VALLEY STREAM, NY [redacted]	LABOR RATE 98.00 [redacted]	MILEAGE 19,014	COLOR GRAY/	STOCK NO.
	YEAR/MAKE/MODEL 05/PONTIAC/G6 GT SEDAN		DELIVERY DATE 01/11/05	DELIVERY MILES
	VEHICLE ID NO. 1G2ZH52854 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE 10/02/06	
[redacted]	COMMENTS			MO: 19047

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 5	5251	252245	10/05/06	4 DAYS CAR RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

TOTALS

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

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

TERMS: CASH OR CERTIFIED CHECK

x

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

GM SERVICE

Thank you

for this opportunity to serve you.

NYS-MV R/S REG. NO. 707 4115

PONTIAC GMC TRUCKS BUICK

CUNNINGHAM OF BAYSIDE
EST. 1944

www.cunninghammotorsny.com

SALES
214-27 NORTHERN BLVD.
BAYSIDE, NY 11361
TEL. 718 • 459 • 8200
FAX. 718 • 459 • 4810

SERVICE - PARTS
40-40 172 STREET
FLUSHING, NY 11358
TEL. 718 • 849 • 4400
FAX. 718 • 849 • 4605

BUYER [redacted] SSN ___ SALESPERSON

ADDRESS [redacted] CITY STATE ZIP

HOME PHONE [redacted] BUSINESS PHONE [redacted] CELL/BEEPER

ESTIMATED DELIVERY DATE / / ☐ NEW ☐ USED ☐ DEMO BUYER E-MAIL ADDRESS

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	TRIM

VIN NO. [redacted] DEAL NO.

IMPORTANT NOTICE TO USED CAR BUYER

(a) STATE LAW REQUIRES THAT SELLERS OF SECOND HAND CARS CERTIFY IN WRITING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(b) THIS CERTIFICATION IS A GUARANTEE THAT THE CAR IS IN SAFE CONDITION AT THE TIME OF SALE.
(c) BUYER HAS A RIGHT TO REQUEST THE DEALER TO REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE CONDITION IN THE CAR WHICH DOES NOT COMPLY WITH THIS CERTIFICATION.
(d) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER AFFAIRS, 42 BROADWAY, NEW YORK, NEW YORK 10004, COMPLAINT PHONE: 212 • 487 4444
N.Y.C., D.C.A. LIC. NO. 0326121-0414734 & 0455691

VEHICLE PRICE $

NYS Required Tire Recycling Fee ($2.50 per tire)

DEALER INSTALLED EQUIPMENT $

SUBJECT TO PRIMARY TIER A APPROVAL

IF THE NEW MOTOR VEHICLE HAS NOT BEEN DELIVERED IN ACCORDANCE WITH THIS CONTRACT WITHIN 30 DAYS FOLLOWING THE ESTIMATED DELIVERY DATE, THE CONSUMER MAY EXERCISE THE RIGHT TO CANCEL THE CONTRACT AND TO RECEIVE A FULL REFUND UNLESS THE DELAY IN DELIVERY IS ATTRIBUTABLE TO THE CONSUMER.
PRIOR USE (CHECK ONE OR MORE) PRIVATE VEHICLE AND DRIVER EDUCATION VEHICLE AS A PRIVATE VEHICLE, TAXICAB, DRIVER EDUCATION VEHICLE, OR RENTAL VEHICLE. THE PRINCIPAL USE OF THE VEHICLE WAS: AS A PRIVATE VEHICLE ☐ TAXICAB ☐ DRIVER EDUCATION VEHICLE ☐ RENTAL VEHICLE ☐

ALL TRADE-INS SUBJECT TO COMPLETE SHOP INSPECTION PRIOR TO DELIVERY

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

DESCRIPTION OF TRADE

YEAR	MAKE	MODEL	COLOR	MILEAGE

PLATE NO. EXP. DATE VIN NO.

TRADE IN IS CLEAR OF ALL LIENS EXCEPT AMOUNT OWED $

SPECIAL NOTICE TO CONSUMER • IF UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED IN (IF THE DEALER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED ON THIS DOCUMENT INSTEAD THE VALUE WILL BE DETERMINED BASED ON THE GALVES NADA PRICE LIST USED CAR GUIDE WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.
IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH IN LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.

This is a Non-Cancellable Order. Deposit is Non-Refundable.

PURCHASER

MANAGER

THIS CONTRACT INCLUDES THE TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS FORM. I HAVE READ THE MATTER ON THE BACK HEREOF AND AGREE TO IT AS A PART OF THIS ORDER THE SAME AS IF IT WERE PRINTED ABOVE. MY SIGNATURE THE FRONT AND BACK HEREOF COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS ORDER AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING SAME HAS BEEN MADE OR ENTERED INTO. THIS ORDER IS CANCELLED FOR ANY REASON WHATSOEVER IT IS AGREED THAT THE DEPOSIT REFUNDED SHALL CONSTITUTE LIQUIDATED DAMAGES AND NOT BE REFUNDABLE. I HEREBY ACKNOWLEDGE RECEIPT. • I CERTIFY THAT THE MILEAGE ON THE TRADE IN IS CORRECT.

BUYER'S SIGNATURE DATE

SALES MANAGER'S SIGNATURE DATE

SELLING PRICE	$
FREIGHT & DESTINATION CHARGES +	$
ALLOWANCE FOR TRADE-IN −	$
OTHER	$
SALES TAX-COUNTY ___ % +	$
N.Y. STATE INSPECTION +	$
DEALER OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR FOR ORIGIN OF TITLE *	$ 20 00
REGISTRATION FEE +	$
TOTAL SALE PRICE	$
MINIMUM DEPOSIT 10% CLEARANCE CARD TYPE ___ CLERK	$
FACTORY REBATE −	$
OTHER	$
PLUS BALANCE OWING ON TRADE-IN +	$
TOTAL AMOUNT DUE ON DELIVERY	$

ALL BALANCES MUST BE PAID IN CASH, CASHIERS OR CERTIFIED CHECK ONLY. NO SIGHT DRAFTS ACCEPTED.

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE BUYER AND THE SALES MANAGER
CASH PURCHASES ARE NON CANCELLABLE AND NON-REFUNDABLE

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEHICLES. THE DEALER WILL AUTOMATICALLY AND WITHIN SIXTY DAYS OF SECURING SUCH REGISTRATION AND TITLE, REFUND ANY AMOUNT OVER PAID FOR SUCH FEES.

Customer Initials Date

Dealer application process only for Lease New York State Department of Motor Vehicles fee. Dealer is then reimbursed or the dealer pays the Motor Vehicles fee. Customer pays, you have paid the fee for registration your car, apply down by registration of title to any motor vehicle is any other. **REPORTED FEE. This amount equal and not covered in price paid your price. As well as additional profit to the dealer.

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Friday, October 06, 2006

Jim Raffa
Cunningham Pontiac Buick GMC
40-40 172ND St.
Flushing, NY 11358

Re: [redacted]
Siebel Request: 1-436928539
2005 Pontiac G6 GT
VIN # 1G2ZH52855[redacted]

Dear Jim Raffa :

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,

Leana Carter
BRC Customer Relationship Manager
Ph# 800-231-1841, {Ext} 21635
FAX# 866-842-9460

GM PDC

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

Wednesday, November 22, 2006

[redacted]

Lynbrook, NY [redacted]

BBB Arbitration Decision - Straight

Subject: Repurchase of 2005 Pontiac G6
VIN: 1G2ZH528554[redacted]
REF SR: 1-436928539 V-22030

Dear [redacted]

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN 1G2ZH528554[redacted] and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Pontiac will repurchase your vehicle for **$24,925.60.** Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	$24,925.60
Base Price	$26,175.60
Less Incentives	$1,250.00
Less Payoff of Original Vehicle-Good until 12/5/06	$19,532.36
Total Amount to Customer	**$5,393.24**

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

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext2305 If you have any questions or concerns. [redacted]

Customer's and Co-Customer's Signature(s) and Date 11/22/06

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

CASE # 22030
ATT: YVONNE

Keep this document to show to the police and courts.

MV-888TR (8/00) NEW YORK STATE REGISTRATION DOCUMENT

PAS
DCM9790
2005 PONTI NONTRANSFERABLE
4DSD GY 1G2ZH528554[redacted]
003453 G 6 CZ154914 JAN 11 2005
Wt/Seats Fuel/Cyl MSM LIPAE1
Expires 01/10/07
[redacted] *NYMA*
22.50
VALLEY STREAM NY [redacted]
ANNUAL CHG
AMT PAID (INCL ADD CHG)
CZ154914 VOID IF ALTERED EXCEPT FOR ADDRESS
105.00

Roslyn AUTOGROUP
BUICK • PONTIAC • GMC
P.O. Box 351 • 1047 Northern Boulevard • Roslyn, NY 11576-0351
(516) 627-7300 • Fax (516) 627-8563
www.roslynautogroup.com

DATE: 10/10/06

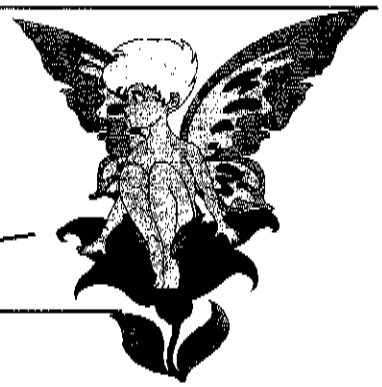
ATTENTION:

FAX# : 1866-842-9460

FROM: CHRISTINE X220

THIS FAX CONTAINS 11 PAGES INCLUDING THE COVER SHEET.

REGARDING: As Requested



Thank-you Have A Great Day!!

127785

ROSLYN AUTO GROUP
BUICK PONTIAC GMC

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351
(516) 627-7300 fax (516) 627-8725

Goodwrench Service Plus

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
15PNZ03K	3000 MILE SERVICE	MI		01PNZLOFMAINT	LUBE OIL FILTER	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/07/05	126969	2259	126	295	W	28PNZ	CHK FLASHERS/LAMPS
03/25/05	126712	2129	126	295	W	39PNZ	CHK ACCESSORIES
				295	W	68PNZ	CHK SQUEAKS&RATTLES
03/18/05	126564	1881	205	295	I	66PNZ	CHK INTERIOR TRIM

SALESPERSON NO.

S E R V I C E

STATE REG# R7083260

HAT NO.

VIN NO. 1G2ZH528554 [redacted]

YEAR/MAKE/MODEL 05/PONTIAC/G6/4 DOOR SEDAN

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 127785

DATE OUT

[redacted]
VALLEY STREAM, NY [redacted]

CUSTOMER NO. 41619 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 05/17/05

MILEAGE OUT

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

TURBO | ENG. PNZZ | AIR COND. Y | P.S. Y | TRANS A | MILEAGE 3,727 | ADVISOR NO. 205 | ADVISOR JOSEPH A DELEO

WAITING

[redacted] BUSINESS PHONE

TIME RECEIVED 07:50am | DATE/TIME PROMISED 05/17/05 06:00pm | PRIORITY

APPOINTMENT
☐ Yes
☒ No

LABOR RATE 94.00

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

CUSTOMER'S SIGNATURE X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 W 49PNZ04088 *DRIVERS DOOR WATER*
RECALL 04088 - DRIVERS DOOR WATER INTRUSION

2 W 01PNZMISC *MISCELLANEOUS*
O/S VIBRATION IN REAR WHILE DRIVING

MINIMUM DIAGNOSTIC LABOR CHARGE - 1 HOUR

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

STORAGE CHARGE IS $25.00 PER DAY 48 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

PRE-INSPECTION ESTIMATE
PARTS, MATERIAL & LABOR
PARTS $ _____
LABOR $ _____
TOTAL $

DELAYED ON REVISED ESTIMATE APPROVAL
PARTS $ _____
LABOR $ _____
TOTAL $

DATE | TIME
CALLED BY | PHONE
OK'D BY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

ANY WARRANTIES ON THE PRODUCT 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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

N.Y.S. REPAIR SHOP NO. 708 3260

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO INITIALS
TYPE:

	OIL QTS.		BRAKE FLUID GREASE		ANTI-FREEZE
	GAS GAL.		TRANS. FLUID		

Copyright © 1999 The Reynolds and Reynolds Company ERAINFWORK 0261511 (09/02)

TECH COPY

			TIME CLOCK
A	COMPLAINT: Perform Recall	DUE TO:	OFF / ON
	CAUSE:	CORRECTION:	OFF / ON
B	COMPLAINT: ~~Vibration in Rear of vehicle~~	DUE TO:	OFF / ON
	CAUSE: ~~Balance Rear Wheels Total 8 lb Wheel Straight~~	CORRECTION:	OFF / ON
C	COMPLAINT:	DUE TO:	OFF / ON
	CAUSE:	CORRECTION:	OFF / ON
D	COMPLAINT:	DUE TO:	OFF / ON
	CAUSE:		OFF / ON

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO	127785	TIME	OFF
	0	EMP. NO / OPER. NO	29		ON

PNCS127785 3

PNCS127785

Goodwrench Service Plus

ROSLYN AUTO GROUP
BUICK PONTIAC GMC

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351
(516) 627-7300 fax (516) 627-8725

Goodwrench Service Plus

0101IPNCS127785

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
41619	JOSEPH A DELEO 205		05/17/05	PNCS127785
[redacted]	LABOR RATE: 94.00 / LICENSE NO. / MILEAGE: 3,727		COLOR: /	STOCK NO.
VALLEY STREAM, NY [redacted]	YEAR / MAKE / MODEL: 05/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G 2 Z H 5 2 8 5 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 05/17/05	
[redacted] BUSINESS PHONE	COMMENTS			MO: 3727

LABOR & PARTS----------

J# 1 49PNZ04088 DRIVERS DOOR WATER HOURS: 0.20 TECH(S):295 WARRANTY

RECALL 04088 - DRIVERS DOOR WATER INTRUSION
REPROGRAM BCM 0.2
ADD:SPS REPROGRAM(FOR VEHICLE WITH REMOTE VEHICLE START SYSTEM) 0.2
PERFORM RECALL AS PER GM

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS----------
DELETED OPERATION(S)----------
01PNZMISC MISCELLANEOUS

TOTALS----------

PLEASE BE ADVISED THAT GENERAL MOTORS WILL BE SENDING OUT A CUSTOMER SERVICE SATISFACTION SURVEY BASED ON YOUR LAST SERVICE VISIT AT ROSLYN AUTO GROUP.IF YOU CAN NOT GIVE OUR SERVICE DEPARTMENT A 100% COMPLETELY SATISFIED RATING PLEASE CALL ERIC LUCHS SERVICE DIRECTOR AT 516-627-7300 OUR GOAL IS TO MAKE EVERY CUSTOMER 100% SATISFIED!!!! THANK YOU FOR CHOOSING ROSLYN AUTO GROUP AND WE LOOK FORWARD TO SEEING YOU AGAIN ON YOUR NEXT SERVICE VISIT!!!!

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**

ANY WARRANTIES ON THE PRODUCT 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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. (SEE BACK)

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS

THE FOLLOWING ARE NOT COVERED BY WARRANTY

FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS - AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION.

TIRES AND BATTERIES

WARRANTED AT MANUFACTURERS OPTION

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

CUSTOMER SIGNATURE

eup

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

X

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

MAY 1 9

BY:

Goodwrench Service Plus

Thank you for this opportunity to serve you.

NYS-MV R/S REG. NO. 708 3260

Goodwrench QUICK LUBE plus

SERVICE FILE COPY

[END OF INVOICE] 02:56pm

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Goodwrench Service

ROSLYN AUTO GROUP
BUICK PONTIAC GMC

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351
(516) 627-7300 fax (516) 627-8725

126969

Goodwrench Service

4 126969

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOFMAINT	LUBE OIL FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/25/05	126712	2129	126	295	W	39PNZ	CHK ACCESSORIES
				295	W	68PNZ	CHK SQUEAKS&RATTLES
03/18/05	126564	1881	205	295	I	66PNZ	CHK INTERIOR TRIM

SALESPERSON NO.

S E R V I C E

STATE REG# R7083260

HAT NO.	VEHICLE I.D. NO. TG2ZH528554 [redacted]	YEAR/MAKE/MODEL 05/PONTIAC/G6/4 DOOR SEDAN	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 126969	
DATE OUT	[redacted]	CUSTOMER NO. 41619	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 04/07/05
MILEAGE OUT	VALLEY STREAM, NY [redacted]	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
WAITING	R[redacted] BUSINESS PHONE	TURBO / MMC PNZZ	AIR COND. Y	P. S. Y	TRANS A	MILEAGE 2,259	ADVISOR NO. 126 / ADVISOR JOAN LOPEZ
APPOINTMENT ☐ Yes ☒ No	TIME RECEIVED 07:46am / DATE/TIME PROMISED 04/07/05 06:00pm	PRIORITY	LABOR RATE 94.00				

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

CUSTOMER'S SIGNATURE X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 **W** 28PNZ ***CHK FLASHERS/LAMPS***
INSTALL S O P REAR DOME LAMP

MINIMUM DIAGNOSTIC LABOR CHARGE - ½ HOUR

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

STORAGE CHARGE IS $25.00 PER DAY 48 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR
PARTS $ _____
LABOR $ _____
TOTAL $

DELAYED OR REVISED ESTIMATE APPROVAL	DATE	TIME
PARTS $ _____	CALLED BY	PHONE
LABOR $ _____	OK'D BY	
TOTAL $		

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N.Y.S. REPAIR SHOP NO. 708 3260

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO INITIALS
TYPE:

	OIL QTS.		GREASE GREASE		ANTI-FREEZE
	GAS GAL.		TRANS. FLUID		

126969

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126969

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126969

ROSLYN AUTO GROUP
BUICK PONTIAC GMC

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351
(516) 627-7300 fax (516) 627-8725

Goodwrench Service Plus

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
OTPNZLOFMAIN	LUBE OIL FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/25/05	126712	2129	126	295	W	39PNZ	CHK ACCESSORIES
				295	W	68PNZ	CHK SQUEAKS&RATTLES
03/18/05	126564	1881	205	295	I	66PNZ	CHK INTERIOR TRIM

SALESPERSON NO. S E R V I C E STATE REG# R7083260

HAT NO.	VEHICLE I.D. NO. 1G2ZH528554[redacted]	YEAR/MAKE/MODEL 05/PONTIAC/G6/4 DOOR SEDAN	PRODUCTION DATE	STOCK NO.	LICENSE NO	R. O. NO. 126969
DATE OUT	[redacted]	CUSTOMER NO. 41619	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO / R. O. DATE 04/07/05
	VALLEY STREAM, NY [redacted]	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
MILEAGE OUT		TURBO / M/ME PNZZ / AIR COND. Y / P. S. Y / TRANS A / MILEAGE 2,259		ADVISOR NO. 126	ADVISOR JOAN LOPEZ	
WAITING	RESIDENCE PHONE 516-792-0201	BUSINESS PHONE				
	TIME RECEIVED 07:46am	DATE/TIME PROMISED 04/07/05 06:00pm	PRIORITY			
APPOINTMENT ☐ Yes ☒ No		LABOR RATE 94.00				

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

CUSTOMER'S SIGNATURE X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 **W** 28PNZ ***CHK FLASHERS/LAMPS***
INSTALL S O P REAR DOME LAMP

MINIMUM DIAGNOSTIC LABOR CHARGE - ½ HOUR

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

STORAGE CHARGE IS $25.00 PER DAY 48 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR
PARTS $ _____
LABOR $ _____
TOTAL $

DELAYED OR REVISED ESTIMATE APPROVAL	DATE	TIME
PARTS $	CALLED BY	PHONE
LABOR $	OK'D BY	
TOTAL $		

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

ANY WARRANTIES ON THE PRODUCT 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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

N.Y.S. REPAIR SHOP NO. 70[illegible]

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO
TYPE:

OIL QTS.	REAR END GREASE	[illegible]	[illegible]TZE
GAS GAL.	TRANS. FLUID		

126969

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A	COMPLAINT: Headlines Rattle	DUE TO:	TIME CLOCK
	CAUSE: Remove rear dome lens assembly clip broken on housing Replace dome light assembly	CORRECTION:	OFF ON OFF ON
B	COMPLAINT:	DUE TO:	OFF ON OFF ON
	CAUSE:	CORRECTION:	OFF ON OFF ON
C	COMPLAINT:	DUE TO:	OFF ON OFF ON
	CAUSE:	CORRECTION:	OFF ON OFF ON
D	COMPLAINT:	DUE TO:	OFF ON OFF ON
	CAUSE:	CORRECTION:	OFF ON OFF ON

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO	126964	TIME	OFF
	3	EMP NO	795		ON
		OPER NO.			

Goodwrench Service Plus

ROSLYN AUTO GROUP
BUICK PONTIAC GMC

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351
(516) 627-7300 fax (516) 627-8725

PNCS126969

Goodwrench Service Plus

PNCS126969

0101PNCS126969

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
41619	JOAN LOPEZ 126		04/07/05	PNCS126969
[redacted]	LABOR RATE 94.00 / LICENSE NO. / MILEAGE 2,259		COLOR /	STOCK NO.
VALLEY STREAM, NY [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 5 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. N[redacted]		R. O. DATE 04/07/05	
[redacted]	BUSINESS PHONE / COMMENTS			MO: 2259

LABOR & PARTS----------

J# 1 28PNZ CHK FLASHERS/LAMPS HOURS: 0.30 TECH(S):295 WARRANTY
INSTALL S O P REAR DOME LAMP
RATTLE
CLIP BROKEN ON HOUSING
REPLACE HOUSING AND LAMP ASSM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	22732128	LAMP 11.927		WARRANTY
JOB # 1	1	22724304	HOUSING 11.927		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS----------

PLEASE BE ADVISED THAT GENERAL MOTORS WILL BE SENDING OUT A CUSTOMER SERVICE SATISFACTION SURVEY BASED ON YOUR LAST SERVICE VISIT AT ROSLYN AUTO GROUP.IF YOU CAN NOT GIVE OUR SERVICE DEPARTMENT A 100% COMPLETELY SATISFIED RATING PLEASE CALL ERIC LUCHS SERVICE DIRECTOR AT 516-627-7300 OUR GOAL IS TO MAKE EVERY CUSTOMER 100% SATISFIED!!!! THANK YOU FOR CHOOSING ROSLYN AUTO GROUP AND WE LOOK FORWARD TO SEEING YOU AGAIN ON YOUR NEXT SERVICE VISIT!!!!

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

ANY WARRANTIES ON THE PRODUCT 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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. (SEE BACK)

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4000 MILES. WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

THE FOLLOWING ARE NOT COVERED BY WARRANTY

FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS - AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION.

TIRES AND BATTERIES

WARRANTED AT MANUFACTURERS OPTION

THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS.

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

X
CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

GM Goodwrench Service Plus

Thank you

for this opportunity to serve you.

NYS-MV R/S REG. NO. 708 3260

GM Goodwrench QUICK LUBE plus

SERVICE FILE COPY

[END OF INVOICE 1 09:25am]

126712

ROSLYN AUTO GROUP
BUICK PONTIAC GMC

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351
(516) 627-7300 fax (516) 627-8725

Goodwrench Service Plus

126712

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZLOFMAINT	LUBE OIL FILTER	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/18/05	126564	1881	205	295	I	66PNZ	CHK INTERIOR TRIM

SALESPERSON NO.

S E R V I C E

STATE REG# R7083260

HAT NO.

VEHICLE I.D. NO. 1G2ZH528554[redacted]

YEAR/MAKE/MODEL 05/PONTIAC/G6/4 DOOR SEDAN

PRODUCTION DATE | STOCK NO. | LICENSE NO. | P. O. NO. 126712

DATE OUT [redacted]

VALLEY STREAM, N[redacted]

CUSTOMER NO. 41619 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 03/25/05

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.

MILEAGE OUT

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	PNZZ	Y	Y	A	2,129	126	JOAN LOPEZ

RE [redacted] BUSINESS PHONE

WAITING

TIME RECEIVED 09:14am | DATE/TIME PROMISED 03/25/05 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No

LABOR RATE 94.00

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

CUSTOMER'S SIGNATURE X

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 **W** 39PNZ ***CHK ACCESSORIES***
INSTALL $ O P MIRROR

.2

2 **W** 68PNZ ***CHK SQUEAKS&RATTLES***
CUSTOMER STATES RATTLE---HEADLINER AREA

1.1

1.3 total

MINIMUM DIAGNOSTIC LABOR CHARGE - ½ HOUR

SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

STORAGE CHARGE IS $25.00 PER DAY 48 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

PRE-INSPECTION ESTIMATE
PARTS, MATERIAL & LABOR
PARTS $ _____
LABOR $ _____
TOTAL $

DELAYED OR REVISED ESTIMATE APPROVAL | DATE | TIME
PARTS $ _____ | CALLED BY | PHONE
LABOR $ _____ | OK'D BY
TOTAL $

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N.Y.S. REPAIR SHOP NO. 708 3260

DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO
TYPE:

OIL QTS.	BLEND LBS	ANTI-FREEZE
GAS GAL.	TRANS. FLUID	

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TECH COPY

126712

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A	COMPLAINT: Vanity cover broken	DUE TO:	TIME CLOCK
	CAUSE: Replace sunvisor	CORRECTION:	OFF / ON / OFF / ON
B	COMPLAINT: states a rattle in front and Rear of headliner	DUE TO:	OFF / ON
	CAUSE: R&R Headliner Installed foam padding In front & Rear of vehicle Road Tested - problem solved	CORRECTION:	OFF / ON
	Part on order	DUE TO:	OFF / ON
C	CAUSE:	CORRECTION:	OFF / ON
	COMPLAINT:	DUE TO:	OFF / ON
D	CAUSE:		OFF / ON / OFF / ON / OFF / ON / OFF / ON / OFF / ON / OFF / ON

FLAT RATE	VIN 5	National Auto Dealers Service	TIME	DLR NO. 3155
1	EMP NO. 0295	RO. NO. 126712		5/04/08

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.			TIME	OFF
	1.3	EMP NO	OPER NO	26712		ON

22732128
22724304

PNCS126712 9

PNCS126712

Goodwrench Service Plus

ROSLYN AUTO GROUP
BUICK PONTIAC GMC

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351
(516) 627-7300 fax (516) 627-8725

Goodwrench Service Plus

0101IPNCS126712

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
41619	JOAN LOPEZ 126		03/29/05	PNCS126712

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	94.00		2,129	/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
VALLEY STREAM, NY [redacted]	05/PONTIAC/G6/4 DOOR SEDAN		

	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	1 G 2 Z H 5 2 8 5 5 4 [redacted]		

	F. T. E. NO.	P. O. NO.	R. O. DATE
			03/25/05

[redacted]	BUSINESS PHONE	COMMENTS	MO: 2129

LABOR & PARTS----------

J# 1 39PNZ CHK ACCESSORIES HOURS: 0.20 TECH(S):295 WARRANTY

CUST STATES MIRROR COVER ON SUNSHADE BROKE OFF
REPLACE LEFT SUNSHADE ASSEMBLY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		10381583	SUNSHADE 10.203		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 68PNZ CHK SQUEAKS&RATTLES HOURS: 1.10 TECH(S):295 WARRANTY

CUSTOMER STATES RATTLE---HEADLINER AREA
LOWER HEADLINER ASSEMBLY-CHECK AND FOUND REAR DOAM LIGHT
ASSEMBLY CRACKED AND NOT ENOUGH INSULATION FOR PADDING
REPAD HEADLINER AND ORDER LAMP ASSEMBLY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

TOTALS----------

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

CUSTOMER SIGNATURE

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TIRES AND BATTERIES

WARRANTED AT MANUFACTURERS OPTION

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TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

X

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

Goodwrench Service Plus

Thank you

for this opportunity to serve you.

NYS-MV R/S REG. NO. 708 3260

Goodwrench QUICK LUBE plus

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 ACCOUNTING COPY [END OF INVOICE] 04:20pm

CUNNINGHAM MOTORS

40-40 172 Street
Flushing, NY,
New York, 11358

Phone: 718-849-4400
Fax718-849-4400
Website: www.cunninghamny.com

BUICK PONTIAC GMC

October 10, 2006

GM BUSINESS RESOURCE CENTER

BY FAX 866-842-9460

Re: Melanie Magaril 2005 GT

Dear Ms Carter,

Enclosed are the documents requested .

Yours truly,

Jim Raffa

HUMMER

GMC

General Motors Business Resource Center

FAX

To: Jim Raffa
Company:
Fax: 718-849-4605
Phone:

From: Leana Carter
Fax: 866-842-9460
Phone:
E-mail:

cc:

NOTES:

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Friday, October 06, 2006

Jim Raffa
Cunningham Pontiac Buick GMC
40-40 172ND St.
Flushing, NY 11358

Re: [redacted]
Siebel Request: 1-436928539
2005 Pontiac G6 GT
VIN # 1G2ZH528554[redacted]

Dear Jim Raffa :

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,

Leana Carter
BRC Customer Relationship Manager
Ph# 800-231-1841, {Ext} 21635
FAX# 866-842-9460

THIRD PARTY GUARANTY

This Guaranty relates to the following Retail Instalment Contract:

Date: JANUARY 11 2005
(Mo.) (Day) (Year)

Seller: CUNNINGHAM MOTORS

Buyer: [redacted]

Goods Purchased: 2005 PONTIAC G-6

Identification Number: 1G2ZH528554 [redacted]

In consideration of the Seller making the Contract described above, I hereby guarantee to the Seller, or any assignee of the Contract, payment of all payments required under the Contract. I agree to pay on demand the full amount remaining unpaid if the Buyer (1) fails to pay any payment when it is due, or (2) breaks any of the agreements in the Contract.

My liability shall not be affected by any settlement or extension of the Contract, or by any change to Contract terms caused by the discharge or release of the obligation of the Buyer or any other interested person, by operation of law or otherwise.

I hereby waive notice of acceptance of this Guaranty; notices 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.

I signed this Guaranty and received copies of the Retail Instalment Contract described above and of this Guaranty on JANUARY 11 2005
(Mo.) (Day) (Year)

[redacted]
(Guarantor Signs)

[redacted]
(Witness Signs) (Mo.) (Day) (Year)

[redacted]
(Name)

[redacted]
(Address)

VALLEY STREAM, NY [redacted]

GMAC 154
Printed in U.S.A. 6/2000 (6)

2005 G6 - GT SEDAN
59U GRANITE METALLIC /V6G
192 EBONY
ORDER NO. HQBVCZ/TRE[redacted] STOCK NO.
VIN 1G2 ZH52 85 54[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD49312505

**********[redacted]**********S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 10/19/04
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 10/19/04
A51 LEATHER PACKAGE:	1365.00	1214.85	EXP I/T 10/29/04
* LEATHER APPOINTED SEATING			INT COM 10/29/04
* 6-WAY POWER DRIVER SEAT			PRC EFF 10/19/04
* HEATED FRONT SEATS			KEYS G0401 G0401
* LEATHER WRAPPED STEERING WHL			WFP-F QTR OPT-1
* STEERING WHEEL RADIO CONTROLS			BANK: GMAC - 103
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			CHG-TO 02-144
FR9 AXLE RATIO 3.29	N/C	N/C	SHIP WT: 3453
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	HP: 32.9
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	GMS: 24488.90
NE1 50-STATE EMISSIONS	N/C	N/C	SUPPLR: 25587.53
PCH PREMIUM VALUE PACKAGE INCLUDES	3145.00	2799.05	MRM: 28590.00
* (4) WHEELS, 17" CHROMETECH			MEMO 1273.25
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			
* PANORAMIC ROOF, POWER			
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	

VM 10/20

3117

VM 11/24

TOTAL MODEL & OPTIONS	26965.00	24597.85	ACT 231	24413.90
DESTINATION CHARGE	625.00	625.00	H/B 261	808.95
LAM DEALER CONTRIBUTION		269.65	ADV 261	269.65
LAM GROUP CONTRIBUTION		269.65	EXP 65A	269.65
TOTAL	27590.00	25762.15	PAY 310	25762.15

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 24603.70

****

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

****

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

CUNNINGHAM, PONTIAC BUICK GMC

REMIT TO GMAC NO. 103
VIN 1G2ZH528554[redacted]
$ 25762.15 INV 2AD49312505
DUE 10/29/04 DEALER 02-144

CUNNINGHAM MOTORS, INC.

PONTIAC

PARTS & SERVICE
40-40 172 Street
FLUSHING, N.Y. 11358
Tel. 718-849-4400
Fax 718-849-4605

NEW CAR SHOWROOM
214-27 Northern Blvd.
BAYSIDE, N.Y. 11361
Tel. 718-459-8200
Fax 718-459-4810

USED CAR SHOWROOM
113th Street & Atlantic Ave.
Richmond Hill, New York 11418
718-805-4856

GMC TRUCKS

SOLD TO [redacted]

ADDRESS [redacted]

VALLEY STREAM NY [redacted]

INVOICE 0962

DATE 01/11/05

YEAR	NEW OR USED	MAKE	COLOR	MODEL	INVOICE	STOCK NO.	CUST. NO.	USED STK. NO.	SOURCE
2005	NEW	PONTIAC	GY	G6	09628	3117	N/A		

VIN 1G2ZH528554 [redacted] KEY NOS. G0401

SALESMANS NUMBER SAM MODEL NUMBER 27H69

INSURANCE COVERAGE INCLUDES

- ☐ FIRE & THEFT
- ☐ COLLISION - AMT. DED. $
- ☐ PUBLIC LIABILITY - AMT. $
- ☐ PROPERTY DAMAGE - AMT. $

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE
AP3, A51, FR9, LX9, MX0, NE1, PCH, R6J, VK3, 1SZ		

PRICE REFLECTS ALL REBATES WHICH ARE ASSIGNED TO DEALER.
CUST HOME PH: [redacted]
CUST BUS PH:

"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, CUNNINGHAM MOTORS, INC., CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY."

ANY WARRANTIES ON THE PRODUCT 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 OF 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 PRODUCT.

DESCRIPTION OF TRADE-IN

YEAR	MAKE	BODY COLOR	MODEL

VIN

"Dealer's optional fee for processing application for registration and/or certificate of title, and for securing special or distinctive plates (if applicable). *THIS IS NOT A DMV FEE* *$45.00"

*The optional dealer registration or title application processing fee ($45.00 maximum) and special plate processing fee ($5.00 maximum) are not New York State or Department of Motor Vehicles fees. Unless a lien is being recorded or the dealer issued number plates, you may submit your own application for registration and/or certificate of title or for a special or distinctive plate to any motor vehicle issuing office.

DESCRIPTION	ACCT. NO.	SALE	K	COST
NEW INV. CUC	@		-	
NEW CAR RETAIL	4	26175.60	-	
INVENTORY NEW CAR	231		-	
NEW TRUCKS	4	N/A	-	
USED CAR RETAIL		N/A	-	
USED CAR WHOLESALE			-	
DEALERS	905A	N/A	-	
SALES TAX	324	2290.37	-	
LICENSE AND TITLE	905A	156.00	-	
NYS TIRE FEE		12.50	-	
TOTAL CASH PRICE		28634.47		
FINANCING		24384.47		
INSURANCE		N/A		
TOTAL TIME PRICE				
DEPOSIT	220B	500.00	+	
CASH ON DELIVERY	220A	2500.00	+	
REBATE	261R	1250.00	+	
TRADE-IN ALLOWANCE		N/A		
PAYMENTS MONTHS @ DOLLARS PER MONTH				
TOTAL				
PAY OFF BALANCE OWING FINANCE CO.	220C	N/A	+	
FINANCE CONTRACT	205		+	
VALUE OF TRADE-IN(S)	N/A 240	N/A	+	
		N/A	+	

FORM VIM-3131-C (5-90)

SmartBuy℠ WORKSHEET

Customer Name: [redacted] Dealership Name: CUNNINGHAM MOTORS INC.

Term (Months): 36 Vehicle Description: Year: 2005 Make: PONTIAC Model: G6

Application Number: Rate (% APR): 3.50 VIN: 1G2ZH528554[redacted]

MAXIMUM AMOUNT FINANCED COMPUTATION

1. MSRP From Factory Invoice $ 28590.00
2. Eligible Dealer Installed Options (Suggested Retail or Cost Plus 20%)
   Less: Equipment Removed From Vehicle N/A
   +/– $ N/A
   +/– $ 28590.00
3. Adjusted MSRP (Line 1 +/– Line 2) = $ 26175.60
4. Vehicle Selling Price $ 2290.37
5. Sales Tax 8.75 % + $ 156.00
6. Title Fee + $ N/A
7. License/Registration Fee TIRE FEE + $ 12.50
8. Other Tax or Fee + $ N/A
9. Mech Warranty/Service Agreement + $ 4250.00
10. Less: Down Pmt/Rebate/Trade Equity – $
11. Subtotal to Calculate Life/A&H Premium (Line 4+Line 5+Line 6+Line 7+Line 8+Line 9–Line 10) = $ 24384.47
12a. Life Insur./Decr decimal + $ N/A
12b. Life Insur./Level decimal + $ N/A
13. Disability Insur. decimal + $ N/A
14. Total Amount Financed (Contract Line 5*) (Line 11+Line 12a+Line 12b+Line 13) = $ 24384.47
15. Maximum Amount to be Financed (Line 3+Line 5+Line 6+Line 7+Line 8+Line 9+ Line 12a+12b+Line 13) = $ 31048.87

If Line 14 Exceeds Line 15 *STOP*. Amount Financed Exceeds Maximum Amount Allowed.
*Contract Line 11 in Nevada

EXCESS MILEAGE ADJUSTMENT COMPUTATION

16. Contracted Total Mileage (Monthly Mileage x Term) 36000
17. Less: Standard Total Mileage Allowance – 45000
18. Total Excess Mileage = N/A
19. Times Excess Mileage Rate (¢ per mile) X .20
20. Excess Mileage Adjustment = $ N/A

FINAL PAYMENT COMPUTATION

21. Adjusted MSRP (from Line 3) 28590.00
22. Option Package Discount (if any) = $ N/A
23. Total Gross MSRP (Line 21 + Line 22) + $ 28590.00
24. Residual Factor % (from RVLG) = $ 56.00%
25. SUBTOTAL (Line 23 x Line 24) = $ 16010.40
26. Less Excess Mileage Adjustment (Line 20) = $ N/A
27. Less Other Factors Affecting Depreciation (e.g. demo and company car beginning mileage) – $ N/A
28. FINAL PAYMENT AMOUNT (Line 25 – Line 26 – Line 27) = $ 16010.40

MONTHLY PAYMENT COMPUTATION

Using the HP-41CV equipped with a GMAC Financing III Module make the following entries:

1. Press EQ PMT Key to clear HP memory
2. Press BALLOON Key—PMT is Displayed
3. Press the R/S Key—BALLOON is Displayed
4. Enter FINAL PMT AMT—Line 28 (left side wksht)
5. Press the R/S Key—RATE is Displayed
6. Enter the Rate (% APR)
7. Press the R/S Key—TERM is Displayed
8. Enter the Term (12-48 Months)
9. Press the R/S Key—ODD DAYS is Displayed
10. Enter the Number of Days Over 1 Month
11. Press R/S Key—AMT TO FIN is Displayed
12. Enter the Amount on Line 11 (left side of wksht)
13. Press the R/S Key—LIFE is Displayed
14. Enter LIFE Rate (If applicable; enter 0 if N/A)
15. Press the R/S Key—LEV is Displayed
16. Enter LEV Rate (If applicable; enter 0 if N/A)
17. Press the R/S Key—AH is Displayed
18. Enter A&H Rate (If applicable; enter 0 if N/A)
19. Press the R/S Key—BALL (Final Pmt Amt) is Displayed
20. Press the R/S Key—PMT (Monthly Pmt Amt) is Displayed

MONTHLY PAYMENT AMOUNT $ 299.98

General Motors Car and Truck Divisions
CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [redacted]
VIN: 1G2ZH528554 [redacted] **(or see attached list*)**

CUSTOMER INCENTIVE(S)

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: **(a)** ___ to the down payment 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
	$500.00	DPA
	$750.00	DCC
	$	
	$	
	$	
Total Incentive Amount Received	$	

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 01/11/05 I acknowledge receipt of incentive(s) as described in Item #__ and release [redacted] or obligation for incentive(s) on this unit.

Purchaser/~~Lessee~~ Signatu[redacted] Date: 01/11/05

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

Authorized Dealer Signature: _____ Date: 01/11/05
Dealership Name: CUNNINGHAM MOTORS Dealer Code: 02144

* 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 99GMACK2/GM-3795 (9/99)

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

Reacquired Vehicle Disclosure Center

Case Number: 22030

Originator Name: Christine Putnam
Created Date: 10/25/2006

Vehicle Info

* VIN:	1G2ZH528554[redacted]	MSRP:	0.0		
Year:	2005	Make:	Pontiac	Model:	G
* TAC Number:	none	Vehicle Comments & TAC Explanation:	TAC was not contacted for this case because the concerns stated by t customer were not able to be duplicated, TAC requires that you duplic the concern when you contact them.		
* Date Reviewed with Customer :		* Repurchase Mileage:	19047		
Original Purchase Date:		* Original Purchase Condition:	New		

Vehicle Owner(s)

Entity Type:	Person				
* Name(s) on Title:	[redacted]	* Title State:	NY		
* Primary Owner:	[redacted]				
* Address:	[redacted]				
* City:	Lynbrook	* State:	NY	* ZIP Code:	11
* Day Phone:	[redacted]	Evening Phone:	[redacted]	Cell Phone:	n/
E-mail:	[redacted]	Fax Phone:	n/a		

Repurchase

* Reason:	Customer states vehicle will not start at times, it cranks but will not start. Dealer performed ignition systems check but could not duplicate concern. Customer stated this concern several times but dealer was never able to duplicate. Customer states that the gauges at times will all read zero, Dealer performed electrical systems check and checked all power to guages and no problem found. Customer stated this concern several times but dealer was never able to duplicate. Customer states the steering locks up intermittently. Customer stated this several times but dealer was never able to duplicate.

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
M01	N30	J55		

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company Name:**	GMAC	**Account #:**	
Contact or Attention:	Bonnie Magaril				
Address:	1054 Heatherfield Rd				
City:	Valley Stream	**State:**	NY	**ZIP Code:**	11
*** Day Phone:**	718-281-6492	**Fax:**	n/a	**E-mail/Web:**	n/

Originial Selling Dealer

*** Dealer Number:**	115491	**Dealer Name:**	CUNNINGHAM, PONTIAC BUICK GMC	**Region: 40**	**Di**
*** Phone:**	(718) 459-8200	**Fax:**	(718) 459-4810		
*** Contact Name:**	Jim Raffa	*** Contact Title:**	Service Manager	**E-mail:**	n/

Repurchasing Dealer: [GM Dealer]

*** Dealer Number:**	151783	**Dealer Name:**	MORRISSEY PONTIAC-GMC	**Region: 40**	**Di**
*** Phone:**	(516) 678-6200	**Fax:**	(516) 678-9588		
*** Contact Name:**	Mike Froelich	*** Contact Title:**	Service Manager	**E-mail:**	n/

Repair Dealer

*** Contact Name:**	Mike Froelich	*** Contact Title:**	Service Manager

Vehicle Location: [GM Dealer]

*** Dealer Number:**	151783	**Dealer Name:**	MORRISSEY PONTIAC-GMC	**Region: 40**	**Di**
*** Phone:**	(516) 678-6200	**Fax:**	(516) 678-9588		
*** Contact Name:**	Mike Froelich	*** Contact Title:**	Service Manager	**E-mail:**	n/

Transaction Details:

Siebel Request #:	1-436928539	*** Disposition:**	Unselected Auction
*** Transaction State:**	NY	*** Transaction Type:**	Straight Repurchase
*** Transaction Source:**	AVM Voluntary		
Replacement VIN:			
MSRP:	0.0		

Repurchase

*** Processing Instructions:**	Note: The Day Phone given in step two is [redacted] day phone number, I do not have a number for [redacted] who is the person that signed the GMAC agreement.

Disposition

* **Disposition Instructions:** Hold for TAC review.

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Waived	NA	Usage per Lemon Law	0
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Customer responsible for fees only Licnese & Title Fee $156.00 + NYS Tire Fee $12.50= $168.50	168.50
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Does Not Apply	NA	Negative Equity	0
Over Allowance Amount	Does Not Apply	NA	Over Allowance	0

Print Close

2005 G6 - GT SEDAN PONTIAC/GMC DIVISION
59U GRANITE METALLIC /V6G GENERAL MOTORS CORPORATION
192 EBONY 100 RENAISSANCE CENTER
ORDER NO. HQBVCZ/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1G2 ZH52 85 54[redacted] VEHICLE INVOICE 2AD49312505
**********16*02144S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 10/19/04
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 10/19/04
A51 LEATHER PACKAGE:	1365.00	1214.85	EXP I/T 10/29/04
* LEATHER APPOINTED SEATING			INT COM 10/29/04
* 6-WAY POWER DRIVER SEAT			PRC EFF 10/19/04
* HEATED FRONT SEATS			KEYS G0401 G0401
* LEATHER WRAPPED STEERING WHL			WFP-F QTR OPT-1
* STEERING WHEEL RADIO CONTROLS			BANK: GMAC - 103
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			CHG-TO 02-144
FR9 AXLE RATIO 3.29	N/C	N/C	SHIP WT: 3453
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	HP: 32.9
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	GMS: 24488.90
NE1 50-STATE EMISSIONS	N/C	N/C	SUPPLR: 25587.53
PCH PREMIUM VALUE PACKAGE INCLUDES	3145.00	2799.05	MRM: 28590.00
* (4) WHEELS, 17" CHROMETECH			MEMO 1273.25
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			
* PANORAMIC ROOF, POWER			
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	

TOTAL MODEL & OPTIONS	26965.00	24597.85	ACT 231	24413.90
DESTINATION CHARGE	625.00	625.00	H/B 261	808.95
LAM DEALER CONTRIBUTION		269.65	ADV 261	269.65
LAM GROUP CONTRIBUTION		269.65	EXP 65A	269.65
TOTAL	27590.00	25762.15	PAY 310	25762.15

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 24603.70
****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 103
CUNNINGHAM, PONTIAC BUICK GMC VIN 1G2ZH528554[redacted]
$ 25762.15 INV 2AD49312505
DUE 10/29/04 DEALER 02-144

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
1-436928539

Customer Name
[redacted]

Worksheet Filled Out By:
Yvonne Cervantes

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:
1G2ZH528554[redacted]

Date:
November 18, 2006

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$26,175.60	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	NYS Tire Fee	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$26,175.60**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$0.00**	12	*** Usage/Depreciation**	**$0.00**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$1,250.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$24,925.60**	22	**Total Deductions**	**$1,250.00**	22	**Total Deductions**	**$0.00**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$24,925.60**	24	**Total Refund to Customer**	**$0.00**
25	**OR**		25	Loan Payoff good thru 12/5/06	$19,532.36	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$5,393.24**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$24,925.60**	28	**Total Repurchase**	**$0.00**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$24,925.60**	31	**Projected Loss**	**$0.00**

PURCHASE PRICE (before t/t/t)	$ 26,175.60	TRADE ALLOWANCE	$ -	PURCHASE PRICE	$ 2,675.60
MSRP (FROM BARS INVOICE)	$ 27,590.00	PAYOFF OF TRADE	$ -	INCENTIVE* (from BARS)	$ 1,250.00
DIFFERENCE	$ (1,414.40)	DIFFERENCE	$ -	OVERALLOWANCE	$ -
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ 1,425.60
		TRADE ALLOWANCE	$ -		
		ACV OF TRADE	$ -	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	$ -	Include GM card points	
		ACV=actual cash value		Form Rev. 04/28/2006	

Case Number	PGM0664293
Name	[redacted]
City-State-Zip	Lynbrook, NY [redacted]
Phone #	[redacted]
Specialist	John Ryan jryan@cbbb.bbb.org
Start Date	Not Started
Close Date	Not Started
Days Elapsed	38
Attorney	
Arbitrator	

FTP Info passed to IBM

Req	Type	Sent	Event Information (Location)
NEW	A01	10/06/2006	Internet Case

Documents:

Please ONLY CLICK ONCE! View Selected Documents

Select	Type	Description	Date
☐	m01	CCF To Manufacturer	10/06/06
☐	ccf	Customer Claim Form	10/06/06
☐	prgm	Program Summary	10/06/06

Time Line:

Step Dated	Description	Dated By
Not Yet Dated	Date Claim Opened	N/A
10/06/06	Claim Sent to Mfr	norma
10/06/06	Date Claim Taken	norma

Reports:

On-Line CRM Tickler

Recent FTP Cases

Closed Cases Report

On-Line Tickler for Managers

New On-Line Tickler for Managers

Upcoming Hearings Schedule

2005 G6 - GT SEDAN PONTIAC/GMC DIVISION
59U GRANITE METALLIC /V6G GENERAL MOTORS CORPORATION
192 EBONY 100 RENAISSANCE CENTER
ORDER NO. HQBVCZ/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1G2 ZH52 85 54127637 VEHICLE INVOICE 2AD49312505
**********16*02144S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 10/19/04
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 10/19/04
A51 LEATHER PACKAGE:	1365.00	1214.85	EXP I/T 10/29/04
* LEATHER APPOINTED SEATING			INT COM 10/29/04
* 6-WAY POWER DRIVER SEAT			PRC EFF 10/19/04
* HEATED FRONT SEATS			KEYS G0401 G0401
* LEATHER WRAPPED STEERING WHL			WFP-F QTR OPT-1
* STEERING WHEEL RADIO CONTROLS			BANK: GMAC - 103
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			CHG-TO 02-144
FR9 AXLE RATIO 3.29	N/C	N/C	SHIP WT: 3453
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	HP: 32.9
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	GMS: 24488.90
NE1 50-STATE EMISSIONS	N/C	N/C	SUPPLR: 25587.53
PCH PREMIUM VALUE PACKAGE INCLUDES	3145.00	2799.05	MRM: 28590.00
* (4) WHEELS, 17" CHROMETECH			MEMO 1273.25
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			
* PANORAMIC ROOF, POWER			
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	

TOTAL MODEL & OPTIONS	26965.00	24597.85	ACT 231 24413.90
DESTINATION CHARGE	625.00	625.00	H/B 261 808.95
LAM DEALER CONTRIBUTION		269.65	ADV 261 269.65
LAM GROUP CONTRIBUTION		269.65	EXP 65A 269.65
TOTAL	27590.00	25762.15	PAY 310 25762.15

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 24603.70
****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

CUNNINGHAM, PONTIAC BUICK GMC

REMIT TO GMAC NO. 103
VIN 1G2ZH528554127637
$ 25762.15 INV 2AD49312505
DUE 10/29/04 DEALER 02-144

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

Revised 7/21/04

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

Customer: [redacted] **Request #:** 1-436928539 **BBB#:** PGM0664293

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)	$26,175.60
MSRP (from BARS Invoice) *Note: If GMS price, use in place of MSRP price*	$27,590
Difference (If positive, look for Over Allowance) **If no Trade in, have Dealer explain why customer paid more than MSRP**.	$(1414.40)

Trade Allowance (from dealer Bill of Sale)	$0
Actual Cash Value Statement	$0
Difference (if positive, this is the overallowance)	$0

Payoff or Lien amount from Bill of Sale *(If dealer added negative equity into contract, do not subtract)*	$0
Actual Cash Value Statement	$0
Difference (if positive, this is the negative equity)	$0

If Over Allowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, **verify** with Team Manager before submitting information to BBB

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$26,175.60
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$500.00

Overallowance and/or Negative Equity minus	$0
Actual price of Vehicle that should be presented to BBB for ATA	$25,675.60

ADR File Checklist

SR Number:1-436928539 **BBB Case:** PGM0664293
Customer:[redacted] **VIN:1G2ZH528554**[redacted]
Make/Model/Year: Pontiac/G6 GT/2005 **In Service**: 1/11/2005 **Mileage**: 19,047
Received Date: 10/06/06 **Day 15 Date:** 10/21/06 **Goes Active:**
Primary Concern: Customer would like an early release from her lease as she no longer wishes to drive a GM vehicle.

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

☒ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** 10/09/06 / 9:11am
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 10/06/06 / 2:57pm
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time: 10/06/06** / 3:13pm

☒ **Repair Orders Requested:** **Received:** 10/18/06

☒ **Sales Documents:** **Received:** 10/18/06

☒ **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:** /

AVM: Tom Russo **Node/Box:** 914055/ 8488
Service Dealer: Morrissey Pontiac **Svc Mgr: Mike Froelich**
Selling Dealer: Cunningham Pontiac **Contact: Jim Raffa**

NOTES:

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Friday, October 06, 2006

Jim Raffa
Cunningham Pontiac Buick GMC
40-40 172ND St.
Flushing, NY 11358

Re: [redacted] (Vehicle under Lyle Magaril)
Siebel Request: 1-436928539
2005 Pontiac G6 GT
VIN # 1G2ZH528554[redacted]

Dear Jim Raffa :

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,

Leana Carter
BRC Customer Relationship Manager
Ph# 800-231-1841, {Ext} 21635
FAX# 866-842-9460

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Tuesday, October 10, 2006

Mike Sroelich
Morrissey Pontiac-GMC
510 Sunrise Hwy
Rockville Centre, NY 11570

Re: [redacted]
Siebel Request: 1-436928539
2005 Pontiac G6
VIN # 1G2ZH528554[redacted]

Dear Mike Sroelich :

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,

Leana Carter
BRC Customer Relationship Manager
Ph# 800-231-1841, {Ext} 21635
FAX# 866-842-9460

Case Assessment By:Leana Carter		Siebel/CARS Request #:1-436928539	
Customer Name:[redacted]			
Veh year:2005	Make:Pontiac	Model:G6	Current mileage:19047
Veh ID #:1G2ZH528554[redacted]	In Service Date:1/11/2005	Purchased:Leased New	If used:
What is the customer seeking?Customer is seeking an early release from her lease, and she does not want another GM product.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
03/25/05	126712	2129	1	Cust sts mirror cover on sunshade broke off, replace left sunshade assembly// Cust sts rattle, headliner area, lower headliner assembly check and found rear dome light assembly cracked and not enough insulation for padding, repad headliner and order lamp assembly
04/07/05	126969	2259	1	Install sop rear dome lamp rattle, clip broken on housing replace housing and lamp assm
05/17/05	127785	3727	1	Recall 04088-drivers door water intursion reprogram BCM 0.2, add: SPS reprogrammer (for vehicle with remote vehicle start system) 0.2, perform recall as per GM
10/14/05	73833	7437	1	Customer request: lube oil and filter change, changed oil and filter, lubed chassis// Cust sts ck rattling noise from sunroof while driving, road tested vehicle, checked sunroof, R/R sunvisors, windshield moldings, and lowered headliner, retorqued all sunroof module bolts, test drove vehicle// Cust sts ck at times vehicle will not start, cranks but does not start, performed ignition systems check no problem found at this time// Cust sts ck at times when vehicle is started gauges inop, performed electrical systems check, checked all power to gauges, no problem found// Cust sts r/s sunvisor broke off ordered new sunvisor// Cust sts ck brakes squeak when stopping, road tested vehicle, checked brakes, found front brake pads has heat cracks, found rotor run out exceeded specs, replaced front brake pads, resurfaced front rotors
11/08/05	74377	8456	1	Replace vanity mirror cover pass side, checked vanity mirror cover, found cover came apart, replaced R/S vanity mirror cover.
12/08/05	75066	10,015	1	Customer sts engine won't start, random, performed diag, performed systems check, checked electrical circuits, unable to duplicate concern at this time// Cust sts brakes screech and pedal goes to the floor, performed diag, performed systems check, performed visual inspection, checked fluids, unable to duplicate of find cause for customers concern// Cust sts while driving steering wheel locks up at random for about 7 seconds, performed diag, performed systems check, checked for bulletins (none for this concern), performed road test, unable to duplicate or find cause for customers concern// Cust sts at times

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

				gauges all read zero, performed diag, performed visual inspection, checked circuits, unable to dulicate or find cause for customers concern// Cust sts sunroof rattles, performed diag, perforned systems check, performed visual inspection, found bracket is out of alignment, realigned bracket
05/04/06	78360	14,433	1	Changed oil and filter, lubed chassis// Customer sts driver's side direct and brake lights inop, replaced driver's side tail light bulb
09/07/06	80974	18,996	1	Customer sts steering wheel locks up at times, could not verify complaint at this time// Customer sts car cranks over but does not start at times, could not duplicate complaint at this time// Customer sts rattle from dash and sunroof R&R sun roof panaromic module assembly to perform tech, bulletin 05-08-67-014C to correct creaking noise-road tested several times to verify repair (1.1 hr straight time), need more time to check dash rattle// Customer sts front seats are loose, checked both front seats - ok// Customer sts steering wheel finish is peeling, ordered steering wheel - warranty// Customer sts dash panel finish peeling by radio, ordered radio dnob - warranty// Customer sts whistling noise from rear when driving, could not verify complaint on road tests// Cutomer sts all gauges not working at times, could not duplicate complaint at this time
10/02/06	81413	19,014	1	Customer sts rattle in dash, verified complaint - R&R upper floor module assembly to correct rattle complaint// Customer sts replace sop steering wheel finish is peeling steering wheel replaced// Customer sts replace sop radio knob - finish is peeling radio knob replaced// Customer sts car cranks weakly but doesn't start - at times, could not duplicate complaint// Customer sts the left side signal is inop, replaced L/R directional light bulb

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

OTHER SYMPTOM/CONCERN:

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

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

Total Days Out of Service: 9____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?
Customer is eligible based on time and mileage parameters for the New York State Lemon Law.

DVM and/or DEALER RECOMMENDATION(s):DVM recommends to repurchase the vehicle from the customer. The terms of the offer are that all usage fee is being waived in exchange for customer paying any fees, these fees include the licence and title and New York state tire fee and all three of these come to approx $168.00. The customer has accepted the offer.

CRS RECOMMENDATION & RATIONALE (EXPLAIN):CRS recommends to repurchase the vehicle under the terms given above.

Decision reached by CRS: Arbitrate case: [ ] Settle case: [X]

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

November 30, 2010

Dealer Confirmation Letter-Straight

MORRISSEY PONTIAC-GMC
510 SUNRISE HWY
ROCKVILLE CENTRE, NY 11570

Subject: 2005 Pontiac G6
Customer: [redacted]
VIN: 1G2ZH528554[redacted]
REF SR: 1-436928539 V-22030

Dear Mike Froelich:

General Motors will issue a check in the amount of $5,393.24 made payable to [redacted] Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $19,532.36 to **GMAC**. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Wednesday November 22, 2006. If you have any questions you may reach me at 866-802-6625 ext2305.

MORRISSEY PONTIAC-GMC 151783 Management Agent's Signature and Title.

MORRISSEY PONTIAC-GMC 151783 Management Agent's Printed Name and Title.

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

November 30, 2010

[redacted]
Pulaski, VA [redacted]

Service Request: 1-439657377
Customer Relationship Specialist: Melanie Long

Dear [redacted]

Chevrolet is pleased to provide service coverage for the steering system on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52815F[redacted] This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 25, 2009, or 96,004 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 items are covered:

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

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

If you have any future questions, 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.

November 30, 2010

[redacted]
Plant City, FL [redacted]

Service Request: 1-439657377
Customer Relationship Specialist: Krista Farquharson

Dear [redacted]:

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

If you have outstanding issues, please feel free to contact us at 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. 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.

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

Sincerely,

Chevrolet Customer Assistance Center

November 30, 2010

[redacted]
Plant City, FL [redacted]

Service Request: 1-439657377
Customer Relationship Specialist: Krista Farquharson

Dear [redacted]:

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

If you have outstanding issues, please feel free to contact us at 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. 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.

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

Sincerely,

Chevrolet Customer Assistance Center

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

Revised 11/8/06

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

Customer: [redacted] **Request #:** 1-439873718 **BBB#:** PGM0666044

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)	$
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 *(If dealer added negative equity into contract, do not subtract)*	$
Actual Cash Value Statement	$
Difference (if positive, this is the negative equity)	$

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

Purchase Price (from dealer Bill of Sale before tax, tag, etc.)	$
Incentives not included in Purchase Price (from BARS) minus *(Do not include fuel fill credit or dealer incentives. GM Card Points must be included)*	$

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

ADR File Checklist

SR Number:1-439873718 **BBB Case:** PGM0666044
Customer:[redacted] **VIN:1G2ZH178864**[redacted]
Make/Model/Year: Pontiac/G6/2006 **In Service**: 4/19/2006 **Mileage**: 9,000
Received Date: October 24/2006 **Day 15 Date:** November 6th/2006 **Goes Active:**
Primary Concern: Pre Par

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

☐ **Initial Calls** (72 hrs):
- ☐ **Customer** **Completion Date/Time:** /
- ☐ **Dealer Svc Mgr** **Completion Date/Time:** /
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☐ **AVM** **Completion Date/Time:** /

☐ **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:** /

AVM: **Node/Box:**
Service Dealer: **Svc Mgr:**
Selling Dealer: **Contact:**

NOTES:

Case Assessment By:Jessica Brown		Siebel/CARS Request #: 1-439873718	
Customer Name:[redacted]			
Veh year:2006	Make:Pontiac	Model:G6	Current mileage: 9,000
Veh ID #: 1G2ZH178864[redacted]	In Service Date:4/19/2006	Purchased: x	If used:
What is the customer seeking?Pre Par case			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

OTHER SYMPTOM/CONCERN:

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

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

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

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** **NO:**

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?

DVM and/or DEALER RECOMMENDATION(s):

CRS RECOMMENDATION & RATIONALE (EXPLAIN):

Decision reached by CRS: **Arbitrate case:** ☐ **Settle case:** ☐

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06