









#### GENERAL MOTORS BUSINESS RESOURCE CENTER

## September 25, 2006 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

Re:

Siebel Request: 1-433888199 2005 Pontiac G6 VIN # 1G2ZG528854

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 Customer: Make/Model/Year: Pontiac/G6/2005 26,234  | BBB Case: PGM0662715<br>VIN:1G2ZG528854<br>In Service: 02/25/2005  | Mileage:  |
|--|--|-----------|
|  | 15 Date: 10/06/06 Goes Active: eering  |           |
| <b>◯</b> Case Scan / Acknowledgement (2  | 24 hrs) Completion Date/Time:  |           |
| <ul> <li>✓ Initial Calls (72 hrs):</li> <li>✓ Customer</li> <li>✓ Dealer Svc Mgr</li> <li>✓ Dealer Finance Mgr</li> <li>✓ AVM</li> </ul> | Completion Date/Time: 9/22/06<br>Completion Date/Time: 9/22/06<br>Completion Date/Time: /<br>Completion Date/Time: 9/22/06 | / 12:21pm |
| <b>⊠</b> Repair Orders Requested:  | <b>Received:</b> 10/06/06  |           |
| <b>⊠</b> Sales Documents:  | <b>Received:</b> 10/06/06  |           |
| <b>⊠</b> BARS / Finance Sheet  |  |           |
| Case Assessment (by Day 14):     Lemon Law Eligible:     Presumption:  | Yes ⊠ No □<br>Yes ⊠ No □   |           |
| <b>⊠ GM Position</b> – <b>Customer</b> / <b>BBB</b> 3  | Due Date (7-10 days):  |           |
| <b>⊠</b> Settlement / Goodwill Offered D   | ate:   |           |
| All Documents Attached (by Day   | (15)   |           |
| Arbitration Date:  |  |           |
| <ul><li>✓ Closing Activities:     Settlement     Executive Summary     Close Siebel</li></ul>  | Completion Date/Time: 11/01/06<br>Completion Date/Time: 11/01/06<br>Completion Date/Time: 11/01/06                         | / 12:14pm |
| AVM: Susan Jackson Service Dealer: Eckenhoff Pontiac-B Selling Dealer: Eckenhoff Pontiac-B 884-4200                                      | 8  | tact: 215 |

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

### **Privileged and Confidential Information**

| Case Assessment By:Maria Da | algleish                      | Siebel/CARS Request | Siebel/CARS Request #: 1-433888199 |  |  |  |
|-----------------------------|-------------------------------|---------------------|------------------------------------|--|--|--|
| <b>Customer Name:</b>       |                               |                     |                                    |  |  |  |
| Veh year: 2005              | Make:Pontiac                  | Model:G6            | Current mileage:26,234             |  |  |  |
| Veh ID #:1G2ZG528854        | In Service<br>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: I  | 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:

|          |       |        |   | 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#: M | ileage: | 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. |
|          |        | _       |           |  |
|          |        | _       | _         |  |
|          |        |         |           |  |

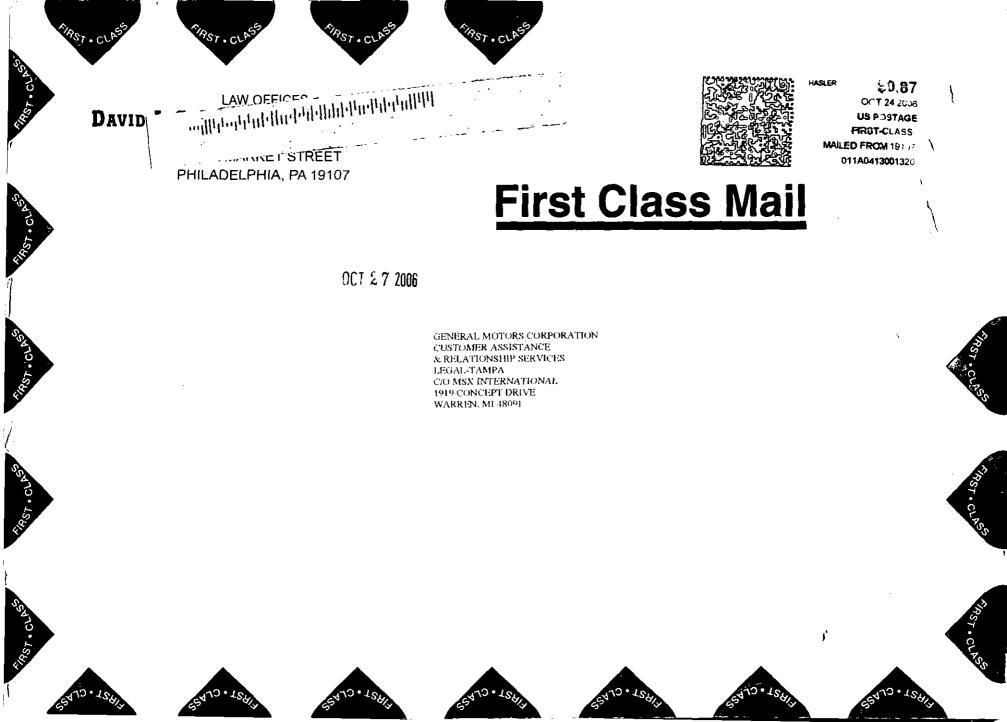
### **Privileged and Confidential Information**

| 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  |

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530
LINFORMATION Redacted PURSUANT TO THE FREEDOM OF CHECK NO. DATE INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 01/08/07 North American Operations General Motors Corporation Disbursement Account **₹BULGER** SIGNATURE The Chase Manhattan Bank, N.A. Syracusa, New York AUDIT **North American Operations** DETACH BEFORE DEPOSITING CHECK General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 VENDOR DUNS NO CHECK NO. BB 000000205 PAYMENT DATE VENDOR NAME 01/08/07 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT NET AMOUNT DISC. AMOUNT 00.0000 .00 5,000.00 5,000.00 1G2ZH528054 18 (18 pm 1) ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 TOTAL 5,000.00 5,000.00

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 CHECK NO. DATE 01/08/07 750 DOLLARS 00 CENTS are godine. North American Operations General Motors Corporation Disbursement Account BULGER The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT. North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 VENDOR DUNS NO CHECK NO. BB 000000206 PAYMENT DATE VENDOR NAME 01/08/07 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 01/05/07 VM-1-7P230C 1-441288852 1-7P230C 1,750.00 00.0000 1,750.00 \$1.78 <u>\$1.75 \$1.00</u> \$100 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 TOTAL 1,750.00 1,750.00 .00

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LAW OFFICES

### DAVID J. GORBERG & ASSOCIATES, P.C.

1234 MARKET STREET

**SUITE 2040** 

PHILADELPHIA, PA 19107-3789

I (800) MY-LEMON

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

www.MyLemon.com

NEW JERSEY OFFICE

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

PITTSBURGH OFFICE

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

October 24, 2006

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

RE: Our C

DAVID J. GORBERG DOMINIQUE GRENIER\*

TAMMY J. SCHMITT

TRACY A. PHILLIPS

DANA LYNN TARQUINI\*

MELISSA A. WEIK-HANNA\*

KIMBERLY A. HOEHING\* LAURA L. APPLEGATE

MARGARET D. ARSENLIS\*

\*MEMBER OF PA AND NJ BARS

Our Client:

Vehicle:

2005 Pontiac G6

Vin #:

1G2ZH528054

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.

| GENERAL MOTORS | CORPORATION |
|----------------|-------------|
| Page 2.        |             |

RE:

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

Very truly yours,

AVID GORBERG

DJG/jm

### RELEASE OF LIEN INFORMATION

| I (Client's Name) (Client's Social Security Number)   |
|---|
| hereby authorize Man Credit Corporation (Lien holder Name)  |
| P.O. Bex 17292 Baltimore, MD 21203 (Lien holder Address) (Lien holder Phone Number)   |
| to release any and all information regarding my loan account # (Account Number)   |
| with Mat 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: $10/5/06$ .  |
|   |
| Signature Signature V   |
| LG0006<br>V6302006  |



















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

PLATE:
TITLE:
VIN: 1G2ZH528054
YR/MAKE: 2005 PONTIAC
TYPE: SON
WIB: 06192 3903 311283-001

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

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: WASHINGTON

BULGER PA

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



| 141        | V1 (2-04)  | <del></del>                                   |   | <del> </del>                             |  |  |   |   |  |  | Charles a Marie and State of Care                  |
|------------|--|---|---|--|--|--|---|---|--|--|--|
|            | PONTIAC  |   | HICLE IDENTIFICATION OUIRED, TAPE SECU                                  | BELY T                                   | IN). IF TRACING<br>THIS COF  | γ. ,   | BODY TYPE<br>BUS, ETC.)<br>4 アローワ       |   | MODEL YEAR   | PURCHASE<br>PRICE  |  |
|            | GROSS VEHICLE WT.<br>RATING  | FL  | DIESEL ELECT  | DINMECH                                  | IN IN  | JTHORIZED NO<br>SPECTION ME  | TARY PUBL<br>CHANIC (PRI                | IC OR CERT<br>NT NAME)                          | IFIED  | LESS<br>TRADE-IN   | (3) V50. UV  |
| B          | CHECK THE APPROPRIA<br>IS TO BE USED OR WAS<br>TAXI OR A POLICE  | ATE BLOCK IF<br>S FORMERLY U<br>VEHICLE (IF A | THE VEHICLE   CONTINUE  | have vented that a le                    | only traces count 5  | ASON P   | HANC<br>MARKET                          |   |  | TAXABLE<br>AMOUNT  | N/A  |
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|            | CO-PURCHASER   |   |   | 1876<br>18. 1818<br>18. 1818             | The second second  |  |   |   | A ID'NUMBER<br>PLICABLE)                           | LESS TAX   | 1,383.60   |
| BMATION    | етоест -   |   | PIKE E  | TITE CONTROL                             | CITY   | STATE  | . ZI                                    | Ρ   | COUNTY CODE  | 1. SALES TAX   |  |
| INED       | NOTE: If a co-purch<br>Right of Survivorship   | aser other t                                  | an your spouse is f   | isted and you                            | want the title to  | PA<br>be listed as<br>CK HERE □.   | Joint Tenar<br>Otherwise                | nts With.                                       | REFER TO COUNTY                                    | DUE  1A Exemption Reason  Code (must be a pumber from 1, to 26 or 0)   | i dia di di  |
|            | will be issued as Te estate.).   | eņants in Cor                                 | nmon" (On death of  | one owner, in                            | iterest of decease   | ed owner goes  | to his/her                              | heirs or  | CODES LISTING ON<br>REVERSE SIDE OF<br>YELLOW COPY | IB. EXEMPTION NO.  |  |
| C.         | NOTE: IF THE VEHICLE IS REFLECTS-THE OF ITS MECHA  | E'AMOUNT (                                    | OF MILEAGE IN EXCE  |  | IS NOT THE A   | J : IF BLOCK IS C<br>ACTUAL MILEA<br>I: ODOMETER   | 72. 10 Co. 13                           | DOMETER   |  | IC. (PTA) NO: 35 142   |  |
| FORMATIC   | WARNING: FEDERA  | AL AND STAT<br>HE TRANSFE                     | E LAWS REQUIRE THE<br>R OF OWNERSHIP, F                                 | AILURE TO CO                             | DISCI<br>TE THE MILEAGE<br>OMPLETE OR PRO  | REPANCY<br>IN CONNECTION   | XN<br>SE                                | 1 8   | TENTHS   | 2.<br>ITILE  |  |
| 1          | 1ST LIEN DATE 09/  | 24/04   |   |  | 2ND LIEN DATE:   | <del></del>  |   | → IF NO L                                       | IEN CHECK  | 3. LIEN  | 22.50  |
| MAT        | 1ST LIENHOLDEÄ& I<br>STREETY BUX<br>CIPALTITOR   | 17292   | . " Angles and " Lagrand  |  | 2ND LIENHOLDE<br>STREET.   | R.   |   |   |  | FEE  | 5.00   |
| . = 1      | FINANCIAL INSTITUTION  | ON NUMBER                                     | e de la                             | 201203                                   | CITY<br>FINANCIAL INST   | TUTION NUMB  |   | 74 %<br>-                                       | ZIP  | PROCESSING FEE Fee Exempt Number as assigned by the Bureau   | -36. <b>00</b>                                     |
| VEHIC      | MAKE, OF VEHICLE   | S, TK, ETC.)                                  |   |  | OF VEHICLE   |  | FAIR [                                  | YEAR<br>POOR                                    |  | 5 DUPLICATE REG.   |  |
| ۳.<br>چاکو | PASSENGER TAXVBUS MOTORCYCLE   | CYLINDÉR<br>50CC OR L<br>OPERABLE             | R TAXI LIMO   | NO K BRA                                 | TRANS  KE RSEPOWER LE  MAX DESIGN S  |  | OOVE                                    |   |  | NO. OF CARDS6. TRANSFER  | WA .   |
| L VEHICLE  | CYCLE<br>MOPED<br>MOTOR HOME   | PEDALS AUTOMATIC TRANSMISS CHASSIS M          | SION YES  | NO                                       | 25 MPH OR LE<br>DESIGNED/ALT<br>FOR ROAD US  | SS:  | YES                                     | □NO   |  | 7. INCREASE  | WA:  |
| NEORI      | THALER & VEHICLES BELOW  | NUMBER O                                      | FAXLES  |  | PEO PEG  | STERED GAO!<br>WT-(EMPTY)  | S WT (INC                               | UDING LOA                                       | D) 1   | REPLACEMENT  |  |
|            | TRUCK TRACTOR SIMPLEMENT OF HUSE   | REQ. REGI                                     | STERED GROSS COM  | C. C | GR(  | OSS COMBINA  |   | TING  |  | 9.<br>TOTAL PAID   |  |
| G          | ORIGINAL PLATE   | Check One                                     |   | EVIOUSLY ISSUE                           | D PLATE  |  | RENEWAL O                               |   |  | (ADD 1 THRU 8)<br>Send One Check<br>In This Amount ⇒   |  |
|            | BUREAU (PROOF C<br>MUST BE ATTACHE<br>EXCHANGE PLATE   | OF INSURANCE<br>ED.)<br>TO BE                 | PLATE NO 220  |  |  | STICKER  |   | ·*·   | <u> </u>   | 1  | 446 60   |
| ¥          | ISSUED BY BUREA TEMPORARY PLAT BY FULL AGENT (N  | E ISSUED<br>OTE: THIS                         | EXPIRES  Month  | Year                                     | ∏ ю<br>NOTE  |  | STOLE                                   |   | DEFACED  | ☐ NEVER REC'I  | ) (LOST IN MAIL)                                   |
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| i ( ž      | TIONWIDE   | IY NAME                                       |   |  | POLIC  | Y NO. (OR<br>CH BINDER)  |   | i .   | DATE   | 07/04  | OLICY EXPIRATION DATE                              |
| •          | ISSUING<br>AGENT<br>INFORMATION  | I HAVE CHE                                    | IAT ON MONTH  | e-that the!!<br>Tion to th               | E. ABOVE APPLIC  | ANT IN   | COCH                                    | RAN C   | F ROBTI  | VSON THEF  | ROBERO   |
| H."        | WE ACKNOWLED   | AND DEPART<br>GE THAT VW                      | WITH ALL APPLICAS MENT-REGULATIONS E MAY LOSE: MY/OUT CLE FOR THE PERIO | OPERATING                                | PRIVILEGE(S) OR  | VEHICLE RE   | SISTRATION WILEDGE TO                   | (S) FOR FA                                      | ILURE TO MAINT                                     | (4 (2) 71<br>AIN FINANCIAL RESPONTO<br>TO A FINE NOT EXCER   | B-4444   |
| FOR TITLE  | I IMPRISONMENT OF  | AFTER ITS                                     | IHAN IWU (ZI YEAH)  | S FOR ANY FA                             | ALSE STATEMENT<br>EMPTION FROM PA<br>FURT  | THAT VWE M/<br>YMENT OF SA<br>HER CERTIFY.1  | UKE ON THE<br>LES TAX IS<br>THAT ALL ST | S APPLICAT<br>CLAIMED, I<br>TATEMENTS           | NON, AND I/WE (<br>AM/WE ARE AUT<br>HEREIN ARE TRI | CERTIFY THAT INVE HAV<br>HORIZED TO CLAIM THIS<br>JE AND CORRECT AND M   | E EXAMINED AND<br>EXEMPTION IWE<br>AKE APPLICATION |
| LICATION F |  | MUFELLI                                       | ergowanninsteri   | ур рати                                  | Sign   | ATUPIE OF IND  | vjoual QFI                              | AUTHORIZE                                       | DISIGNER   | TELEPHONE NO   |  |
| L AND APP  |  | ison M. Kas                                   | nal Seal<br>Sak, Notary Public<br>S <b>ARSENCE CUP</b> Y                | NOTARY                                   | SIGN   |  | 11%                                     |   | ORIZED SIGNER                                      |  |  |
| SEA        | My C   | ommission E                                   | xpires June 10, 20<br>p essocialor Of Note                              | 77. st. 1. st. 1.                        |  |  |   |   |  | nts are not receivents are not received.   |  |
| 10.00      | A CONTRACTOR OF THE PROPERTY O | engaperations                                 |   |  | <u>reparation of the first of the</u> | organis de Maria de<br>La graphica de la graphica<br>La graphica de la g |   | रेख के जान के हैं<br>- दे के दा कर के           |  | APPLICANTS CO  | PY/TEMPORARY                                       |

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

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**HYUNDAI SUPERSTORE** 

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

www.lcochran.com

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

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

HHEE

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

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

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DISCLAIMER OF WARRANTIES

THE SELLER HEREBY DISCLAINS ALL WARRANTIES EITHER EXPRESS OR IMPLIFIC. INQUIDING 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 I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW.

PARTS. - THYOICE TO ---DRIVER/OWNER INFORMATION - INVOICE W77892 dul panp ELS GER PAR DER DSV. -- FOR OFFICE USE ----VEHICLE INFORMATION ADV: 174 SEATON, D INVOICE: PRELIM WAR W VIN 1022H528034 LICENSE NUMBER: PA TAX RULES: YYMN INVOICED: 01/24/2006 17:13:19 OS PONTIRO ADR SIN XF01 08037 ΩŢ PLACK EDOMETER IN: 26560 OUT: 26561 B187: 102 \$10CK# 00MP\$052 DATES BEGIN: 01/24/06 DONE: 01/24/06 DATES INSERVICE: 092404 SOLE: 092404 CONCERN 51 CUST STATES LEFT FT DOR SPEAKER CUTS OUT (SOP) **OPERATION** TECH HOURS AMOUNT CALIFE OPEN IN LEFT FT SPEAKER R0943 414 17.21 .7 Correction replace left ft door speaker PART NUMBER DESCRIPTION LIST 1138 DARD 000 022729794 26.90 18.76 18.76 PARTS: COUNT FACTORY YECHI 414 1.0 18.76 ť LAB-MECHANICAL 49.21 YPE1 W TOTAL CHARGE FOR CONCERN 67.97 CHCLERN 52 CUST STATES SPEEDOMETER NEEDLE JUMPS ALL AROUND OPERATION. TECH HOURS AMOUNT internal failure of cluster asm DAUSE J6355 414 .7 ប់ប្រេច 49.21 CORRECTION R AND R CLUSTER AND ORDER NEW CLUSTER ASM TECH: 414 - WAKEFIELD: JOSE FACTORY C.C.+ OJ F.C. 2 6F SUBTOTAL -J LOB-MECHANICAL 49.21 IYPE: H TOTAL CHARGE FOR CONCERN 49.21 PROE 1

40. 381J

ROBINSON

3200 Campbells Run Road

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South Hills Collision Center

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DRIVER/OWNER INFORMATION - INVOICE: W77892 --- INVOICE TO ----NOV: 174 SEATON, INVOICED: 01/24/2006 17:13:19 DB BLACK GRAND TOTALS PAYMENT BISTRIBUTION FOR INVOICE W77892 SUMMARY OF CHARGES FOR INVOICE W77892

PARTS AB-NECHANICAL

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TP YOU HAVE ANY QUESTIONS - PLEASE SEE DONALD SEATON you need to be completely satisfied! If Yukr NOT PLEASE CALL 789-4444 RIGHT AHAY !!!!!

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--- DRIVER/OWNER INFORMATION - INVOICE: W78369 - INMOJCE TO ----BULGER **BULDER** work: | HONE: HORK: - FOR OFFICE USE VEHICLE INFORMATION Bady: 174 Seaton, D Invoice: Prelin war w N VIN 162ZH528054 LICENSE NUMBER: PA TAX RULES: YY3NN INVOICED: 02/07/2006 12:27:04 05 PONTIAC G6 GT 4DR SDN **ELACX** DIST: 1G2 STOCK# 00MP5052 ODDOMETER IN: 26367 OUT: 26369 DATES INSERVICE: 092404 SOLD: 092404 BEGIN: 02/06/06 DONE: 02/07/06 DATES OPERATION TECH HOURS AMOUNT CONCERN 51 CUST STATES SPEEDO JUMPS ALL AROUN (SOP) N4180 .7 49.21 INTERNAL SPEEDOMETER CLUSTER 414 CAUSE FAILURE, REPLACE CLUSTER ASN TO REPAIR CORRECTION ACTORY TECHI 414 - WAKEFIELD, JOSE F.C.: 6F C.C.: OJ PART AUTH: DS 020796-12114 SUBTOTAL LAD-HEDHANICAL 49,21 TOTAL CHARGE FOR CONCERN. 49.21 TYPE: W CONCERN 53 CUST STATES LEFT FT DOOR SPEAKER INTERMITTEN STATIC WITH BASS LOW MUNT **OPERATION** TECH HOURS 414 49.21 R0943 .7 LAUSE LEFT IT SPENKER FAILURE CORRECTION REPLACE LEFT FT SPEAKER ASM THEFT PARTS WARRANTY SEE RO 77892 DESCRIPTION QTY LIST. SELL P04 NOTE PART NUMBER 27.15 +SPEAKER 27.15 38.75 000 010392596 PARTS: COUNT TECH: 414 - WAKEFIELD, JOSE FACTORY F.C.: 6F C.C.: 0J LINE AUTH: DS 020706 12:15 FP-010392596 --- SUBTOTAL · PARTS 27,15 49.21 LAB-HECHANICAL 76,36 TOTAL CHARGE FOR CONCERN TYPE: II OPERATION TECH HOURS ANDUNT CONCERN 54 CUST STATES STEERING LOCKS UP INVERNITTENTLY PAGE 1

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|                    | INVOICE TO  |               | <del></del> |             |                    | RIVER/OWNER                       | INFORMAT      | (ON         | IMOICE      | : <b>W783</b> 69           |
|--------------------|---|---------------|-------------|-------------|--------------------|-----------------------------------|---------------|-------------|-------------|----------------------------|
|                    | FOR OFFICE USE  | -             |             |             |                    | VEHICL                            | E INFORM      | - MOLTA     | <del></del> |                            |
| AG: 6212 A         | NOV: 174 SEATON, INVOICED:                                | 02/07/20      | 06 12:2     | 7104 DS     | 05 <b>6</b> 6      | BLACK                             | LICEN         | e numb      | ER: PA      |                            |
| AUSE<br>CORRECTION | BOTH LOMER CONTROL ARMS BIN<br>REPLACE BOTH LOMER CONTROL | arms per      |             |             |                    |                                   |               | 414         | 1.1         | 203.87                     |
|                    | PART NUMBER   | PO#           | NOTE        | DESCRIP     | TION               | QTY                               |               |             |             |                            |
|                    | 000 088946974   |               |             | AFRI        |                    | 1                                 | 91.19         |             |             | 72.77                      |
|                    | 000 088966975<br>000 011589341<br>PARTS: COUNT 4          |               |             | arm<br>Bolt |                    | 1 2                               | 91.19<br>3.88 |             |             | 72.77<br>6.22              |
| ACTORY             | TECH: 414 - WAKEFIELD, JOSE<br>C.C.: OG<br>FP-088966974   |               | F.C.:       | 3N          |                    |                                   |               |             |             |                            |
| YPE1 W             |   |               |             |             |                    | PARTS<br>LAB-MECHAI<br>TOTAL CHAI | VICAL         |             |             | 151.76<br>203.87<br>355.63 |
| ause               | CAR RENTAL RENTAL RENTAL CER                              |               |             |             |                    | 0 <b>년</b><br>279                 | PATION<br>01  | TECH<br>414 | HOURS<br>.0 | AMOUNT<br>.00              |
| ZOTONECT TOW       | PART NUMBER   | P00<br>000001 | NOTE        |             | tion<br>Ise rental |                                   | LIST<br>42.00 |             |             | 42.00                      |
| FACTORY            | TECH: 414 - WAKEFIELD: JOSE<br>C.C.: NJ                   |               | F.C.        | 98          |                    |                                   |               |             |             |                            |
| TYPE: N            |   |               |             |             |                    | SUBLET REI<br>TOTAL CHA           |               |             |             | 42.00<br>42.00             |
| AUSE               | FREIGHT CHARGE<br>FREIGHT                                 | <del></del>   |             | ·•          |                    |                                   | RATION<br>OI  | _           | HOURS<br>.0 | AMOUNT<br>. 00             |
| CURRECTION         | FREIGHT CHARGE PART NUMBER                                | P04           | NOTE        | DESCRIP     | TION               | QTY                               | LIST          | SE          | TT.         |                            |

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DRIVER/OWNER INFORMATION - INVOICE: W78369 ---- INVOICE TO -----VEHICLE INFORMATION ----- FOR OFFICE USE ---TAG: 6212 ADV: 174 SEATON: INVOICED: 02/07/2006 12:27:04 DS 05 G6 BLACK LICENSE NUMBER! PA C.C.: NJ F.C.: 98 SUBTOTAL -SHOP MATERIAL 60.78 TOTAL CHARGE FOR CONCERN TYPE: W 60.78 -- Grand Totals --PAYMENT DISTRIBUTION FOR INVOICE N78369 SUMMARY OF CHARGES FOR INVOICE 1/78369 TOTAL CHARGE 583.98 PARTS 178.91 SUBLET REPAIRS 42.00 583.98 FAC HARRANTY AB-HECHANICAL 302, 29 60.78 SHOP MATERIAL

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST ING - INGERNACE

TOTAL CHARGE

IF YOU HAVE ANY DIESTYMAS - PLEASE SEE BONALD SEATON YOU NEED TO BE COMPLETELY SATISFIED! IF YOUR

583.98

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| INVOICE TO   | DRIVER/OWNER INFORMATION INVOICE: N78369  |
|--|---|
| BULGER PARTIES HONE: HON | BULGER PA WORK: HOME: VEHICLE INFORMATION   |
| PAG: MANUEL ADV: 174 SEATON, D INVOICE: PRELIM INS M N DS  #FG: 06037 TAX RULES: YYSNN INVOICED: 02/07/2006 12:27:04  DDONETER IN: 26367 OUT: 26369 DIST: 1G2  DATES BEGIN: 02/06/06 DONE: 02/07/06  | VIN 1G2ZH528054 LICENSE NUMBER: PA<br>05 PONTIAC G6 GT 4DR SDN BLACK<br>STOCK# OOMP5052 |
| CONCERN 52 CUST STATES WATER LEAKING INTO INTERIOR CORRECTION RESCEDULE WITH SERVICE FACTORY TECH: 123 - BETHA, JAMES COMD CODE: DS  | OPERATION TECH HOURS AMOUNT<br>RS 123 .0 .00  |
| TYPE: INS  | TOTAL CHARGE FOR CONCERN .00  |
| SUPPARY OF CHANGES FOR INVOICE N78369 TOTAL CHANGE .00   | PAYMENT DISTRIBUTION FOR INVOICE N78369  INSURANCE ACCT .00  TOTAL CHARGE .00           |
| ATTENTION: THE FOLLOWING INVOICES ALSO EXIST   |   |

HAR - HARRANTY ef you have any questions - please see donald seaton YOU NEED TO BE COMPLETELY SATISFIED! IF YOUR NOT PLEASE CALL 789-4444 RIGHT AWAY !!!!!

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| PARTS.  | X  |
|---|--|
| INVOICE TO  | DRIVER/DUNNER INFORMATION INVOICE: MR473   |
|   | SALEADIA CHARLE SALE CHARLES AND LOS   |
| ULGER PA  | BULGER PA  |
| ORK: HOME: USE  | WORK: HOME:  |
| AGO: 174 SEATON, D INVOICE: PRELIM WAR W DE   | S VIN 162ZH528054 ST LICENSE NUMBER: PA  |
|   | DATES INSERVICE: 092404 SOLD: 09240  |
| CONCERN 51 CUST STAETS WATER LEAKS AT FT VISORS AND SUNROOF S                           |  |
| AUSE WATER LEAKS FROM ROOF ANTENNA  | B2720 468 .0 .0  |
| ORRECTION R AND R HEADLINNER TO REPAIR SUBLET WATER DOCTOR :                            | NY VI/633<br>IPYTAN DTV 11ST SELE  |
| 017633 WATER  | IPTION   |
| FACTORY TECH: 468 - BAUER: TOM  | The state of the s |
| FACTORY TECH: 468 - BAUER: TOM  C.C., 1 VN F.C.: 2K                                     | A SUBTOTAL   |
|   | ,这个一个事情不是不一切。  |
| TYPE: W   | TOTAL CHARGE POST CONCERN 118.0  |
| CONCERN 52 CUST STAETS WATER LEAKS AT BOTH FT DOOR SPEAKERS                             | OPERATION TECH HOURS AHOUN   |
| CAUSE SUBLET WATER DOCTOR AND REPAIR  | <b>P4000</b> 468 .0 .0   |
| CORRECTION AND RESEAL BOTH FT DOOR PANELS TO REPAIR INV 0176                            | JPTION OTY LIST SELL   |
|   | DOCTOR 1 118.00 118.00 118.0   |
| FACTORY TECH: 468 - BAUER; TOM  C.C.: VN F.C.: 2K                                       |  |
| C.C.: VN F.C.: 2K   | SUBTOTAL   |
|   | SUBLET REPAIRS 118.0   |
| TYPE: W   | TOTAL CHARGE FOR CONCERN 118.0   |
| CONCERN 53 CUST STAETS LEFT REAR DOOR HARD TO OPEN                                      | OPERATION TECH HOURS AMOU  |
| phote it reads book thanber the course  | B4701 468 .4 28.1  |
| CORRECTION AND ADJUST TO REPAIR LEFT REAR DOOR OPERATION FACTORY TECH: 468 - BAUER, TOM |  |
| THE PARTY THE MINNEY THE  | PAGE   |

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----- INVOICE TO ---------- DRIVER/OWNER INFORMATION -- INVOICE: W84738 ---- FOR OFFICE USE ----VEHICLE INFORMATION ---TAG: 4139 ADV: 174 SEATON, INVOICED: 07/10/2006 16:19:23 DS 05 66 BLACK. LICENSE NUMBER: PA F.C.: 3A C.C.: 0H ------- SUBTOTAL --LAB-MECHANICAL 28, 12 28.12 TOTAL CHARGE FOR CONCERN TYPE: W AMOUNT **OPERATION** TECH HOURS DONCERN 54\* SHUTTLE RIDE .9.8 5,00 Z7910 468 SHUTTLE RIDE AUSE CORRECTION SHUTTLE RIDE TO WORK FACTORY TECH: 468 - BAUER, TOM F.C.: 98 C.C.: MJ LAPHNECHANICAL 5, 00 TOTAL CHARGE FOR CONCERN 5.00 TYPE: W ----- GRAND TOTALS -PAYMENT DISTRIBUTION: FOG. INVOICE 484738 BUMMARY OF CHARGES FOR INVOICE W84738 TOTAL CHARGE 269.12 236.00 SUBLET REPAIRS 33.12 AB-HECHANICAL FAC WARRANTY 269.12 269.12 rotal charge

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|-------------|--|--|--------|---|----------|------------|-----------|----------------|---------|-----------|----------|
|             | INVOICE TO   |  |        |   |          | DRI        | VER/OWNER | INFORMAT       | ION     | INVOICE:  | W85088   |
|             |  |  |        |   |          |            |           |                |         |           |          |
| BULGER      | •  | PA   | 1      |   | BULGER   |            |           | •              | PA      |           | ļ        |
| WORK:       | HOME:  | 7,,,   | 1      |   | WORK:    |            | HOME      | ;              |         |           | !        |
|             | FOR OFFICE USE                                     |  |        |   |          |            |           | LE INFORM      |         | _         |          |
| TAG:        | ADV: 174 SEATON, D I                               | NVOICE: PRELIM                                 | HAR C  | # DS                                    | VIN 16   | 27H528054  |           | LICEN          |         | IBER: PA  | 4001     |
|             | TAX RULES: YY3NN 1N<br>: 35857 OUT: 35858          |  |        | 5:12:40<br>IST: 162                     |          |            |           | STOCK# 00      | ₩5052   | ?         |          |
| DATES BEG   | IN: 09/18/06 DONE: 0                               | 9/18/06  |        |   | DATES    | INSERVICE: | 092404    |                |         | SOLD      | 092404   |
| CONCERN 51  | CUST STAETS WATER LEASUNGOF LEAKING                | KING LEFT FT F                                 | LOOR   | · · - · · · · · · · · · · · · · · · · · |          |            |           | RATION<br>79   |         |           |          |
|             | R AND R AND REPAIR SU                              | NPOOF SEAL AND                                 | HEALIN | NER AND C                               | LEAN AND | REPLAC     |           |                |         |           |          |
|             | FART NUMBER  | P0#<br>017462                                  | •      | DESCRIP                                 |          |            |           | LIST<br>207.00 |         |           | 207.00   |
| FACTORY     | TECH: 045 - MILLER, J                              |  |        |   |          |            |           |                |         |           |          |
|             | C.C.: VN   |  | F.C.   | : 2K                                    |          |            |           | SUBT           | OTAL    |           |          |
|             |  |  |        |   |          |            | SUBLET RE |                | OTHE -  |           | 207.00   |
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|             | CHARGES FOR INVOICE WE                             |  |        |   |          |            |           | UISTRIBUT:     | ON FOR  | 4 INVOICE |          |
|             | ilrs   | 207.00   |        |   |          |            | TOTAL CH  | arue           |         |           | 207.00   |
| TOTAL CHARG | *  | 207.00   |        |   |          |            | FAC: WARR | ANTY           |         |           | 207.00   |
| 1           | THE FOLLOWING INVOICES                             | ALSO EXIST                                     |        |   |          |            |           |                |         |           |          |
| YOU NEED TO | E ANY QUESTIONS - PLEAS<br>) BE COMPLETELY SATISFI | IED! IF YOUR                                   | SEATON |   |          |            |           |                |         |           |          |
| NOT PLEASE  | CALL 789-4444 RIGHT AL                             | MA TELL  |        |   |          |            |           |                |         |           | 5436 .   |
|             |  |  |        |   |          |            |           |                |         | ,         | PAGE 1   |
| [           |  |  |        |   |          |            |           |                |         | L         | ast page |

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----- INVOICE TO ---------- DRIVER/ONNER INFORMATION -- INVOICE: C88038. ----- FOR OFFICE USE ------- VEHICLE INFORMATION -----TAG: 6088 ADV: 174 SEATON, INVOICED: 09/18/2006 16:08:15 DS 05 G6 **PLACK** ------ GRAND TOTALS -----PAYMENT DISTRIBUTION FOR INVOICE C88088 SUMMARY OF CHARGES FOR INVOICE 088088 71.00 TOTAL CHARGE 251.29 STATE DATA PROCESSING FEE 2.40 161.45 LAB-MECHANICAL CASH DUE 251.29 234,85 SUB-TOTAL STATE TAX 14.09 COUNTY TAX 2.35

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TOTAL CHARGE

IF YOU HAVE ANY QUESTIONS - PLEASE SEE DONALD SEATON

251.29

PAGE 2 LAST PAGE

83/84 PAGE

G G & Z 2155634020 12/11/2008 12:02:07 PM

Fax Server

### RELEASE OF CLAIM

(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 desiers, any designers and supplies of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and supployees 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 1 G2ZH528054 ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Kelease of Claim shall not be construed to release my 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 Meters 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 Releasoris) 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 rehicle's mileage is 41,550 on the date of the signing of this rejease.

Releaser(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 retease.

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 texus of this Release of All Claims

| DATE SIGNED: 12/14/06               |                      |
|-------------------------------------|----------------------|
| Claimant's Signature                | CIRCURANT VSIBORIOTE |
| Address                             | Address              |
| Bulger PL<br>Doity. State. Zlp Code | Bulger, Pa           |

PAGE 84/84

4020 12/11/2006 12:02:07 PM PAGE 2155634020

5/005

Fax Berver

Sween to (or affirmed) and subscribed before one this 12 day of Decamber 20 O (p. by

COMMONWEALTH OF PENNSYLVANIA

Note the Section of Note of Note of Public City Of Philadelphia, Philadelphia Count, My Commence of Representations of Note of

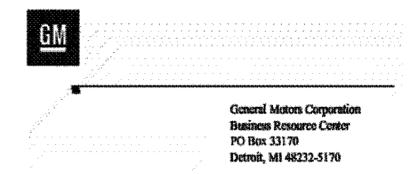
Personally Known

Type of identification,

My commission expires:

CC: File

1,50029 V6312005



### VIA FAX ONLY

December 11, 2006

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

RE:

Service Request: 1-441288852

2005 Pontiac G6

Vehicle Identification Number: 1G2ZH528054

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.















| December | 11, | 2006 |
|----------|-----|------|
| Page 2   |     |      |

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                   |                    |
| CC. FILE                   |                    |
| LG0044<br>V07022006        |                    |
| Attach.                    |                    |
|                            |                    |
|                            |                    |
| Odometer                   |                    |
| Client's Signature         | Client's Signature |
| Date                       | Date               |















### RELEASE OF CLAIM

| We, (hereinafter re                                   | eferred to as "Releasor(s)"), on behalf of ourselves and  |
|---|---|
| our assigns, heirs and executors, in consideration of | of: \$6,750.00 paid by General Motors Corporation,  |
| hereby release and discharge General Motors Corp      | poration, its subsidiaries, its authorized independent  |
| dealers, any designers and suppliers of vehicles, pa  | arts and components that are distributed by General   |
|   | nd employees from any and all claims, causes of action  |
|   | and costs which directly or indirectly arise from, are  |
| •   | rchase, repair, maintenance, operation, alteration, or  |
| use of Releasor(s) 2005 Pontiac G6 bearing Vehicle    |   |
| · · · · · · · · · · · · · · · · · · ·                 | ny claims based on any alleged defects in the subject   |
| vehicle. This Release of Claim shall not be constru   | , , ,   |
|   | onal injury or products liability arising out of the use  |
| or operation of the Subject Vehicle after the date of |   |
| - ·   | or the remaining term of the manufacturer's express   |
| limited warranty and any applicable GM Protection     | <del>-</del>  |
| 5 5 11  | bitration or other proceeding against General Motors  |
| Corporation, Releasor(s) immediately will dismiss     |   |
| corporation, Releasor(s) infinediately will distills  | 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            | the second in the amount of   |
| \$1,750.00, made payable to David J. Gorberg & A.     |   |
| \$1,750.00, made payable to David 3. Golberg & 10     | ssociates.  |
| The subject vehicle's mileage is                      | on the date of the signing of this release.   |
| Release constitutes the entire agreement between I    | s release. Releasor(s) agree and acknowledge that this Releasor(s) and General Motors Corporation, and promises or inducements other than those stated in |
| DI EASE DEAD CADEEIII I V DEEO                        | RE SIGNING. BY SIGNING THIS RELEASE,  |
|   | READ IT, UNDERSTAND IT, AND AGREE TO  |
| ITS TERMS.  | CEAD II, UNDERSTAND II, AND AGREE TO  |
| 115 TERIVIS.  |   |
| We agree to the terms of this Release of              | All Claims  |
|   |   |
| DATE SIGNED:  |   |
| DATE SIGNED.  |   |
|   |   |
| Claimant's Signature                                  | Claimant's Signature  |
|   |   |
| Address   | Address   |
| 1 Edda edd  | I I I I I I I I I I I I I I I I I I I   |
| City State 7: 0-1-                                    | City State 7:- C-1-   |
| City, State, Zip Code                                 | City, State, Zip Code   |

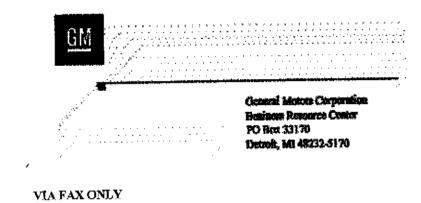
| STATE OF                     |   |
|------------------------------|---|
| COUNTY OF                    |   |
| Sworn to (or affirmed 20, by | d) and subscribed before me this day of,                |
|                              | Signature of Notary Public                              |
|                              | Print, type or stamp Commissioned Name of Notary Public |
|                              | Personally Known OR Produced identification             |
|                              | Type of identification                                  |
|                              | My commission expires:                                  |
| CC: File                     |   |

LG0029 V6302006 Fax Server

12/11/2006 12:02:07 PM

PAGE 2/005

Fax Server



December 11, 2006

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

RE:

Service Request: 1-441288852

2005 Pontiac G6

Vehicle Identification Number: 1G2ZH528054

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.

















12/11/2006 00:15 2155634020 GG&ZPAGE 02/02

Fax Server

12/11/2006 12:02:07 PM

PAGE 3/005 Fax Server

December 11, 2006  ${\bf Page}\,2$ 

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           | -<br>              |
|--------------------|--------------------|
| Client's Signature | Client's Signature |
| 12/11/500          | Date               |













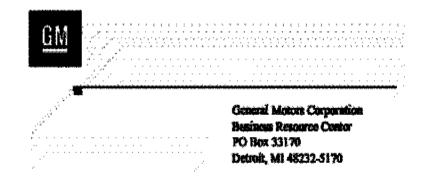


### RELEASE OF CLAIM

| I, (hereinafter referred to as "Releasor(s)"), on be assigns, heirs and executors, in consideration of: \$5750.00 paid to release(s) and discharge(s) General Motors Corporation, its subsidealers, any designers and suppliers of vehicles, parts and composite Motors Corporation, and their respective agents and employees findemands, damages, and claims for attorney's fees and costs which related to, or are in any way associated with the purchase, repair, use of Releasor(s) 2005 bearing Vehicle Identification Number Vehicle"), including but not limited to any claims based on any a This Release of Claim shall not be construed to release any of the any liability regarding claims of personal injury or products liabil the Subject Vehicle after the date of execution of this release. No | diaries, its authorized independent nents that are distributed by General rom any and all claims, causes of action, h directly or indirectly arise from, are maintenance, operation, alteration, or 1G2ZH528054 ("Subject lleged defects in the subject vehicle. e above named persons or entities from lity arising out of the use or operation of otwithstanding the above, General |
|--|---|
| Motors Corporation agrees to honor the remaining term of the ma<br>and any applicable GM Protection Plans which accompanied the  | -   |
| Releasor(s) has/have initiated any court, arbitration or other process   | -   |
| Corporation, Releasor(s) immediately will dismiss the proceeding   | g with prejudice.   |
| As consideration for the payment described above to be tendered the amount of \$4000.00, made payable to payable to David J. Gorberg, P.C  | in the form of two checks: the first, in econd in the amount of \$1750.00, made   |
| The subject vehicle's mileage ison the date of   | the signing of this release.  |
| Releasor(s) has/have carefully read and understand(s) this release acknowledge(s) that this Release constitutes the entire agreement Motors Corporation, and Releasor(s) is/are not relying on any repother than those stated in this release.   | between Releasor(s) and General   |
| PLEASE READ CAREFULLY BEFORE SIGNING YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNITS 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,                   |
|                       | 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



### VIA FAX ONLY

December 7, 2006

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

RE:

Service Request: 1-441288852

2005 Pontiac G6

Vehicle Identification Number: 1G2ZH528054

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.















| December | 7, | 2006 |
|----------|----|------|
| Page 2   |    |      |

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 |                    |
| ec: FILE                   |                    |
| LG0044<br>V07022006        |                    |
| Attach.                    |                    |
|                            |                    |
| Odometer                   |                    |
| Client's Signature         | Client's Signature |
| Date                       | Date               |





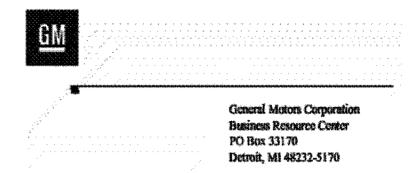












November 1, 2006

VIA FAX ONLY

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

RE:

Service Request: 1-441288852

2005 Pontiac G6

Vehicle Identification Number: 1G2ZH528054

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 | $\boxtimes$ | Finance agreement |
|---|-------------|-------------------|
| Other:  | $\boxtimes$ | Buyer's agreement |

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

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

Sincerely,

**General Motors Corporation** 















# RELEASE OF LIEN INFORMATION

| I  | ,  |         |
|--|--|---------|
| (Client's Name)  | (Client's Social Security Number)                                  |         |
| hereby authorize   |  |         |
| (Lien holder Na  | nme)   |         |
| (Lien holder Address)  | (Lien holder Phone Number)   |         |
| to release any and all information regard  | ding my loan account #(Account Number)                             |         |
|  | (Account Number)   |         |
| with   |  |         |
| (Lien holder Name)   |  |         |
| to General Motors Corporation, including loan payoff amount, and per diem inform | ng but not limited to a complete payment history of my accomation. | ount, a |
| Date   |  |         |
| VI   | EHICLE INFORMATION   |         |
| The current vehicle mileage is   | Date mileage read:   |         |
| Signature  | Signature  |         |
| LG0006<br>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: v. General Motors Corporation

Service Request: 1-441288852

2005 Pontiac G6

Vehicle Identification Number: 1G2ZH528054

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 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

## **Privileged and Confidential Information**

### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: State: Pennsylvania

| Customer Name:                         | Service Request: 1-4412     | 88852      | GM Legal File No.: {Number}                              |
|--|-----------------------------|------------|--|
| Vehicle ID No.: 1G2ZH528054            | In Service Date: 09/24/2004 | Vehicle is |  |
| Year, Make & Model: 2005 G6 - GT SEDAN |                             | Vehicle P  | rurchased Used on: {n/a or<br>ry} at odometer {odometer} |
| Lien holder: GMAC ☐ Other ☐: {Name}    | }                           | iiiii/du/y | ry f at odometer {odometer f                             |

## VEHICLE REPAIR HISTORY

| Enaine/Fu            | el/Exnaust  |
|----------------------|-------------|
| <u> Linginio/i a</u> | OII ENTIQUE |

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

## ☐ Steering

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

## $\boxtimes$ Body/Trim

| Date:    | RO #: | Days Out: | Mileage: | Description of Complaint and Repair Performed:   |
|----------|-------|-----------|----------|--|
| 02/06/06 | 78369 | *         | 26367    | Customer states water leaking into interior – <b>Reschedule with service</b>   |
| 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:    | <u>RO #:</u> | 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 – <b>Replace left front</b> 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  |

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 {CASH/REP/TRADE}: DATE: {Date} AMOUNT TO CUST: \${Amount}

DEMAND:

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.   |

<sup>\*</sup> SES light is to be captured under affected component above.

# **PAR GMWA**

# 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                 |                     | 71-429422572   |  |  |  |  |
| Customer Name  |                          |                     |                |  |  |  |  |
| VIN  | 1G1ZT54805F              |                     |                |  |  |  |  |
| 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 Ir      | formation           |                |  |  |  |  |
| Dealer Name  | Larsen Auto Center-Amery |                     |                |  |  |  |  |
|  |                          |                     | Brian          |  |  |  |  |
| Dealer Svc Mgr   | Jeff Weeks               | Dir Warranty Admin: | Weissenborn    |  |  |  |  |
| Dealer Phone   | (715) 268-7676           | Dealer Fax          | (715) 268-9316 |  |  |  |  |
| Dealer BAC   | 193907                   |                     |                |  |  |  |  |
| Doglar Division and Cada   | 12 Chay 04445            |                     |                |  |  |  |  |
| Dealer Division and Code Repair Order Number   | 13-Chev-04445<br>220460  | _                   |                |  |  |  |  |
| Repair Order Close Date  | 11/29/06                 | <del>_</del>        |                |  |  |  |  |
| Labor Op. Code Z1242   | Dollar Amt:              | —<br>581.29         |                |  |  |  |  |
| Labor Op. Code Z1243   | Dollar Amt:              | 001.20              |                |  |  |  |  |
| 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: DO NOT H ROUTE THIS CLA Authorization Code: Additional Comments for Deal | DO NOT PUT IN AN A       |                     |                |  |  |  |  |
| IF THIS CLAIM SHOULD RE  |                          |                     | SAP            |  |  |  |  |
| AND FAX A COPY OF THE R  |                          |                     |                |  |  |  |  |
| R  | etain Copy with Deale    |                     |                |  |  |  |  |
|  | Internal PAR Info        | rmation             |                |  |  |  |  |
| Complaint:   | 1                        |                     |                |  |  |  |  |
|  | Power Steering           |                     |                |  |  |  |  |
| Cause:   | 1                        |                     |                |  |  |  |  |
|  | 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                                |   | 71-429422572                         |
| Customer Name                | 11100100                                |   |                                      |
| VIN                          | 1G1ZT54805F                             |   |                                      |
| In-Service Date              | 10/2/2004                               | Service Contract?                       | No                                   |
| Current Mileage              | 39000                                   | Purchased New/Used?                     | Used                                 |
| Warranty Blocked?            | No                                      | ruicilaseu Newioseu:                    | Oseu                                 |
| Branded Title?               | No                                      | Mileage at Purchase                     | 35000                                |
| Branded Title:               | Dealer and Claim In                     |   | 33000                                |
| Dealer Name                  |   |   |                                      |
| Dealer Name                  | Larsen Auto Center-Amery                |   | Brian                                |
| Dealer Svc Mgr               | Jeff Weeks                              | Dir Warranty Admin:                     | Weissenborn                          |
| Dealer Phone                 | (715) 268-7676                          | Dealer Fax                              | (715) 268-9316                       |
| Dealer BAC                   | 193907                                  |   | (110) 200 0010                       |
|                              | 100001                                  | •                                       |                                      |
| Dealer Division and Code     | 13-Chev-04445                           |   |                                      |
| Repair Order Number          | 220460                                  | _                                       |                                      |
| Repair Order Close Date      | 11/29/06                                | <u> </u>                                |                                      |
| 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 CLA      |   | •                                       |                                      |
| Authorization Code:          | DO NOT PUT IN AN A                      | AUTH CODE                               |                                      |
| Additional Comments for Deal |   |   |                                      |
| IF THIS CLAIM SHOULD RE      |   |   | SAP                                  |
| AND FAX A COPY OF THE F      |   |   |                                      |
| R                            | Retain Copy with Deale                  |   |                                      |
|                              | Internal PAR Info                       | rmation                                 |                                      |
|                              |   |   |                                      |
| Complaint:                   | -                                       |   |                                      |
|                              | Power Steering                          |   |                                      |
| Cause:                       |   |   |                                      |
|                              | Inoperative                             |   |                                      |
| Correction:                  | '                                       |   |                                      |
|                              | Repair                                  |   |                                      |
| Justification:               | Defective                               |   |                                      |
|                              | D C I C C II V C                        |   |                                      |
| PAR CRM                      | Gabriel Davila                          |   |                                      |
|                              | Janiei Davila                           |   |                                      |
| <b>-</b>                     |   |   |                                      |
|                              | 000000000000000000000000000000000000000 | 000000000000000000000000000000000000000 | vaarnaarnaarnaarnaarnaarnaarnaarnaar |

# 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: v. General Motors Corporation

Service Request: 71-429745491 2005 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT62855F

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 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

| assigns, heirs and executors, in consideration of: \$4 comes first) Steering Component Letter, from the way by General Motors Corporation, hereby release(s) are subsidiaries, its authorized independent dealers, any components that are distributed by General Motors Cemployees from any and all claims, causes of action, and costs which directly or indirectly arise from, are purchase, repair, maintenance, operation, alteration, bearing Vehicle Identification Number 1G1ZT62855 limited to any claims based on any alleged defects in be construed to release any of the above named personal injury or products liability arising out of the date of execution of this release. Notwithstanding the honor the remaining term of the manufacturer's expressional representation or other proceeding against General dismiss the proceeding with prejudice. | arranty start date and original in-service miles paid and discharge(s) General Motors Corporation, its designers and suppliers of vehicles, parts and Corporation, and their respective agents and demands, damages, and claims for attorney's fees related to, or are in any way associated with the or use of Releasor(s) 2005 Chevrolet Malibu MAXX ("Subject Vehicle"), including but not a the subject vehicle. This Release of Claim shall not ons or entities from any liability regarding claims of the use or operation of the Subject Vehicle after the ne above, General Motors Corporation agrees to ress limited warranty and any applicable GM subject vehicle. If Releasor(s) has/have initiated any all Motors Corporation, Releasor(s) immediately will be tendered in the form of two checks: the first, in |
|---|---|
| the amount of \$3,000.00, made payable to Susan Mu payable to Kimmel & Silverman, P.C.  | array; the second in the amount of \$1,900.00, made   |
| The subject vehicle's mileage iso   | n the date of the signing of this release.  |
| Releasor(s) has/have carefully read and understand(s acknowledge(s) that this Release constitutes the enti-<br>Motors Corporation, and Releasor(s) is/are not relying other than those stated in this release.  | re agreement between Releasor(s) and General ng on any representations, promises or inducements   |
| PLEASE READ CAREFULLY BEFORE YOU ARE SIGNIFYING THAT YOU HAVE REITS TERMS.  | E SIGNING. BY SIGNING THIS RELEASE,<br>EAD IT, UNDERSTAND IT, AND AGREE TO  |
| 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) 20, by | and subscribed | before me       | this         | day of,                    |
|                               |                |                 |              | Signature of Notary Public |
|                               | Prin           | nt, type or sta | mp Commissio | oned Name of Notary Public |
|                               | Personally Kno | wn              | OR Produced  | d identification           |
|                               | Type of identi | fication        |              |                            |
|                               | My commissi    | on expires: _   |              |                            |
| CC: File                      |                |                 |              |                            |

LG0029 V6302006

#### **Privileged and Confidential Information**

#### CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Maggie Davis State: PA

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

Vehicle ID No.: 1G1ZT62855F In Service Date: 08/06/2004 Vehicle is: Used BAC Code: 188062 Vehicle Purchased Used on: 03/04/06 at

odometer 24,480

Lien holder: Dealer states no contract. Non-GMAC

#### VEHICLE REPAIR HISTORY

## 

| 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:    | <del>KU # :</del> | Days Out: | <u>willeage:</u> | <u>bescription of complaint and Repair Performed:</u>  |
|----------|-------------------|-----------|------------------|--|
| 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:

Total days out of service during the presumption period:

Total days out of service during customer's ownership:

#### 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: \$        |  |
|-------------------------|-------|--------------------------|--|
|                         |       | <b>ATTORNEY FEES: \$</b> |  |
|                         |       | OR INCLUSIVE OFFER: \$   |  |
|                         |       |                          |  |
| PLAINTIFF'S FINAL       | DATE: | AMOUNT TO CUST: \$       |  |
| DEMAND:                 |       |                          |  |
|                         |       | 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.   |

<sup>\*</sup> 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 Member, NY Bar

Member, MA Bar

Member, MD Bar

Member OH Bar

Member, DC Bar

Member, AZ Bar Member, CO Bar

KIMMEL & SILVERMAN

#### 1-800-LEMON LAW

www.lemonlaw.com

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

JACQUELINE C. HERRITT'
ROBERT A. RAPKIN'
HY DAVID RUBENSTEIN AMY D. COX LOUIS DOBI, JR\*
HILARY WHEATLEY TAYLOR\* THOMAS F. BURNS
BARRY R. WINDERMAN<sup>†</sup>
JACQUELINE BRADFORD PORRO<sup>^</sup>
MELISSA K. FIALA\*<sup>\*</sup>
IRA P. SMADES<sup>†</sup> THOMAS F. BURNS DAVID L. LIEBERMAN<sup>X+\*</sup>
ANGELA K. TROCCOLÎ
FRED DAVIS<sup>\*\*</sup>
ANNE WARD<sup>#¢£</sup> JACQUELYN S. KERNECHEL\* RONALD ROWLAND\*6

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

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

v. General Motors Corporation

Vehicle: 2005 Chevrolet Malibu-Maxx

Date of Purchase: 03/01/2006

Place of Purchase: Nationwide Auto Sales

VIN: 1G1ZT62855F

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



Service Request: 71-479846820

Customer Relationship Specialist: Maggie Davis

Dear

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT62855F 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

Member, NY Bar Member, MA Bar

Member, MD Bar

Member OH Bar

Member, DC Bar

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KIMMEL & SILVERMAN

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PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

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

v. General Motors Corporation

Vehicle: 2005 Chevrolet Malibu-Maxx

Date of Purchase: 03/01/2006

Place of Purchase: Nationwide Auto Sales

VIN: 1G1ZT62855F

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.

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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

November 30, 2010

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

RE: v. General Motors Corporation

Service Request: 71-429745491 2005 Chevrolet Malibu MAXX

Vehicle Identification Number: 1G1ZT62855F

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 Kimmel & Silverman PC.

A 60 month/ 60,000 mile (whichever comes first) Steering Component Letter will be sent directly to 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 INFORMATION Redacted PURSUANT TO THE FREEDOM OF 50-937 CHECK NO. 213 DATE 02/09/07 INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) North American Operations General Motors Corporation Disbursement Account BENTON The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000197 VENDOR NAME 02/09/07 REGISTER NO. INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/08/07 -71-429745491 1-7X0S68 00.0000 3,000.00 3,000.00 1G1ZT62855F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 3,000.00 **TOTAL** . 00 3,000.00 North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530



CHECK NO.

213

DATE 02/09/07



900.00

PAY TO THE ORDER

& SILVERMAN PC 324 77 PA 17814-0324 POBOX BENTON 

North American Operations General Motors Corporation Disbursement Account

SIGNATURE

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

AUDIT

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK CHECK NO. BB 000000198 PAYMENT DATE VENDOR NAME 02/09/07 KIMMEL & SILVERMAN PC REGISTER NO DESCRIPTION DOC. REFERENCE NUMBER INVOICE DATE % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 02/08/07 VM 11-7X0S6A .71-429745491 1-7X0S6A 00.0000 1,900.00 1,900.00 1G1ZT62855F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 И3 TOTAL 1,900.00 . 00 1,900.00 ROBERT M. SULVERMAN\*\* CRAIG THOR KIMMEL

- Member, PA Har
- Member, NJ Bar
- Member, DE Ba Member, NY Bur
- Member, MA Bar

- " Member, MD Bar " Member, OH Bar " Member, DC Bar



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December 27, 2006

VIA TELEFAX ONLY (248-267-4501)

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



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.

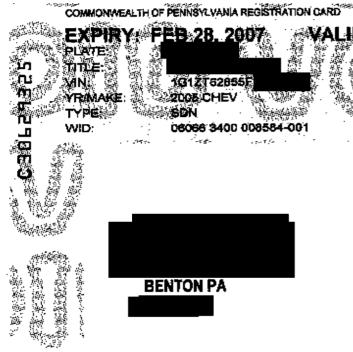
Very truly yours,

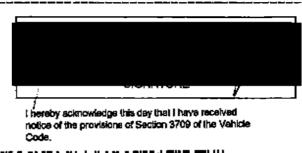
Robert M. Silverman

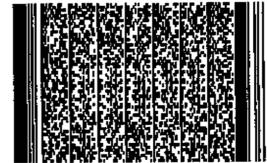
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KIMMEL & SILVERMAN







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ROBERT M. SULVERMAN\*\* CRAIG THOR KIMMEL

- Member, PA Har
- Member, NJ Bar
- Member, DE Ba Member, NY Bur
- Member, MA Bar

- " Member, MD Bar " Member, OH Bar " Member, DC Bar



#### 1-800-LEMON LAW

www.lemonlaw.com

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

JACQUELINE C TELERITE"

ROBERT A. RAPKIN ROBERT A. RAPKIN'
HY DAVID RUBENSTEIN'
VIVIAN BENZ PEIKIN'
AMY D. COX'
LOUIS DOBI, JR'
SHANNON M. RYAN' HILARY WHEATLEY TAYLOR THOMAS F, BURNST BARRY R. WINDERMAN JACQUELINE BRADFORD PORRO-MELISSA K. FIALA IRA F. SMADES DAVID L. LIEBERMAN \*\*\*
ANGELA K. TROCCOLI'
FRED DAVIS\*\*

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 T11, 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

December 27, 2006

VIA TELEFAX ONLY (248-267-4501)

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



Dear Mr. Garguilo:

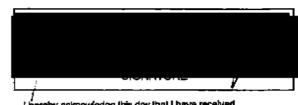
It was a pleasure speaking with you. Please be advised that our client hereby accepts GM's most gracious offer to settle her claims against GM for \$3,000.00, plus a 5/60 component part warranty on the Steering. This will further confirm that we have separately settled my firm's bill of attorney fees 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,

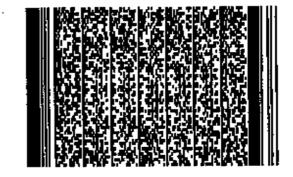
Robert M. Silverman

œ





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



# INDEPENDENCE CHEVROLET - CADILLAC, INC.

420 CENTRAL RD

BLOOMSBURG, PA 17815

PHONE: 570-784-2720

FAX: 570-387-0673

| FACSIMILE                 | TRANSMITTAL SHEET                          |
|---------------------------|--|
| TO: Amy Sail aki          | FROM: Ladd M. Manning                      |
| COMPANY:                  | DATE: ///27/2006                           |
| FAX NUMBER: 1866 266 1782 | TOTAL NO. OF PAGES INCLUDING COVER:        |
| PHONE NUMBER:             | SENDER'S REFERENCE NUMBER:                 |
| RE: Lemon Law             | YOUR REFERENCE NUMBER:                     |
| OURGENT FOR REVIEW OPLEAS | se comment 🏻 plbase reply 🚨 please recyclē |

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# 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:                     | 1G1ZI | 1ZT62855F              |        |                    |                   |         |                   |        |  |  |  |
|--------------------------|-------|------------------------|--------|--------------------|-------------------|---------|-------------------|--------|--|--|--|
|                          |       | VEHICLI                | E INF  | ORMAT              | ION               |         |                   |        |  |  |  |
| Merchandising<br>Model : | 1.Z   | T68 -2005 MALIBU       | LSM    | íAXX               | Warranty<br>Date: | y Start | 08/06/20          | 04<br> |  |  |  |
| BARS Order<br>Type :     | 50    | 50 - FLEET             |        |                    |                   |         |                   |        |  |  |  |
| Delivering Deal          | lec   | MES WOOD MOTO          |        |                    | Selling S         | ource:  | 13 -<br>CHEVROLET |        |  |  |  |
|                          | l PK  | 501 HERTZ QUAIL<br>CWY |        |                    | Site Cod          | e:      | 07491             |        |  |  |  |
|                          |       | KLAHOMA CITY ,<br>28   | 73134- | Business<br>Code : | Associate         | 112243  |                   |        |  |  |  |
| Service<br>Contract :    | No    | Branded Title :        | No     | Warran             | ty 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<br>Date | Effective<br>Odometer | End Date   | End<br>Odometer |
|--|-------------------|-----------------------|------------|-----------------|
| 36/36000 BUMPER TO BUMPER                            | 08/06/2004        | 10 miles              | 08/06/2007 | 36010 miles     |
| 72/100000 SHEET METAL COVERAGE<br>RUST THROUGH       | 08/06/2004        | 10 miles              | 08/06/2010 | 100010 miles    |
| 96/80000 FEDERAL EMISSION<br>CATALYTIC CONV. AND PCM | 08/06/2004        | 10 miles              | 08/06/2012 | 80010 miles     |

GM Vehicle Inquiry System - Summary

36/36000 FEDERAL EMISSION 08/06/2004

10 miles 08/06/2007

36010 miles

# CLAIM HISTORY

| R.O Date   | R.O<br>Number | Type | Labor Operation   | Odometer<br>Reading |
|------------|---------------|------|---|---------------------|
| 09/28/2006 | 192625        | #    | E3530 - ARM ASSEMBLY, FRONT CONTROL -<br>LOWER - RIGHT - REPLACE      | 32342<br>miles      |
| 09/28/2006 | 192625        | #    | E8060 - TIE ROD END AND/OR ADJUSTER SLEEVE<br>- RIGHT - REPLACE       | 32342<br>miles      |
| 08/25/2006 | 189556        | #    | N6628 - WIRING AND/OR CONNECTOR -<br>STEERING/SUSPENSION/RIDE CONTROL | 31086<br>miles      |
| 05/23/2006 | 180960        | #    | J9995 - CUSTOMER CONCERN NOT DUPLICATED                               | 27929<br>miles      |
| 05/17/2006 | 054696        | #    | E7680 - COLUMN ASSEMBLY, STEERING - REPLACE                           | 27656<br>miles      |
| 05/17/2006 | 054696        | #    | Z7901 - 1-DAY COURTESY TRANSPORTATION                                 | 27656<br>miles      |
| 05/16/2006 | 054625        | #    | N6628 - WIRING AND/OR CONNECTOR -<br>STEERING/SUSPENSION/RIDE CONTROL | 27621<br>miles      |
| 09/29/2005 | 046813        | #    | C4683 - CARPET, REAR COMPARTMENT FLOOR<br>PANEL - REAR - R&R OR REPLA | 24251<br>miles      |
| 09/16/2005 | 046356        | #    | R4490 - TRANSMITTER, REMOTE DOOR/REAR<br>COMPARTMENT LOCK - REPLACE   | 24249<br>mile       |
| 10/22/2004 | 4 313052      | #    | Z2083 - ROADSIDE SERVICE (BATTERY/JUMP<br>START)                      | 5503<br>mile        |
| 08/05/200  | 4 A26590      | 5 I  | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME                           | 0 mile              |

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Cadillac

#### 180960

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180960

| REC                                     | ОММ                | ENDED      | SERVICE                           | S  | MO/MI                          | TOTAL                          | OPERATI  | ION               | OPERATION DI                              | ESCRIPTION                   | MO/MI                         | TOTAL                      |
|---|--------------------|------------|-----------------------------------|--|--------------------------------|--------------------------------|--|-------------------|---|------------------------------|-------------------------------|----------------------------|
|   | OPERAT             |            | LUBE, OIL                         | ON DESCRIPTION<br>, & FILTER   | MI                             | 26.95                          |  |                   |   |                              |                               |                            |
|   |                    |            |                                   |  |                                |                                |  |                   |   |                              |                               |                            |
|   |                    |            |                                   |  |                                |                                | <u> </u>   |                   |   |                              |                               |                            |
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| CAS<br>VIBA                             | \                  | 1,0012     |                                   | 3  |                                | оратоментно.<br>1 <b>0 0</b> 5 | FERVIOR OC   |                   | TRACT NO                                  | EXPIRATION DATE              | <u></u>                       | 05/23/06<br>TAG NO         |
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| ( <b>)</b><br>(10)                      |                    |            |                                   |  | <u> </u>                       |                                |  |                   | OTHER PERSO                               | N TO ASSUME F                | OR IT ANY LIAB                | ILITY IN CON-              |
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|   | HAD                | PREVI      | ous Work                          | DONE AT POLL   | UCK, SEE                       | ATTACHE                        | D PAPERS   | Najvas para       |   | \$<br>DATE                   | PM&L<br>TIME OK'D BY          | IN PERSON D                |
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| Ma                                      | 13                 |            | 3545                              | Steering in  | Leef to                        | ozne i                         | met al   | noon              | FORTH TO BY                               | E DONE ALON                  | REPAIR WORK<br>IG WITH THE    | NECESSARY                  |
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Checked Codes CO 545 set. Cleared code and recalibrated torgue sensor steers opnow Road texts to verify steering effort in both directions seems of.



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



3101 Columbia Blvd., Rte 11 Bloomaburg, PA 17815 570-784-1414 • 800-924-1214 www.independencoford.com



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WDEPENDENCE
TOYOTA

3099 Columbia Blvd., Rte 11 Bloomsburg, PA 17815 570-387-5050 • 800-310-6062 www.indopendencehonda.com 94 Airport Road Haziston, PA 18202 570-453-4141 • 800-689-9863 www.indopendencotoyota.com

| 100540  | MATTHEW PA  | <del>1</del>                             | .12007  |                                      | 05/24/06                               | RIOCK NO.   | _ |
|---|---|--|---|--------------------------------------|--|---|---|
|   | 65.00   | LICENSE NO.                              | · MILEAGI:                                      | 27,929                               | WHITE/                                 |   |   |
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| BENTON, PA  | 1 G 1 Z T   | 6 2 8 5                                  | 5 F   |                                      |  |   | _ |
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|   | COMMENTS  |  |   |                                      |  | мо: 2793  | 3 |
| LABOR & PARTS  TURNS EASY EXTRA EASY TO LEFT, S  HAD PREVIOUS WORK DOEN AT POLLOC INTERMITTENT FAILURE. CLEARED CODE AND RECALIBRATED TO ROAD TESTED TO VERIFY STEERING E SEEMS OK NOW. | K CHEVROLET<br>ROUE SENSOR, STEP<br>FFORT IN BOTH DIP | ERS OK NOW.                              |   | WARRANTY<br>0.00                     |  |   |   |
| TOTALS  |   |  | ABOD  | 0.00                                 |  |   |   |
| \$  | CHECK#\$/   | TOTAL F<br>TOTAL S<br>TOTAL F<br>TOTAL N | ABOR PARTS SUBLET 6.0.G MISC CHG. MISC DISC TAX | 0.00<br>0.00<br>0.00<br>0.00<br>0.00 | · · · · · · · · · · · · · · · · · · ·  |   |   |
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| ************  * CUSTOMER CONTACTED BY  * TIME   | *<br>*<br>*<br>******                                 | 4  |   |                                      | 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | Open Comments of the Comments |   |
| CUSTOMER SIGNATURE  |   | ^ E ****                                 | *****   | *****                                | *                                      |   |   |

The proof of EFFERNISH CORRESSES (1947)

#### 189556

420 Central Road • Bloomsburg, PA. 17815 (570) 784-2720 • Fax (570) 387-0673 www.independencechevroletcadillac.com 189556

CHEVROLET Cadillac

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630

RECOMMENDED SERVICES TOTAL OPERATION DESCRIPTION моли OPERATION TOTAL MO/MI OPERATION DESCRIPTION 49.99 2WHEEL ALIGNMENT MI OPERATION 01CVZ16 26.95 MI LUBE, OIL, & FILTER 01CVZ07 OPERATION DESCRIPTION SERVICE HISTORY ADVISOR TECHNICIAN TYPE MILEAGE REPAIR ORDER STEERING SYSTEM DATE 03CVZ 110323 27929 112007 180960 05/23/06 STATE REG# BD43 R SALESPERSON NO. ΡΟΟυάΤΙΟΝ ΦΑΥΙ 89556 05/CHEVROLET/MALIBU MAXX 1612T62855F BUILING DEALER DELIVERY DATE 08/25/06 CASH 100540 VISA UXPRIATION DATE EXPRATION MILLS TAG NO. CONTRACT NO. M/C снапов (В WHITE/ TRANS CHECK [ BENTON, PA 112007 MATTHEW PATTI OK'D 31.086 CVZZ ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE BOIE THOSE MADE BY THE MANUFACTURER. THE SELLER HERE-BY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER TIME RECUIVED DATE/TIME PROMISED 07:00pm 08:39am 08/25/06 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OR MERCHANTABILITY OF FITNESS FOR A PARTICULAR APPOINTMENT 65.00 PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY □ Vea OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CON-₩ No NECTION WITH THE SALE OF SAID PRODUCTS. aoı. STEERING SYSTEM PRE-INSPECTION ESTIMATE | ADDITIONAL WORK PARTS, MATERIAL & LABOR W \* 03CVZ POWER STEERING MESSAGE COMING ACROSS RADIO DISPLAY TIME OK'D BY DATE CO460 Steering Ros. Senson.
WG SES N6628,4
6N Convertor Boatally Convertor I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSI-BLE 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 ELSE-WHERE FOR THE PURPOSE OF TESTING AND/OR INSPEC-TION, AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE Ro 180960 AMOUNT OF REPAIRS THERETO, DEALER NOT RESPON-SIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTI-FREEZE Ra CUSTOMER'S SIGNATURE ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED. SAVE REPLACED PARTS INITIALB YES 🗆 NO 🗀 CUSTOMER COPY 189556

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| ] ]                       | .7   |      | EMP. NO. 10323 | -4   | 25 g .3<br>on |

Cole CO460 - steering wholl position sensor. Checked on per S.I. - Ford connected set module improperly seated. This connectes scontains steering wheel position sensor chts. Properly seated connectes and engaged connectes lock. Recalibrated sensor. Cleared codes.

This may have caused previous concern.



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94 Airport Road Hazleton, PA 18202 570-453-4141 • 800-689-9833 www.indepondencetoyota.com

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|           |                          | 1005 10   |   |  | 55.  | 1011   |   | LICENS!                                       | NO.           |                | IWICEY                         | 31,086   | WHITE/             |
|           |                          |   |   |  | VEXU73   | AKE / MC   | ODEC<br>CROL                            | <br>ЕТ/М/                                     | AI TR         |                | AXX                            |  | DEFINERA DVIIZ     |
|           | BENTON,                  | PA  |   |  |  | 1000   |   | 6 2   |               |                |                                |  | GULLING BEALER NO. |
|           |                          |   |   |  | T. I.E. N  | <u>v.</u>  | <u>Z 1</u>                              | 0 2   | 0 -           | <u> </u>       | 0. 10.                         | <u> </u>   | 08/25/06           |
|           |                          | ,   |   |  | COMME  | ктв  |   |   |               |                |                                |  |                    |
|           |                          |   | <u></u>   |  | <u> </u>   |  |   |   |               |                |                                |  |                    |
| _ <u></u> | ABOR & PART<br># 1 D3CVZ | POWER STEEF<br>FOUND CODE<br>PER SI - FO<br>THIS CONNEC | RING MESSA<br>CO460-STE<br>DUND CONNE<br>CTOR CONTA<br>FATED CONN | TEM HOUR<br>GE COMING ACR<br>ERING WHEEL P<br>CTOR C3 AT MO<br>INS STEERING<br>ECTOR AND ENG<br>CLEARED CODE | SY TO<br>OSS RA<br>OSITIO<br>DULE I<br>WHEEL<br>AGED O | F.40 T<br>DIO D<br>ON SEN<br>(MPROP<br>POSIT<br>CONNEC | ECHCS<br>ISPLA<br>SOR.<br>ERLY<br>ION S | ) : 1103<br>CHECKI<br>SEATEI<br>SENSOR<br>OCK | ED AS<br>CRKT | S              | PARTS                          |  |                    |
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| i         |                          |   |   |  |  |  |   |   | R/C           | TOT            | ALS                            | 22.17  | !                  |
|           | WARRANTY CL              | AIM DETAIL T  | DTALS   |  |  |  | • • • • •                               |   | ••••          | <b></b>        |                                |  | •                  |
|           |                          | TOTAL.  | iż.   |  |  |  |   |   |               |                |                                |  |                    |
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| ١         | APPRO                    | VED BY SIGNA  | TURE  |  |  | ,  | . 15                                    | 5.  |               |                | W.                             | Self recording   | '!                 |
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| ļ         |                          | RO NUMBER   | RO DATE<br>08/25/20   | MWF.034<br>WARRA<br>05.1G1ZT62855  | F.   | - Di   | V DE                                    | ALER<br>404                                   | 0D0M<br>310   | eter<br>86     | SERVI                          | CE ADVISOR #   |                    |
| Ì         |                          |   | NÃME: FIR   |  |  |  | MIC                                     | DLE:  |               |                | HOME:                          |  |                    |
| l         |                          | LN JOB C  | CC PC   | PART-NO. TOT   | -PTS   | FC   | LAE                                     | SOP L   | HRS           | OHRS           | NET - AN                       | T. LAB-TOT.<br>22.17   |                    |
|           |                          | LN-TOT:<br>COMMENTS                                     | 22,17<br>CUST STA<br>ENSOR CONN<br>FOR STEER!                     | TECH SSN:<br>NTES POWER STE<br>NECTOR C3 AT M<br>ING SEATED COM  | RING N   | MESSAG<br>TMDDC  | E ACE                                   | ,UDE:<br>ROSS R<br>/ SEAT                     | ADIO          | DISP<br>US C   | LAY(<br>ONNECTO                | CODE CO460 ST  |                    |
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Reynolds and Reynolds ERCHINNE COSS

#### 192625

CHEVROLET

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RECOMMENDED SERVICES OPERATION DESCRIPTION IOTAL OPERATION MO/MI OPERATION DESCRIPTION OPERATION 49.99 2WHEEL ALIGNMENT MΙ 01CVZ16 26.95 LUBE, OIL, & FILTER 01CVZ07 SERVICE HISTORY OPERATION DESCRIPTION STEERING SYSTEM STEERING SYSTEM DATE 03CVZ 08/25/06 05/23/06 27929 STATE REG# BD43 ERVI SALESPERSON NO ከ 92625 05/CHEVROLET/MALIBU MAXX 1G1ZT62855F B. O. DAIL CASH 09/28/06 .100540 VIŠΛ IAG NO. M/C CHARGE ... WHITE/ CHECK BENTON, PA DK.D 110441 CVZZ ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE 32.66 THOSE MADE BY THE MANUFACTURER. THE SELLER HERE-BY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER TIME RECEIVED | DATE/TIME 07:00pm E3020 03:37pm 09/28/06 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY □ NO OR MERCHANTABILITY OF FITNESS FOR A PARTICULAR APPOINTMEN 65.00 PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY □ Yes OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CON-NECTION WITH THE SALE OF SAID PRODUCTS. INSPECT STEERING PRE-INSPECTION ESTIMATE | ADDITIONAL WORK HAD ELSEWHERE, SAID RF BALLJOINT FAILED STATE INSPECTION. ☐ PHONE PARTS, MATERIAL & LACOR IN PERSON () I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSI BLE 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 OF DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR Lower R. side EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSE 22730776 ARM WHERE FOR THE PURPOSE OF TESTING AND/OR INSPEC TION. AN EXPRESS MECHANIC'S LIEN IS HEREBY 15292910 RH ARM ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO, DEALER NOT RESPON STBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF MTLEREBZE ALL PARTS ARE NEW UNLESS  $\Lambda \supset \infty C^{2}$ OTHERWISE INDICATED. REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED. SAVE REPLACED PARTS INITIALS YES 🗆 NO 🗀 192625 CUSTOMER COPY PAGE 1 OF 1

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

| <del></del>              |      |    | <u></u>            | <u></u>   |      |                          | _    |
|--------------------------|------|----|--------------------|-----------|------|--------------------------|------|
| STRAIGHT<br>Tame (Hours) | FLAT | ME | FVD NO.            | 192620    | TIME | OFF                      | 7    |
|                          |      | .4 | OPER. N<br>EMP. NO | diog 1050 |      | 2: 28 3<br>0: 23 3<br>0N | 3 -7 |

Eight onther Tie Rod and Loose. E evaluate Steering. Align - E2020

|  | (4) |
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|                           |           |         | .~     |      |            |  |
|---------------------------|-----------|---------|--------|------|------------|--|
| STRAKCHI<br>TIME (HOXFIS) | FLAT RATE | RYD NO. | 112625 | TIME | OFF 7 10 5 |  |
| -                         | 7.7       | OPER.   | NO.    | /.3  | 2193       |  |

<- Rod , 4

C AIM

Replaced low Control Arm and Outer Too Rod End RH side

|                       | -     |     |                                       | ]    |         |   |    |     |
|-----------------------|-------|-----|---------------------------------------|------|---------|---|----|-----|
| STRAIGHT<br>THE HOLPS | FLATE | ATE | 192625                                | TIME | ᆙ       | 7 | 11 | ٤,  |
|                       | .9    |     | oper no.<br>align,<br>enp. no. 110443 | ,6   | ္<br>ON | 7 | 0  | :9_ |

10/7 at front toe, road test OK

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

| Name          | tion of the control o |
|---------------|--|
| Address       | and the second of  |
|               | r in win - in a square in a quadratic will be the square and the square of the contraction of the contractio |
| Telephone     | the state of the common terms of the common te |
| Vehicle (VIN) | and the first of the companies of the companies and the companies of the c |
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Chevrolet : Malibu : 2005-06

Front : Left

| Actual | Before | Specified Range |  |  |
|--------|--------|-----------------|--|--|
|        |        | -1.6° -0.1°     |  |  |
| ·      |        | 2,3" 3.8"       |  |  |
| U.079  |        | 0.00° 0.20°     |  |  |
|        |        |                 |  |  |
|        |        |                 |  |  |

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

| From: Right |          |                 |  |  |  |
|-------------|----------|-----------------|--|--|--|
| Actual      | Before   | Specified Range |  |  |  |
| -1.2°       |          | -1.2° 0.4°      |  |  |  |
|             |          | 2.3° 3.8°       |  |  |  |
| υ,          | <u> </u> | 0.00° 0.20°     |  |  |  |
| •           | -        |                 |  |  |  |
|             | -        | <u>.</u>        |  |  |  |
|             |          |                 |  |  |  |
|             |          |                 |  |  |  |

Front - Dight

Front

Cross Camber Cross Caster Cross SAI Total Toe Cross Turn Diff.

| Actual | Before         | Specified Range |
|--------|----------------|-----------------|
| 7.7    | · <del>-</del> | -1.2° 0.4°      |
|        |                | -0.8° 0.8°      |
|        |                |                 |
| V-16   |                | 0,00° 0.40°     |

Rear : Left

| Actual | Before | Specified Range |
|--------|--------|-----------------|
| er é   |        | -1,3° -0.3°     |
| -0,02° |        | 0.00° 0.20°     |

Camber Toe

|        | Rear : R | light           |
|--------|----------|-----------------|
| Actual | Before   | Specified Range |
| -4 .7  |          | -1.3° -0.3°     |
| 0.00   |          | 0.00° 0.20°     |

Rear

Cross Camber Total Toe Thrust Angle

| Actual    | Before | Specified Range |
|-----------|--------|-----------------|
| 0,4°      |        | ·               |
| "Fullber" |        | 0.00° 0.40°     |
| 3.00-     |        | -0.30° 0.30°    |
|           |        |                 |

The atearine wheel is currently test.



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HONDA

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

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MOEPENDENCE **ATOYOTA** 

94 Airport Road Hazleton, PA 18202 570-453-4141 - 800-689-9833 www.lndependencotoyota.com 10/09/06 CVWS192625

TOTAL NOT

| <b>TO</b> 0         | J 10                   |  | ILICENSE NO.   | IMILEAGE            |               | COLOR                                     | STOCK NO.    |         |
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|                     |                        | 55.43  | MONTHUM INC.   |                     |               | WHITE/                                    |              |         |
|                     |                        | YEAR / MAKE / MODEL  |  | MAYY                |               | OULIVIERY DATE                            | DELIVERY MIL | rhi-tes |
| BENTON, PA          |                        | VEHICLE I.D. NO.   | LET/MALIBU   | <u> </u>            |               | BELLING DIJALER NO.                       | PRODUCTION   | 4 OVLE  |
| SERTORY IX          |                        | 1 G 1 Z  | т 6 2 8 5 3  | 5 F                 |               |   |              |         |
|                     |                        | H. Y. E. NO.   |  | P. O. NO.           |               | 09/28/06                                  |              |         |
|                     |                        | COMMENTS   |  |                     |               | <u> </u>                                  | MO:          | 3266    |
|                     |                        | ( Control of the cont |  |                     |               |   | <u> </u>     |         |
| BOR & PARTS         |                        |  |  |                     | :             |   |              |         |
| 1 03CVZ01           | INSPECT STEERING       | HOURS: 2:40 (FCH   | ES)7100049-9999  | <b>₩</b> ₩          | Y. S. Mrangon |   |              |         |
| HAD                 | LSEWHERE, SAID RE BAL  | HODRS: 2.40 TECH<br>LLJOINT FAILED STATE I<br>OUND BALL JOINT TO BE<br>LOOSE.<br>M/BALL JOINT ASSEMBLY.<br>HT HAND SIDE. CHECKED<br>STED VEHICLE. OK NOW.  | LOOSE, ALSO  |                     |               |   |              |         |
| CHECT<br>RTGH       | OUTTER TIE ROD END I   | LOOSE.   |  |                     |               |   |              |         |
| REPL                | ACED LOWER CONTROL ARI | M/BALL JOINT ASSEMBLY.   | REPLACED   |                     |               |   |              |         |
| δηπτί               | R TIE ROD END ON RIGH  | STED VEHICLE, OK NOW.  | ALIGNMENT.   |                     |               |   |              |         |
| ا ۱۳۲۲ - ۱۳۲۰ - RTS |                        | DESCRIPTION  | U/COST E/COST  | U/PRICE             | 39.07         | ,   |              |         |
| B#1 1               | 22687089               | ROD KIT 6.233<br>ARM 6.168   |  | 1 39.07<br>3 139.06 | 139.06        |   |              |         |
| jB # 1 1            | 22730776               | JOB # 1 COST   | TOTAL 127.2  | 4                   |               |   |              |         |
|                     |                        | <b>"</b>   | JOB # 1 TOT  | AL PARTS            | 178.13        | 1   |              |         |
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| 92625               | 311.16                 |  |  |                     |               | į į                                       | * :          |         |
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PAGE 1 OF 1

|   |  | Padillac  |  |  |  |                                |                          |
|---|--|---|--|--|--|--------------------------------|--------------------------|
| ECOMMENDE  OPERATION                                  | D SERVICES OPERATION DESCRIPTION   | MO/MI   | TATAL  | OPERATION  | OPERATION DESCRIPTION                                  | MO/MI                          | 49,99                    |
| 01CVZ07   | LUBE, OIL, & FILTER  | МІ  | 26.95  | 01CVZ16  | 2WHEEL ALIGNMENT                                       | MI                             | 49.99                    |
|   |  |   |  |  |  |                                |                          |
| <u></u>   | <u> </u>   |   |  |  |  | <u> </u>                       |                          |
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|--------------------------|-----------|----------------|------|-------|------------------------|---------------|
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Replaced Taylight bulb- blown (egon)

196528



1145-06

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Cadillac RECOMMENDED SERVICES MO/MI OPERATION DESCRIPTION OPERATION TOTAL OPERATION DESCRIPTION MO/Mi 49.99 2WHEEL ALIGNMENT MI OPERATION 01CVZ16 26.95 LUBE, OIL, & FILTER 01CVZ07 OPERATION DESCRIPTION SERVICE HISTORY OPERATION ADVISOR TECHNICIAN MILEAGE REPAIR ORDER REPLACE BULB(S) 38CV11 03CVZ01 03CVZ DATE 99942 INSPECT STEERING STEERING SYSTEM STEERING SYSTEM 32661 112007 Š 93480 10/07/06 09/28/06 08/25/06 110441 100049 32661 192625 112007 110323, 110323 31086 189556 03CVZ w. 112007 180960 05/23/06 STATE REG# BD43 CE R SALESPERSON NO. STOCK NO. PRODUCTION DATE 96528 ZEALUMAKE/MODEL 05/CHEVROLET/MALIBU MAXX 1G1ZT62855F ii. a. 64 TERMS DULIVERY DATE DELIVERY MILES BEHVICE CONTRACT 11/11/06 CASH 100540 VISA ... EXPINATION MILES CONTRACT NO. M/C WHITE/ CHARGE 🗆 MULYAGE енпек (J) BENTON, PA M/M¤ AIR CONU. I 112007 MATTHEW PATTL 34,869 CVZZ BA OK.D ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE SIDENCE CHONE THOSE MADE BY THE MANUFACTURER, THE SELLER HERE-CALL WHEN 34-875 <u> 34.872</u> BY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER 08:02am | 11/11/06 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY 07:00pm ☐ YE8 □ NÓ LADOR RATE OR MERCHANTABILITY OF FITNESS FOR A PARTICULAR APPOINTMENT 65.00 PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY ☐ Yes OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CON-NECTION WITH THE SALE OF SAID PRODUCTS. JOR STEERING SYSTEM W \*: 03CVZ CUSTOMER SAYS THAT STEERING MAKING NOISE WITH HARD TURNS TO PRE-INSPECTION FIRTIMATE PARTS, MATERIAL & LABOR ADDITIONAL WORK ☐ PHONE IN PERSON 🗆 PM&I. THE RIGHT AND TO THE LEFT. OK'U BY TIME. DATE 15858368 Gear K21734 NE YORK + ELOZO .75 4x word I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET Toc FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSI-**BRAKES** CUSTOMER SAYS THAT BRAKE PEDAL MAKES NOISE WHEN LETTING OFF. 05CVZ BLE 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 Added Operation "- 11-14-2006 GM Restal Request 10NOV231 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 ELSE-WHERE FOR THE PURPOSE OF TESTING AND/OR INSPEC TION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO, DEALER NOT RESPON SIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF E2020 ANTI-FREEZE. E9740 CUSTOMER'S SIGNATURA ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. REPLACED PARTS WILL BE DISCARDED (Hcm)生 UNLESS SPECIFIED. SAVE REPLACED PARTS INDIALS YES 🗆 NO 🗔 196528 CUSTOMER COPY 14 7760 14 2590 51.7a

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| STRAIGHT<br>TIME (HOURS) | FLAT RATE                                     | PRONO. 1965 28      | TIME     |                         |
|--------------------------|---|---------------------|----------|-------------------------|
| 8                        |   | OPER. NO.           |          | 2 H 8 ·0                |
|                          |   | EMP. NO. 110041     | <u> </u> | CN                      |
| - <del> </del>           | , <u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u> |                     |          |                         |
|                          |   |                     |          |                         |
| STRAKHT<br>TIME (HOURS)  | FLAT RATE                                     | NO NO. 196528       | TIME     | ] PF 13 9 3             |
| STRAIGHT<br>TIME (HOURS) | FLAT RATE                                     | OPER. NO.           | TIME     | <b>Ģ</b> FF   3 9 • 3 3 |
| STRAIGHT<br>TIME (HOURS) | FLAT PATE                                     | OPER. NO.<br>Malibu | TIME     |                         |
| STRAKSAT<br>TIME (HOURS) | FLAT RATE                                     | OPER. NO.           | TIME .7  | ON 13 B · G             |

| STPAIGHT<br>TIME (HOURS) | FLAT RATE | PONO. 196528                          | TIME | OFF<br>14 Q | -3 |
|--------------------------|-----------|---------------------------------------|------|-------------|----|
| THE PRODUCT              | 1.4       | OPER. NO. reck align. EMP. NO. 117443 | 1.2  | <br>        | ·  |

for strutol to dop squarky, held books theology peolols + liked slindes for pedal travel.

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

11/14 replaced strening rack + set front toe, round test OK

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

100540



3101 Columbia Bivd., Rte 11 Bloomaburg, PA 17815 570-784-1414 • 800-924-1214 www.independenceford.com

11/15/06

HONDA

TOYOTA
94 Alroort Road

3099 Columbia Bivd., Rte 11 Biopmaburg, PA 17815 570-387-5050 • 300-310-6062 www.indopendencehonda.com

112007

Hazieton, PA 18202 570-453-4141 • 800-669-9633 www.indopondencetoyota.com

CVW5196528

|  | 55.43                          | JUDANSE NO.   | 34.869  | WHITE/             | TSTOCK NO.      |
|--|--------------------------------|---|---|--------------------|-----------------|
|  | YEAR / MAKE / MODILL           |   |   | DECIVERY DATE      | DEFINERA WITE.  |
| BENTON, PA   | VEHICLE LD. NO.                | ET/MALIBU MAX   | X   | RECLING DEALEH NO. | PRODUCTION DATE |
|  | 1 G 1 Z T                      | 6 2 8 5 5 F   | 0,  | 11/11/06           |                 |
|  | COMMENTS                       |   |   |                    | MO: 34872       |
| 108 # 1 1 15858368 GEAR 6  | SY).  ACK AND SET FROM  TPTION | TOTOE.  COSTE/COSTU/PF 255.24 255.24 31: 100.00 -100.00 100 TOTAL 155.24  JOB # 1 TOTAL PAI 1 TOTAL LABOR & PAI | RICE<br>7.34 317.34<br>0.00 -100.00<br>RTS 217.34<br>RTS 294.94 |                    |                 |
| SUBLET - PO# - VEND INV#-INV.DATE-DESCR JOB # 1 196528 D57072 11/14/06 1 DAY  WARRANTY CLAIM DETAIL TOTALS  CLAIM# . TOTAL | RENTAL INVOICE                 | TOTAL: - SUB  | 42.00<br>42.00<br>0.00<br>336.94                                |                    | A Section 1999  |

MATTHEW PATTI

APPROVED BY SIGNATURE

Reprods and Reports ERANTENE COSSSESSOR (04.06)



# First Class Mail



30 East Butler Pike, Ambler, PA 19002

TO: DEC 1 4 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, MD Bar \* Member, OH Bar \* Member, DC Bar \* Member, DC Bar

Member, AZ Bar

Member, CO Ba



1-800-LEMON LAW

www.lemonlaw.com

CORPORATE HEADQUARTERS 30 E. Butler Pike Ambler, PA 19002 P (215) 540-8888 F (215) 540-8817 HY DAVID RUBENSTEIN®
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HILARY WHEATLEY TAYLOR®
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BARRY R. WINDERMAN'
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IRA P. SMADES'
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ANGELA K. TROCCOL'
FRED DAVIS'
ANNE WARD®
JACQUELYN S. KERNECIEL'
RONALD ROWLAND®

JACQUELINE C. HERRIT

ROBERT A. RAPKII

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

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

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.   | NATIONWIDE WILL   |   |  |   |   |  |              | IUNDY STREET<br>ES-BARRE, PA 18702<br>24-5102 • FAX: 824-1599 |                      |                           |       |                           |        | DEAL NO.  23644  ORDER DATE                     |        |              |  |  |
|---|---|---|--|---|---|--|--------------|---|----------------------|---------------------------|-------|---------------------------|--------|---|--------|--------------|--|--|
| 12027   | rimition.   | CAR<br>New En -   | SALES<br>franktine   |   |   | 570-8  | 24-5102      | • FA  | K: 824-15            | 99                        |       |                           |        | ORDI  | EH DA  | IE.          |  |  |
| PURCH   |   |   |  |   |   |  |              |   | SOC. SE              | C. NO                     | ).    |                           |        | DATE OF B                                       |        |              |  |  |
| CO-PURCHASER  |   |   | DRIVE  | er's L  | CENS  | E NO.  |              | 7   | SOC. SE              | C. NO                     | ).    |                           | - [ ,  | DATE OF B                                       | · · ·  |              |  |  |
|   |   |   |  | _   |   |  |              | $\perp$   |                      | _                         |       | . <del>-</del>            |        |   | ,      |              |  |  |
| ADDRES  |   |   |  |   |   |  |              |   |                      | SA                        | LESA  | IAN<br>A A                |        | A.  | NO.    | 2/           |  |  |
| CITY THUS   | 2./   | STATE   |  |   | 125   | DENCE  | PHONE        | 6   | BUSIN                | ESS F                     | HON   | E                         | C      | USTOMER   |        |              |  |  |
| ⊡ Used<br>Car   | □ Used<br>Truck   |   |  | 1   | _<br>   | 1 2  |              |   | ( )                  | 5                         |       | آرً                       |        |   |        |              |  |  |
| YEAR  | MAKE  |   | MODEL  |   |   | DY STYL  | E COL        | ÖR  | <del>/ 15</del><br>/ | TR                        |       | <del>/ /</del>            | <br>./ | MILEAG  | E      |              |  |  |
| <u> </u>  | The   |   | Erale  | 40  | M   | 3 7  | 11.          | 16  | 10                   |                           |       | of                        | ,<br>, | 124,  | 43     | /S           |  |  |
| PRE-OWNED WARR  | ANTY PROV   | ISION   |  |   |   |  | PRE          | VIO   | JSLY L               | EAS                       | ED (  | JR RE                     | ΞN     | ED VEH  | CLE    |              |  |  |
| CHECK APPROPRIATE BOX  THIS USED VEHICLE IS SOLD!  DEALER HEREBY EXPRESSLY  ANY IMPLIED WARRANTES O  NETTHER ASSUMES NOR AUTH WITH THE SALE OF THIS YELL  THESCHIGENCE! OR OTHERWITH  PROOVER FROM THE SELLIN  DAMAGES FOR LOSS OF USE. | oisclaims all Wari<br>of Merchantability<br>Iorizes amy Person<br>Icle. Liability by W<br>Ise is Expressly e<br>o Dealer awy Cont | ranties. Eithi<br>y or fitness<br>I to assume r<br>'ay of "strict<br>excluded, bu<br>sequential d | ER EXPRES<br>FOR A PAP<br>OR IT ANY I<br>LIABILITY<br>IYER SHALL<br>DAMAGES, 1 | s or im<br>Rticulai<br>Liability<br>" For si<br>L not i<br>Damage | PLIED (I<br>A PURP<br>Y IN COL<br>ELLING<br>BE ENT<br>ES TO P | ICLUDING<br>OSE, AND<br>INECTION<br>DEALER'S<br>ITLED TO<br>ROPERTY, | ISAU<br>IFAN | SED LE  | BEEN FUL             | OR FOI<br>MILES<br>LY EXP | AND 1 | E CAR HV<br>THAT TH<br>D. | AVENC  | CLE I AM TODA<br>BEEN PREV<br>NUFACTURE<br>Deta | NOUSL) | Y DRIVEN     |  |  |
| ☐ The only Dealer Warranty on   |   |   |  |   |   |  | BAS          | E P   | RICE C               | FVE                       |       |                           |        | 13.9  | 200    | 0            |  |  |
| Sighed  |   |   | Dat  | <u>:</u>  | ٠   |  | <u> </u>     |   |                      |                           | HE I  | VIL PRICE                 | = 3    | <u>, , , , , , , , , , , , , , , , , , , </u>   | 23     |              |  |  |
| NEW CAR WARRAN  | TY PROVISI  | ОИ  |  |   |   |  | ┢─           |   |                      |                           |       |                           | -      |   |        |              |  |  |
| THE ONLY WARRANTIES APPLYING<br>SELLING DEALER HEREBY EXPRES  | TO THIS VEHICLE AF  | RE THOSE OFFI<br>WARRANTIES   | LOF-MERCH  | iantabi   | LITY OF   | FITHESS  |              |   |                      |                           |       |                           |        |   | _      |              |  |  |
| FOR A PARTICULAR PURPOSE AND<br>FOR IT ANY LIABILITY IN COUNE   | CTION WITH THE SA   | LE OF THIS V  | ERICLE II  | YTI BRA   | RY TH   | TO YAW :   | -            |   |                      |                           |       |                           |        | <del></del>                                     |        |              |  |  |
| "STRICT LIABILITY" FOR SELLING.<br>BUYER SHALL NOT BE ENTITLED  | D TO RECOVER FRO  | im the selli  | ng deale   | R ANY   | CONSE   | DUENTIAL   |              |   |                      |                           |       | ·- <del>-</del>           |        |   |        |              |  |  |
| DAMAGES, DAMAGES TO PROPERT<br>INCOME, OR ANY OFFICE INCIDENT<br>THIS DISCLADMER OF WARRANTIES  | 'AL DAMAGES. THE M  | ANDFACTURE  | USS OF TIN<br>T'S WARRAI   | NTY IS N  | OF PR   | ECTED BY   |              |   |                      |                           |       |                           |        | ·   |        |              |  |  |
| Signed  | idi wasashana ba  | MCCN.   | Dat  |   |   |  | -            |   |                      |                           |       |                           |        |   |        |              |  |  |
| PHYSICAL DESCRIP  | TION OF TR  | ADE-IN  |  |   |   |  |              |   |                      |                           |       |                           |        |   |        |              |  |  |
|   | MAKE:   |   | MODEL  |   |   |  |              |   |                      |                           |       |                           |        |   |        |              |  |  |
| I.D. NO.  |   |   | TTT  | т-  |   |  | <del>-</del> |   | <del></del>          |                           |       |                           |        |   |        | <del> </del> |  |  |
|   | VEDICATI  |   |  |   |   |  |              |   | ENTIFICA             |                           |       |                           |        |   | į      |              |  |  |
| TRADE-IN PAY OFF  | VERIFICATION  | JN  | _  |   |   |  | ACCE         | • • • • • • • • • • • • • • • • • • •                         | REJECT               | INT                       |       |                           |        |   |        | j<br>L       |  |  |
| BALANCE OWED TO:  |   | MILES:  | :  |   |   |  | -            |   | UDING AC             |                           | BIES  |                           | -      | 13.99   | 2n     | ရော          |  |  |
| ADDRESS:  |   | STATE   | :  | zı  | P:  |  |              |   | CAFIALLOV            |                           |       | FI DISCO                  | UNT    | · · · ·   |        |              |  |  |
| LOAN ACCOUNT#   |   | PHONE   | Ē#:  |   |   |  | <del></del>  |   | RENCE                |                           | _     |                           |        | <b></b>   |        | i            |  |  |
| AMOUNT S  |   | PAYOF   | F 6000 1   | DIL_  | د .   |  | SALE         | S TAX   |                      |                           |       |                           |        | 83  | 8      | 80           |  |  |
| ΠTLE  |   |   | ECOND LI   | ENS   | YES   | MO   | UCEN         | SETRU   | WSFER TO             | RESE                      | EGIST | PATION I                  | FEE    | 5   |        | 50           |  |  |
| VERIFIED BY:  | IPPLATE THE ALL THE   | 47 SANK   |  |   |   |  | DOC1         | MENT  | PREPARA              | TION F                    | EE    |                           |        | 5.5   |        | 00           |  |  |
| PARAGRAPH 4 ON THE REVERSE SIDE A<br>EXCEPT THOSE SPECIFICALLY NOTED H<br>CUSTOMER CERTIFIES THAT VEHICLE   | EFEON.  |   |  |   |   |  | _ NACOTA     | RY FE   | E                    |                           |       |                           |        |   |        | <br>[        |  |  |
| THROUGH DOGTRACKS - BENT OR THE   | STED FRAME  | om: Phome-Ch  | MANA, USA  | MEL : FFE   | metus.  | 04 5001E   |              | SYLV  | NIA TIBE I           | FAX.                      |       |                           |        |   |        | [            |  |  |
| CUSTOMER RITTALS X  |   |   |  |   |   |  | uxu          | RY TA   | ĸ                    |                           |       |                           |        |   |        | l            |  |  |
| I AGREE TO PAY HATIONIMIDE CAR SALE THE MAOUNT OF S   | IS THE D <del>OTTO</del> R MUE (IF )  | NALION THE SEXT   | SHE ON MAI   | RADE N  | FITEG   | E38  | US≣D         | CAP !   | BULLINCE I           | OUE                       |       |                           |        |   |        |              |  |  |
| LAGREE TO PROVIDE NATIONWIDE CAR<br>PURCHASE ORDER.   | SALES WITH THE FREE   | AND CLEAR TITL  | E TO MY TRA  | LOE-61 DE   | SORRE   | ONTHE  | TEMP         | ORAR  | Y TAG                |                           |       |                           | _      |   |        | 1            |  |  |
| SIGNATURE:  | <del></del>   | <del></del>   |  |   |   |  | MISC         | ELLAN   | EOUS                 |                           |       |                           |        | 25  |        | ಎ            |  |  |
| POLICY NO.  | r tor   | 24 ( =  | . 1.5  |   |   |  | <del> </del> |   |                      |                           |       | T DUE                     | _      | 14.99   | 57     | 30           |  |  |
| EFFECTIVE DATE OF POLICY  | E   | XPIRATION D   |  |   |   |  | PARII        | JAL PAY   | MENT DEF             |                           |       |                           |        |   |        | i<br>•       |  |  |
| AGENT OF A COMM   | 76- CT  | رمنجدد<br>بدسمبرHONE  | 75-C   | <u>3/2</u>  | 10  | ~7   | +            | 3 3 6 50  | BUYER                |                           |       | DOICE                     |        | <del> </del>                                    |        | <u> </u>     |  |  |
| ADDRESS / State   | From Du   | <u> </u>  | <u>د کر د د</u><br>است ران   | - <u>- 1</u>  | <u>- //</u>   | 7 70   | C.O.O        |   | AID BALAI            | ANE III                   | U-LSH | rnice                     |        | <del> </del>                                    |        | <del> </del> |  |  |
| POTANCE NAME THE TOP AND  | <u> </u>  |   | - 1 · F  | 200   | 4.71  | <u>, , , , , , , , , , , , , , , , , , , </u>                        | 4            | <u>.                                    </u>                  |                      | ***                       |       |                           |        | 1   | i      | i            |  |  |

| CUSTOMER'S NAME   |  |  | 4227   |  |
|---|--|--|--|--|
|   | ODOMETER DISCLOS   | URE STATEMENT  |  |  |
| Federal law (and State I<br>of ownership. Failure to<br>imprisonment. | aw, if applicable) require complete or providing a   | es that you state the<br>a false statement ma  | mileage upon tr<br>y result in fines   | an<br>and                              |
| , <u>NATIONAIDE</u> CA  |  | 1 2 1 44 v 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1   | ansferor's name,<br>miles and to the   | 3.3                                    |
| of my knowledge that it<br>one of the following stat                  | reflects the actual milea  | ige of the vehicle de  | iscribed below, u  | inle                                   |
| the amount of miles (2) I hereby certify                              | that to the best of my kn<br>age in excess of its med<br>that the odometer readi   | hanical limits.<br>ng is NOT the actua   | Service and the service of the servi | cts                                    |
| To start the tree of the transfer of the tra                          | DOMETER DISGREPAN  | <u> distributo de la companya de la co</u> | DODY TYPE  | ************************************** |
| CHEVROLET   | MALIBU   | el<br>Lagranda Ma  |  |  |
| VEHICLE IDENT   | FIFICATION NUMBER  |  | YEAR   |  |
| 1G1ZT62855F   |  | 20   | 05   |  |
| X   |  |  |  |  |
| TRANSFERORS SIGNATURE NATIONWIDE CAR                                  | SALES  |  |  |  |
| PRINTED NAME<br>290 MUNDY ST  |  |  |  |  |
| TRANSFERORS ADDRESS (STRE<br>WILKES BARRE                             | <b>E</b> D.  | PA   | 18702  |  |
| 03/04/2006  |  | STATE  | ZIE  | CO                                     |
| DATE OF STATEMENT   | The state of the s |  |  |  |
| X S<br>TRÄNSEEREES SIGNATURE  |  |  |  | 5                                      |
|   |  |  |  |  |
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| <u> </u>  | Broken Same  | The model of the second of the       | \$ \$ 2 2 4 4 4 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5  |  |

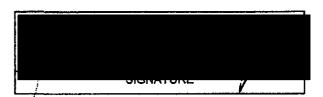
COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY FEB-28, 2007
PLATE
TITLE:
VIN 1912 T62855E
YR/MAKE: 2005 CHEV
TYPE: SDN

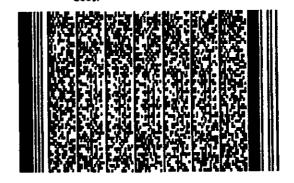
06066 3400 008584-001



**BENTON PA** 



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



| Car   | - Used<br>- Truck   | [                          | +                   | 6//                             | Z            |                               | \              | - 7                                 | 5         |   |               |   |                |
|---|---|----------------------------|---------------------|---------------------------------|--------------|-------------------------------|----------------|-------------------------------------|-----------|---|---------------|---|----------------|
| YEAR  | MAKE  | MODEL                      | ,                   | BODY S                          |              | COLOR                         | /              | ,                                   | TRU       | 1 7 7   |               | MILEAGE   |                |
| 2000  | MILLEVE   | Nali                       | 60                  | MO 1                            | ,`- •<br>    | 1016                          | $j^*f_j$       | P                                   | (         | Joth  |               | 29,4%   | 1              |
| PRE-OWNED WARR  | ANTY PROVISION  |                            |                     |                                 |              | PREVIO                        | USL            | Y LE                                | ASE       | D OR RE   | NTE           | D VEHICLE   |                |
| CHEER APPROPRIES ACT  | "AS S RESEAL POURS" N'THO   | T 15N 632                  | 284 (* 4            | uan Tue Sexi                    | ac:          |                               |                |                                     |           |   |               | ETAN TODAY PUR  |                |
|   | DECLARE ALL MARKATES ET<br>OF MERCHANDALLY DE RIVES   | ER DETES                   | S OF M              | CLED NO.                        | as l         | S-USED:                       |                |                                     |           |   |               | BEEN PREVIOUSLY   | - 1            |
| E.E. ASSMES OF A  | OFCES 481 PERSON TO ASSUME  | FOR CLASS.                 | 25.0                | N COADE                         | EN I         | FANCHE                        | <u>-</u> -     |                                     | CLES A    | NO THAT THE   | E MAN         | UFACTURER'S WA  | rranty,        |
|   | OCIE L'ABOUTT ET NAV OF "STRO<br>ISE 6 DOPRESSU SUCLUSED, S   | LYPP SHAL                  | L NCT               | e emiled                        | TO 1         | Spres                         |                |                                     |           |   |               | Date  | 401/1          |
| PANAGE FOR LISS OF US   | RECORD FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY. DAMAGES FOR LOSS OF USE LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCOMENTAL DAMAGES. |                            |                     |                                 |              |                               |                | ~ ^!                                | 1656      |   | _             |   | <del></del>    |
| The only Design Represtly on<br>a page of the page form.  | : This venicle is the Limited Warra   | unty which is              | issued              | with and ma                     | de           | BASE                          | HIG            | EUI                                 | VE        | IIGEE   |               | - 00  |                |
| 2 Jan 11 and 1435 1244.   |   |                            |                     | · 4 5-,                         | .            |                               |                |                                     |           | ETAIL PRICE   | \$            | <u>/3.989</u>   | စသ             |
| 54  |   | Dat                        | 9                   |                                 | <u></u>      |                               |                |                                     |           |   |               |   |                |
| NEW CAR WARRAN  | TY PROVISION  |                            |                     |                                 |              |                               |                |                                     |           |   |               | 1   |                |
| THE CALL MARKINES APPLYING  | S TO THIS VEHICLE ARE THOSE OF  | FERED BY T                 | HE MAIN             | UFACTURER.                      | THE          |                               |                |                                     |           |   |               |   |                |
| FOR A PARTICULAR PLRESSE MAD  | SSLY DISCLAIMS ALL WARRANTIE<br>LEITHER ASSUMES NOBLANTIFIER  | IZES ANY GT                | HER PER             | RECA OT MORE                    | IME          |                               |                |                                     |           |   |               |   |                |
| STREET LIMBELITY FOR SELLAND  | CLION MILE THE 24TE OF 1H2  | veriole li<br>Thermise o   | EXPRE               | By the way<br>SSLY exclud       | 0F<br>1€0.   |                               |                |                                     |           |   | 7             |   |                |
| "STRUCT LIMBELITY" FOR SELLAND<br>SLYEN SHALL NOT SE ENTITUE<br>DAMAGES, DAMAGES TO PROPER                                    | ) to recover from the sell<br>In Dumlees for Mass of USE,   | ling deale<br>Loss of Tin  | r any<br>Elloss     | CONSEQUENT<br>S OF PROFITS.     | OR.          |                               |                |                                     |           |   | $\neg$        |   |                |
| THIS DISCLAMED OF WARRANTE  | tal damages, the markeleture  | er's Warra<br>-            | HTY IS P            | NOT AFFECTED                    | ) <b>5</b> Y |                               |                |                                     |           |   | $\neg$        |   |                |
| Signed  |   | Dat                        |                     |                                 |              |                               |                |                                     |           | · · · · · · · · · · · · · · · · · · ·                 | 寸             |   |                |
| PHYSICAL DESCRI   | TION OF TRADE W   | oar                        | ·                   |                                 |              |                               |                |                                     |           |   | _             |   |                |
| PHYSICAL DESCRIP  | THON OF TRADE-IN  |                            |                     |                                 |              | <u> </u>                      | <del></del>    |                                     |           | <del></del>   | -+            |   |                |
| YEAR:   | MAKE:   | MODEL:                     |                     |                                 | 1            |                               |                |                                     |           |   | $\dashv$      |   |                |
| ŁD. NO.   |   | 111                        | $T^-$               |                                 |              |                               |                |                                     |           |   | ┪             | <del></del>   |                |
| TRADE-IN PAY OFF  | VERIFICATION  | 1 1                        | _1                  |                                 | ·            |                               |                |                                     |           | (STEM WITH<br>T CAR THEF                              |               | į   |                |
| THAUE-IN PAT OFF  | VEHITICATION  |                            |                     |                                 |              |                               |                |                                     |           |   |               |   |                |
| BALANCE OWED TO:  | Mü_E:   | e.                         |                     |                                 |              | ACCEPTO                       | REJE           | CTG                                 | INT       |   | -+            |   |                |
|   | <del></del>   |                            |                     |                                 |              | TOTAL INC                     | LUDIN          | G ACC                               | ESSOA     | ES  | _             | 13.980  | 0.0            |
| ADDRESS:  | STATE   |                            |                     | P:                              | -            | LESS: USE                     | CARA           | TTOW/                               | WOEAN     | ID OR DISCOL  | JNT           |   |                |
| LOAN ACCOUNTS:  | PHON  |                            |                     |                                 | _            | CASH DIF                      | FEREN          | CE                                  |           |   | _             |   |                |
| AMOUNT'S  |   | ₩F G000                    |                     |                                 | -            | SALES TA                      | X              |                                     |           |   |               | 838   | 80             |
| TITLE   |   | SECOND LI                  | ENS                 | YES NO                          |              | LICENSET                      | PANSIT         | P, TM                               | EARB      | SETTPATION F  | ₩             | 5B  | 50             |
| VERIFIED BY: MRAGRAPH 4 ON THE REVERSE SIDE   | AT BAY<br>ASSUMES THAT ANY BILLS OF EVERY   | K BÝ:                      | WO IN FI            | III. ON THE TRA                 | VOE-DI       | DOCUMEN                       | ET PRE         | PARAT                               | ION FE    | É   |               | 2.2   | 00             |
| EXCEPT THOSE SPECIFICALLY NOTED   | hereon.<br>Le traded is free from: Frame-C  |                            |                     |                                 |              | NOTARY F                      | ÆE             |                                     |           |   |               |   |                |
| THROUGH DOGTRACKS - BENT OR TW  | ISTED FRAME   |                            |                     |                                 |              | PENNSYL                       | VANIA T        | TRE T                               | ux        |   |               |   |                |
| CUSTOMER INITIALS X   |   |                            |                     |                                 |              | LUXURY                        | AX             |                                     |           |   | 丁             | - "   |                |
| 1   | LES THE OFFERENCE OF ANYJON THE PA  | CYOFF OF MY                | RADE-IN             | IF IT EXCEEDS                   |              | USED CAP                      | BALA           | NCE D                               | UE        |   |               |   |                |
| THE AMOUNT OF S  I AGREE TO PROVIDE NATIONWIDE CAP PURCHASE ORDER.  | R SALES WITH THE FREE AND CLEAR TO  | RLE TO MY TRA              | OE-IN D             | escribed on t                   | Æ            | TEMPORA                       | FIY TAC        |                                     |           |   |               |   |                |
| SIGNATURE:  |   |                            |                     |                                 |              | MISCELLA                      | NEOUS          | 3                                   |           |   |               | 25  | <u>ေ</u>       |
| INSURANCE CO.   | In Faire  |                            |                     |                                 |              |                               |                | TO                                  | TAL AM    | DUNT DUE  | <b>&gt;</b>   | 14.957  | 30             |
| POUCY NO.   |   |                            |                     |                                 |              | PARTIAL PI                    | AYMEN          | T DEPC                              | SITNO     | NETUNDA   | NE            |   |                |
| EFFECTIVE DATE OF POUCY   | O/- CF EXPIRATION   | UATE                       | مررة                |                                 |              |                               | Ai .           | JYFF •                              | NITIALS   |   | -             |   |                |
| AGENT (Woll's   | PHONE -   | 27 7°                      |                     | - 1101                          | /            | LIA                           |                |                                     |           | ASH PRICE -   | <del>_</del>  |   |                |
| ADDRESS : - +a +-   | Fra Drive   | / <del>1</del>             | ر<br>الكديمة ال     | 2.11.                           | FO.          | C.O.D.                        |                |                                     |           | <del></del>   | 寸             |   | !              |
| PLACHASER AGREES THAT THIS OF   | DER ON THE FACE AND REVERSE S   | DE HEREOF                  | ANO AN              | SEPARATE O                      |              | BALANCE                       | DUE FI         | ROM F                               | INANCI    | CO.   |               |   |                |
| UPON ANY REPRESENTATION WARF  | IDER ON THE FACE AND REVERSE S<br>TERMS AND CONDITIONS AND PURCH<br>VANITY OR STATEMENT NOT SET FOR   | iser warran<br>Rih Herein. | THIS OF             | HE HAS NOT R                    | AND          | CASH BALAN                    | CE OF PU       | RCHASE                              | PRICE M   | UST BE PAID BY  | PURCHA        | SER ON OR BEFORE 2 D  | XYS FROM THE   |
| STATEMENT OF THE TERMS OF THE AL  | (T AND AS OF THIS DATE HEREOF CO<br>GREENIENT RELATING TO THE SUBJECT   | WATTER CO.                 | VERED HT            | EREBY.                          |              | HEREJAIDER/                   | NO DEAL        | EI SW                               | T WAVE L  | HE PROPRET TO SEE                                     | TIMEA         | DN. PURCHASER SHALL<br>BHICLE IN MITIGATION OF              | ITS DAMAGES.   |
| THIS OFFER TO PURCHASE MAY BECK<br>MANAGER OF DEALER.   | OME A CONTRACT TO PURCHASE ONLY   | Y WHEEN SIGNE              | D KERE              | AFTER BY THE S                  | ALES         |                               |                |                                     |           |   |               | REQUIRED INFORMATION  |                |
|   | IS ORDER CERTIFIES THAT HE/SHE IS   |                            |                     |                                 |              | USED CARS                     | AND TRU        | CRS O                               | LY        |   |               |   |                |
| FUNCHASER ACKNOWLEDGES THAT H<br>COPY OF THIS ORDER ON OR BEFORE  | E HAS READ THIS ORDER'S TERMS AND<br>DELMERY.   | CONDITIONS                 | AND HAS             | RECEIVED ATT                    | UE.          | OF THE SELL                   | ER THAT        | THE MO                              | TOR VEH   | CLE WHICH IS TH                                       | e subj        | ENTED TO HIM OR HER I<br>BECT OF THIS PURCHASE              | E HAS OR HAS   |
| PURCHASER ACKNOWLEDGES HAVING READ UNDERSTANDING AND ACCEPTING ALL PROVISIONS OF THE WARRANTY STATEMENT COMPRISE THE WARRANTY |   |                            |                     |                                 |              | WINDOW FOR                    | M FOR T        | HIS VEH                             | ICLE IS A | I TO THIS PUFEX<br>URT OF THIS CON<br>VISION IN THE C | NTRACT.       | e riformation you si<br>, deformation on the<br>ct of sale. | MUNDOM         |
| <b>1</b>  | - <b>1</b>  |                            |                     |                                 |              |                               | TURE AN        | O GRANK                             | ž:        |   |               |   | <del></del>    |
| Sidfled .   |   | 1 TITLE TO Y               |                     |                                 |              | THATTON IF TRAI<br>LICE 4. PR |                | ING YOUR TAG<br>COLLISION INSURANCE | Ę         |   |               |   |                |
|   | is not valid unless signed and acc  |                            | -                   | •                               |              |                               |                |                                     |           |   |               |   |                |
| all disclosures required by the f   | haser(a) offer is not accepted and<br>federal Consumer Credit Protection  | on Act (Truth              | in Lend             | fing Act) have                  | been         | given and (c)                 | <b>Purchas</b> | ser(s) h                            | we sig    | ned an Installe                                       | pent S        | sige Contract, If fins                                      | noing for this |
| transaction is arranged by Dea. assigned immediately to a Ber   | ler then the Purchaser should be<br>nk or Finance Company who wit   | aware that<br>the the cre  | the dea<br>ditor an | fership is a cr<br>id to whom t | editor i     | only for the p                | игровае        | of disp                             | enumois   | under the Cof   | <b>E</b> UMBE | r Přopodon Act, The   | ben will be    |
| documentation necessary to obt  | tain approved of financing. Feiture t<br>NAL TERMS AND CONDITIONS   | o do eo she                | l be a d            | efault hereyni                  | áer.         | ر ا                           | /              |                                     | - /       | ,   | - 1           | $\mathcal{F}$   |                |
| THEREST AGREE TO ADDITE   | THE JETTING AND CONDITIONS  | SH HEVER                   | BE SIU              | 772                             | A CREE       | 72                            | UNUA           |                                     | 7         |   | / (           |   |                |
| Purchaser's Signatur  | re ,  | Cate                       | <del></del> , ,     |                                 | coeptus      | France Ma                     | neger          |                                     | 1         |   | gcepti        | d 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 CANCEL ATION TO DEAL FR."



54625

INVOICE



PAGE 1

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

www.kenpollockchevrolet.com

**SERVICE ADVISOR: 2** JEFF BARTUSH COLOR YEAR MAXEJMODEL LICENSE MILEAGE IN JOUT TAG WHITE CHEVROLET MALIBU 1G1ZT62855F1 27621/27621 DEL DATE PROD DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 30SEP05 IS01AUG04 70.00 CASH 16:30 16MAY06 16MAY06

H.G. OPENED READY OPTIONS: STK: P10942 DLR: 15120 ENG: 3.5 Liter SFI TRN:AUTO 1)STK#14227

09:08 16MAY06 16:25 16MAY06 LINE OP ODE TECH TYPE HOURS

BENTON. PA

HOME:

LIST A CUSTOMER STATES CAR IS HARD TO TURN TO RIGHT BUT IS OK TO THE LEFT CAUSE: QA-3L

Calibrate N6628 WIRING AND/OR CONNECTOR -

STEERING/SUSPENSION/RIDE CONTROL - REPAIR OR REPLACE

17

FC: 3L PART#: COUNT: 0

BUS:

CLAIM TYPE: AUTH CODE:

OA

27,929

**¢** c

TOTAL

27621 CUSTOEMR STATES VEH IS HARD TO TURN TO RIGHT BUT IS OK TO THE LEFT ROADTEST VEH , DID NOT DUPLICATE REPORT A THIS TIME CHENCE FOR CODES NONE FOUDN CHECK STEERING TORQUE SENSOR AND POSITION SENSOR OK 

THANK YOU FOR MOUR VISIT TO KEN POLLOCK CHEVROLET WAY MAY BE RECEIVING A SURVEY FROM CHEVROLES REGARDING THIS VISIT. WE STRIVE FOR EXCELLENT SCORES ON THIS SURVEY SO IF FOR ANY REASON YOU CANNOT GIVE US EXCELLENT SCORRS, 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

M 3000 ADP. In :

STATEMENT OF DISCLAIMER werronties either express or implied, including any implied worrenty of mechanicality or fitness for a periodic source. Seller neither assumes nor archorizes any other person to assume for it any flability in connection with the sele of this item/fitems.

CUSTOMER SIGNATURE

| CESCRIPTION               | 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<br>THIS AMOUNT | 0.00   |

CUSTOMER COPY



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# HONDA

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

www.independenceford.com
War HOPENDENCE
A TOYOTA

94 Airport Road Hazieton, PA 18202 570-453-4141 • 800-689-9833 www.independencetoyota.com

| CUSTOMER NO  | 100540  | MA  | THEW   | PATTI   | 1120  |             |  | 05/24/06         | CVC\$18096      | ) |
|--|---|---|--|---|---|-------------|--|------------------|-----------------|---|
|  |   | ₩ <u>0</u>  | 5.00   | GCENSE NA   | D   | GILEAGE 27  | 7,929  | WHITE/           | STOCK NO.       |   |
|  |   | YEAR<br>O   | MAKET MOD                                    | ROLET/MAL   | IBU MAX   | X.          | Di   | LIVERY DATE      | DECIVERY MUES   |   |
| BENTON,  | PA  | hveski  | TETT NA                                      | т 6 2 8   |   |             |  | aling dealer no. | PRODUCTION DATE | 7 |
|  |   | ET.E  |  |   | PON   | 0.          | Ř.   | 05/23/06         |                 | 7 |
| ₹Ĕ   |   | сом   | AENTS  |   |   |             |  |                  | MQ: 2793        | 3 |
| LABOR & PART   |   |   |  |   |   |             |  |                  |                 | - |
| DECT 03CVZ   | STEERING SY<br>TURNS EASY EXTRA EA<br>HAD PREVIOUS WORK D<br>CHECKED CODES. FOUN<br>INTERMITTENT FALLING<br>CLEARED CODE AND RE<br>ROAD TESTED TO VERI<br>SEEMS OK NOW. | ISY TO LEFT, STIFF<br>DONE AT POLLUCK, SE<br>D CO545 SET.<br>JE.<br>JEAN TRRATED TORONE | IO RIGHT<br>E ATTACH<br>SENSOR. :<br>IN BOTH | ed Papers.<br>Steers ok N                                   | DW).  |             | O.OO   | (CC              | OPY             |   |
| TOTALC   |   |   |  |   |   |             | • • • • • • •  |                  |                 | 1 |
| \$ | PAYNENT  [] CHARGE [] //  AUTH#  CONTACTED BY  SPOKE TO  REPAIRS EXPLANABLE  N K Y O U F O R Y  OMER SIGNATURE  | ######################################  | **********                                   | \$ 10<br>\$ 10<br>\$ 10<br>\$ 10<br>\$ 10<br>\$ 10<br>\$ 10 | TAL LABOR. TAL PARTS. TAL SUBLET TAL G.O.G. TAL MISC O TAL MISC I TAL TAX | HG.<br>DISC | 0.00<br>0.00<br>0.00<br>0.00<br>0.00<br>0.00<br>0.00 |                  | · tax           |   |
| PAGE 1 OF 1  |   | CHISTOMER COPY  |  |   | ( END OF  | INVOICE 104 | :22pm  |                  |                 |   |



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94 Airport Road Hazleton, PA 18202 570-453-4141 • 800-689-9833

| www.ii.ideheildeildecilexioleice  |                              |                               | www.independencehor         |                    | independencetoyota.com |
|---|------------------------------|-------------------------------|-----------------------------|--------------------|------------------------|
| CUSTOSLER NO. 100540  | LADD<br>LADD                 | 1104                          | 41                          | 10/07/06           | CVC\$192625            |
|   | 65.00                        | LICENSE NO.                   | 32,342                      | WHITE/             | STOCK NO.              |
|   | YEAR/MAKE/MODEL              | LET/MALIBU MAX                | X                           | DELIVERY DATE      | DELIVERY MILES         |
| BENTON, PA  | VEHICLE (.D. NO.             | T 6 2 8 5 5 F                 |                             | SELLING DEALER NO. | PRODUCTION DATE        |
|   | ET.ENO.                      | F.O.M                         | J.                          | * 09/28/06         |                        |
| F   | COMMENTS                     |                               |                             | 03/20/00           | MO: 32661              |
| LABOR & PARTS   |                              |                               |                             |                    | MO. 32001              |
| INSPECT STEERING HAD ELSEWHERE, SAID RE BALLJOINT CHECKED RIGHT FRONT AND FOUND BAL   | FAILED STATE TO              | NSPECTION.                    | · ; WARRANTY                |                    |                        |
| RIGHT OUTTER TIE ROD END LOOSE.<br>REPLACED LOWER CONTROL ARM/BALL J<br>OUTTER TIE ROD END ON RIGHT HAND<br>SET FRONT TOE AND ROAD TESTED VEH | SIDE. CHECKED /              | REPLACED<br>ALIGNNENT,        |                             |                    |                        |
| PARTSQTYFP-NUMBER   | IT 6.233                     | -LIST PRICE-UNIT PRI          | CE-<br>WARRANTY<br>WARRANTY |                    |                        |
| 300 F 1 1 22/30//0 NOT  | .100                         | JOB # 1 TOTAL PA              | राऽ 0.00                    |                    | -20                    |
|   | J0B <b>#</b>                 | 1 TOTAL LABOR & PA            | राइ 0.00                    |                    | SON /                  |
| TOTALS  |                              |                               |                             | 10000              |                        |
| ************************************  | ******                       | TOTAL LABOR.<br>TOTAL PARTS.  |                             |                    |                        |
| PAYMENT HETHOD  | 5 S                          | TOTAL SUBLET                  | 0.00                        | \                  |                        |
| F [] CASH [] CHARGE [] /C/CARD [] CH  | \$                           | TOTAL G.O.G.<br>TOTAL MISC CI | iG. 0.00                    |                    |                        |
| \$ AUTH# DATE:/   | \$                           | TOTAL MISC DI<br>TOTAL TAX    |                             |                    |                        |
| issssssssssssssssssssssssssssssssssss   |                              | TOTAL'INVO                    | ICE \$ 0.00                 |                    |                        |
| * CUSTONER CONTACTED BY   | <del>************</del><br>* | •                             |                             |                    | •                      |
| * TINE SPOKE TO<br>* Individual Repairs Explained Y/N   | *                            | !<br>!                        |                             |                    |                        |
| THANK YOU FOR YOUR BUS  |                              | •                             |                             |                    |                        |
|   | •                            |                               |                             |                    |                        |
| CUSTONER SIGNATURE  | <del></del>                  |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |
|   |                              |                               |                             |                    |                        |

PAGE 1 OF 1

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[ END OF INVOICE ] 03:02pm

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

COPY 10/07/2006 15:56:52

Sale:

Transaction # Card Type: Acc: Entry: Total:

Device ID: Reference No.:

Auth.Code:

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| on # 2         |      | MATTHEW PAT                 | ΠI          | 112007    | '      | 10/07/06           | CVCS193480      |
|----------------|------|-----------------------------|-------------|-----------|--------|--------------------|-----------------|
| MasterCard     |      | 65.00                       | LICENSE NO. | MILEAGE   | 32,661 | WHITE/             | STOCK NO.       |
| Swiped<br>4.98 |      | VEAR/MAKE/MODEL  05/CHEVROL | ET/MALIB    | U MAXX    |        | DELIVERY DATE      | DELIVERY MILES  |
|                |      | VEHICLE I.D. NO.  1 G 1 Z T | 6 2 8 5     |           |        | GELLING DEALER NO. | PRODUCTION DATE |
| 0001<br>No.:   |      | F.T. E.NO.                  |             | P. O. NO. |        | 10/07/06           |                 |
| MDSRTGYIK1007  | 5636 | COMMENTS                    |             |           |        |                    | MO: 32661       |

HOURS: TECH(\$):99942 996317 4.00 BULB ABOVE LICENSE PLATE IS OUT. Respon. AUTH/TKT 996317 Merchant number \*\*\*06573

------DESCRIPTION------LIST PRICE-UNIT PRICE-0.70 0.70 0.70 0.70 308 # 1 TOTAL PARTS BULB 8.991 CUSTOMER COPY JOB # 1 TOTAL LABOR & PARTS 4.70

METHOD PAYMENT [] CHARGE X 3 /C/CARD [ ] CHECK#...... DATE: 19.17.1.96 

\* CUSTOMER CONTACTED BY .....

\* TIME.... SPOKE TO .....

\* Individual Repairs Explained Y/N THANK YOU FOR YOUR BUSINESS

CUSTOMER SIGNATURE

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

4.98

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[ END OF INVOICE | 03:33pm

PAGE 1 OF 1



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| •  | etcaumac.com  | www.independencet                                      |                    |                |
|--|---|--|--------------------|----------------|
| 100540   | MATTHEW PATTI   | 112007 NO. NO.   | 11/14/06           | CVCS196528     |
|  | 65.00   | 34,86  | 9 WHITE/           | STOCK NO.      |
|  | YEART/MAKE/MODEL  |  | DEDVERY DATE       | DELIVERY MILES |
| BENTON, PA   | 05/CHEVROLET/MALIB  | U MAXX   | SELLING DEALER NO. | PHOCOCHONICATE |
|  | 1 G 1 Z T 6 2 8 5   |  |                    |                |
|  | E.T.E.NO.   | RO.NO.   | 11/11/06           |                |
|  | COMMENTS  |  |                    | MO: 34872      |
| GOR & PARTS  |   |  |                    |                |
| CUSTONER SAYS THAT STEERING M THE RIGHT AND TO THE LEFT. TSB#060232007. (STEERING RACK DIAGNOSED AND REPLACED STEERI ROAD TEST-OK. | AKENG NOISE WITH HARD TURNS TO<br>NOISY).<br>NG RACK AND SET FRONT TOE.   |  |                    |                |
|  | ear 6.508<br>Ore return   | WARRANT<br>Warrant                                     | Ý /                |                |
|  | JOB # 1 TO  | ITAL PARTS 0.0   | 10                 | Mana           |
|  | JOB # 1 TOTAL LABO  | R & PARTS 0.0  |                    |                |
|  |   |  | <u> </u>           | 71(1)/11       |
| 2 DSCYZ  CUSTOMER SAYS THAT BRAKE PEDA WORKING MORNALLY TODAY, NO NO LUBED PEDAL SLIDES.   | UL MAKES NOISE WHEN LETTING UFF.  | <b>0443</b> 是共享的一种 WARRAN                              |                    |                |
| CUSTOMER SAYS THAT BRAKE PEDA<br>WORKING NORMALLY TODAY, NO NO<br>LUBED PEDAL SLIDES.  | N MAKES NOISE WHEN LETTING OFF.<br>DISE HEARD.  | INIT PRICE-  |                    |                |
| CUSTOMER SAYS THAT BRAKE PEDA<br>WORKING NORMALLY TODAY, NO NO<br>LUBED PEDAL SLIDES.  | L MAKES NOISE WHEN LETTING OFF.<br>DISE HEARD.<br>DESCRIPTIONLIST PRICE-L   | INIT PRICE-<br>ITAL PARTS 0.0                          | 10                 |                |
| CUSTOMER SAYS THAT BRAKE PEDA MORKING NORMALLY TODAY, NO NO LUBED PEDAL SLIDES.  ARTS  | L MAKES NOISE WEN LETTING OFF.  JISE HEARD.  ESCRIPTIONLIST PRICE-L  JOB # 2 TOTAL LABO  HOURS TO THE HO     | INIT PRICE-<br>ITAL PARTS 0.0<br>R-8 PARTS 0.0         | 00                 |                |
| CUSTOMER SAYS THAT BRAKE PEDA WORKING NORMALLY TODAY, NO NO LUBED PEDAL SLIDES.  ARTSQTYFP.NUMBER                                  | L MAKES NOISE WHEN LETTING OFF.  DISC HEARD.  LIST PRICE-L  JOB # 2 TO  JOB # 2 TOTAL LABO  HOURSTEEN TO REPAIR.  | INIT PRICE-<br>ITAL PARTS 0.0<br>R-8 PARTS 0.0         | 00                 |                |
| WORKING NORMALLY TODAY, NO NO LUBED PEDAL SLIDES.  ARTS  | L MAKES NOISE WEN LETTING OFF.  DISE HEARD.  LIST PRICE-L  JOB # 2 TOTAL LABO  HOURS:   INIT PRICE- ITAL PARTS 0.0 R & PARTS 0.0 R & PARTS 0.0 | 100<br>100<br>107  |                |

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 05:08pm



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



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570-784-1414 • 800-924-1214
www.independenceford.com



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TOYOTA

94 Airport Road Hazleton, PA 18202

| •                 | endencechevroletcadill | ac.com           |   | www.   | 387-5050 • 800-3<br>independencehor          | nda.com www.i      | 53-4141 • 800-689-9833<br>ndependencetoyota.com |
|-------------------|------------------------|------------------|---|--|--|--------------------|---|
| 100540            |                        | SUR<br>ATTHEW PA | ATTI                                      | 112007   | S PALL                                       | 11/14/06           | CVCS196528                                      |
|                   | 6                      | 5.00             | LICENSE NO                                | MILEX  |  | WHITE/             | SIOCK RO  |
| BENTON, PA        |                        |                  | LET/MALIE                                 | U MAXX   |  | DEUVERY DATE       | DELIVERY NILES                                  |
|                   | 1                      |                  | 6285                                      |  |  | SELLING DEALER NO. | PHODOCTION DATE                                 |
|                   |                        | E:NO             |   | P. O. NO.  |  | 11/11/06           |   |
| RE.               | icol                   | MAENTS           |   | ŧ.   |  | ,                  | мо: 34872                                       |
| [] CASH [] CHARGE | **************         | ··· \$           | TOTAL<br>TOTAL<br>TOTAL<br>TOTAL<br>TOTAL | PARTS SUBLET G.O.G HISC CHG. HISC DISC TAX INVOICE | 0.00<br>0.00<br>0.00<br>0.00<br>0.00<br>0.00 |                    |   |
|                   | OR YOUR BUSINE         |                  |   |  |  | Tal C              | OPY   |

PAGE 2 OF 2

CUSTOMER COPY

[ END OF INVOICE ] 05:06pm

No. 7854793

|                              | ١.                     | V-4ST (5-00) PA TITLE NUMBER IAS SHOWN ON ATTACHED TITLE.  |                                  |                             |                                    | I. TAX/FEE   | S ASSIGNMENT                           | 2nd            |
|------------------------------|------------------------|--|----------------------------------|-----------------------------|------------------------------------|--|--|----------------|
| ·                            | VEHICLE :<br>PURCHASED | 1 624402773701 KE  | MAKE OF VEHICL                   | -                           | MODEL YEAR                         | PRICE  |  | ASSIGNMENT     |
|                              | PURCH                  | VEHICLE IDENTIFICATION NUMBER  | COMPLIQUEA                       | ROH_E-1                     | □200                               | (See note on reverse   | 13980-00                               | E              |
| В                            |                        | LG17TG2855F LAST NAME (OR FULL BUSINESS NAME) FIRST NAME   |                                  | FAIR                        | POOR                               | TRADE-IN   | AL / A                                 |                |
|                              | SELLER                 | CO-SELLEATIONWIDE CAR SALES  |                                  |                             | MIDDLÉ INITIAL                     | TAXABLE<br>AMOUNT  | N/A                                    |                |
|                              | SS                     | CO-SELLER TOWN TOL CAN SALES   |                                  |                             |                                    | 1. Sales Tax Due   | 13980.00                               |                |
| С                            |                        | LAST NAME (OR FULL BUSINESS NAME) FIRST NAME   | MIDDLE INITIAL                   | DATE 4                      | CQUIRED/                           | x 6% (.06) or<br>x 7% (.07)<br>★(See note on reverse).   | 838.80                                 |                |
|                              |                        |  |                                  | PURCH                       | ASED                               | 1A Exemption<br>Reason Code (must<br>be a number from 1<br>) to 23 or 0)   |  |                |
|                              | PURCHASER              | CO-PURCHASER   |                                  |                             |                                    | 1B First Assignment  | 1B Sec                                 | and Assignment |
|                              |                        | STREET   | <del>-</del>                     | T                           | COUNTY CODE                        |  |  |                |
|                              | 1ST                    | I GITY   |                                  | 1                           |                                    | 2. Title Fee   | 22• 50                                 | _              |
| 1                            |                        | DENTON DA  | CODE                             | REFER<br>LISTING<br>OF PINE | TO COUNTY CODES<br>ON REVERSE SIDE | 3. Lien Fee  | -22.50                                 |                |
|                              | D.                     | LAST NAME (OR FULL BUSINESS NAME) FIRST NAME   |                                  | DATE AC                     | QUIRED/                            | 4. Registration or   | - N/A                                  |                |
| _                            |                        | CO-PURGHASER   |                                  | PUNCHA                      | )EU                                | Processing Fee   | 36.00                                  |                |
| ASSIGNMENT                   | SER.                   |  |                                  |                             |                                    | Fee Exempt Number<br>as assigned by the<br>Bureau  | 30.00                                  |                |
| ASSIG                        | URCHASER               | STREET   |                                  |                             | COUNTY CODE                        | 5. Duplicate Reg.  |  |                |
| 2ND                          | 2ND PI                 | CITY STATE ZIP   | CODE                             | REFER                       | O COUNTY CODES                     | Fee<br>No. of Cards  | N/A                                    |                |
| is                           |                        | Ways of vision   |                                  | LISTING<br>OF PINK          | ON REVERSE SIDE                    | 6. Transfer Fee  |  | j              |
| Е.<br>щ                      | <br>  .                | MAKE OF VEHICLE VEHICLE IDENTIFICATION NUMBER  | -                                |                             |                                    | 7. Increase Fee  | <u> </u>                               |                |
| VEHICLE                      | l lag                  | MODEL YEAR BODY TYPE (OF TK, ETC.) CONDITION   | DA                               |                             |                                    |  | N/A                                    | •              |
| W.                           | _                      |  | OOD FAI                          | R                           | POOR                               | 8. Replacement<br>Fee  | j                                      |                |
| F.                           |                        | ORIGINAL PLATE ✓ Check One TRANSFER OF PREVIOUSLY IS  PLATE TO BE ISSUED BY TRANSFER & RENEWAL OF PL                                   |                                  |                             |                                    | TOTAL PAID<br>(Add 1 lbru 8)   | 9. 10                                  | ).             |
|                              |                        | SURANCE MUST BE AT-  | OF PLATE                         |                             |                                    |  | 58* 50<br>Sand One                     |                |
|                              | <br>                   | TACHED.)  EXCHANGE PLATE TO BE ISSUED BY BUREAU  PLATE NO.   |                                  |                             | R REPLACEMENT                      | 11.GRAND TOTAL<br>(Add 9 & 10)   | Check in<br>This Amount                | 897 30         |
| FOR                          | li                     | TEMPORARY PLATE EXPIRES  |                                  | LOST                        | E DECEIVED (LOST                   | DEFACED  | STOLEN                                 |                |
| APPLICATION FOR REGISTRATION | -                      | GFA4970  |                                  | NO                          | TE: If "NEVER RE<br>VIN            | CEIVED" block is checke  | ed, applicant must complete            | Form MV-44     |
| APPLIC                       | ı                      | 8619542 — SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANS-  | SIGN HERE                        |                             | 1                                  | <u> </u>   | RELATIONSHIP TO A                      | PRICANT        |
|                              | V                      | EHICLE PURCHASED  FIGURE NO UNLADED WEIGHT  FEHHELD (IF OTHER THAN APPLICANT)  UNLADEN WEIGHT  FADOR WEIGHT                            | REO REG. GROS                    | s wt                        |                                    | REO, REG.  | GROSS COMB                             |                |
|                              |                        | APPLICABLE) ISURANCE COMPANY NAME  | POLICY NO (OR<br>TTACH BINDER)   | ·<br>                       |                                    | POLICY EF  | · · · · · · · · · · · · · · · · · · ·  | CY EXPIRATION  |
|                              |                        | SUING CERTIFY THAT ON MONTH 12 DAY AT  |                                  | 49<br>ISSUING               | 8718D153                           | 8D DATE  | 10/26/05 DATE                          | 04/15/06       |
|                              | 15                     | ATION COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE A   |                                  | ISSUING                     | AGENT SIGNATE                      | RECAR SALES  |  | KES BARRI      |
| G.                           |                        | VE CERTIFY THAT LIME HAVE EVALUATIONS.   | <del></del>                      | /                           |                                    | ) La   | 570-8                                  | 324-5102       |
|                              |                        |  |                                  |                             |                                    |  |  |                |
| ž                            | 19                     | LOC STATEMENT CHALL WE MAKE ON THIS FORM,  | TELEPHONE N                      |                             |                                    | THE SOURCE TO THE SOURCE TO SOURCE T | MORE THAN TWO YEAR                     | S FOR ANY      |
| CERTHEICATION                |                        | TET T<br>SSIGN-P<br>MENT   | ]+                               | 0. 110.1                    |                                    | ire of Go Seller   | Lake                                   |                |
| CFBT                         | -                      | Signature of Second Parchaser or Authorized Signer   | TEL POLICION IN                  |                             |                                    |  |  |                |
|                              |                        | (3.1) Signature of Co-Purchasor Title of Authorized Signor   | TELEPHONE N                      | UMBLR                       | <b>!</b>                           | rru of Selfer  |  |                |
|                              |                        |  |                                  |                             |                                    | ire of Cc-Selier   |  |                |
| <br>WU                       | TITLE<br>INFORMATION   | NOTE: If a co-purchaser other than your sp<br>Right of Survivorship" (On death of one own<br>will be issued as "Tenants in Common" (On | oouse is liste<br>her, title goe | ed and<br>s to su           | you want t<br>urviving owi         | he title to be lis<br>ner.) CHECK HI   | sted as "Joint Ter<br>BE ["], Otherwis | nants With     |
| Appli                        | TF:<br>INFORK          | estate).   | SCALIFOI ONE                     | = UWHE                      | r. interest (                      | of deceased ow   | ner goes to his/h                      | er heirs or    |
| 80 T                         |                        | NOTE. IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LE   | EASED VEHICLE, CI                | HECK TH                     | S BLOCK                            | IF BLOCK IS CHECKED.   | COMPLETE AND ATTACH                    | FORM MV-IL.    |

#### KEN POLLOCK CHEVROLET **2**002 CERTIFICATE OF TITLE FOR A VEHICLE I,370 052653400001201-001 IGLZTSPASSE 2005 CHEVPOLET MAKE OF VEHICLE SDN SUNCE PRODUCTION D24111 BODY TYPE SEAT CAR DOOM, STATUS 9/22/05 DATE PA TITLED UNLADEN WEIGHT GVWB GCWA TITLE BRANDS ODOMETER STATUS = AGTUAL MILEAGE = MILEAGE EXCEEDS THE MECHANICAL LIMITS 2 = NOT THE ACTUAL MILEAGE 1 - NOT THE ACTUAL MILEAGE COOMETER TAMPERING VEHIFIED 4 - EXEMPT FROM ODOMETER DISCLOSURE REGISTRATION NOT TO BE ISSUED TAY UNPATE TITLE BRANDS TITLE BRANDS - ANTIQUE VEHICLE - CLASSIC VEHICLE - COLLECTBLE VEHICLE - OUT OF COUNTRY - ORIGINALLY MEGD FOR NON-U.S. KEN POLLOCK CHEVROLET INC DISTRIBUTION AGRICALTURAL VEHICLE LOGGING VEHICLE ISWAS A POLICE VEHICLE RECONSTRUCTED STREET ROD RECOVERED THEFT VEHICLE VEHICLE CONTAINS REISSUED VIN FLOOD VEHICLE ISWAS A TAXI 339 HIGHWAY 315 PITTSTON PA 18640 FIRST LIEN FAVOR OF: SECOND LIEN FAVOR OF: If a secural tempolary is listed upon satisfaction of the first tien, the first lientelider must covard this Title to the Bureau of Motor Vehicles with the appropriate form and figs. FIRST LIEN RELEASED. SECCMO LIEN RELEASED \_ AUTHORIZED REPRESENTATIVE DATE MAILING ADDRESS AUTHORIZED REPRESENTATIVE 123453

123453 KEN POLLOCK CHEVROLET INC 339 HIGHWAY 315 PITTSTON PA 18640



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.

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

ALLEN O RICHLER

Secretary of Transportation

| . APPLICATION FOR TITLE AND LIEN INFORMATION  | TO THE COMPLETED BY FUNCHASER WHEN VEHICLE IS SOLD AND THE APPROPRIATE SECTIONS ON THE REVERSE SIDE OF THIS DOCUMENT ARE COMPLETED.   |
|---|---|
| SCRIBED AND SWORN SEFORE ME:  MO.  DAY  OF YEAR   | 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, little goes to surviving owner.) CHECK HERE (I). Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, Interest of deceased owner goes to his/her helrs or estate). |
| SONA NOTE OF PERSON COMPOSTERING OATH   | IST LIEN DATE: NONE - IF NO LIEN, CHECK D   |
| JOHN BALOGA<br>NATIONWIDE CAR SALES   | 1ST LIENHOLDER  |
|   | STREEF  |
|   | CITY STATE ZIP  |
| ుడుతకు మన స్థామ్మ్ తే   | IF THIS IS AN ELT, CHECK HERE FINANCIAL NOTE: FIN REQUIRED INSTITUTION NO.  |
| n perforsapped borney makes application for Combinate of Tills to the venicle described | 2ND LIEN DATE: NONF → IF NO LIEN, CHECK   |
| most subject to the encumbrances and other legal chains, set forth men                  | 2ND LIENHOLDER  |
|   | STREET  |
|   | CITY STATE ZIP  |
| SIGNATURE OF CO-APPLICANT/PPLE OF AUTHORIZED SIGNER                                     | IF THIS IS AN ELT, CHECK HERE FINANCIAL NOTE: FIN REQUIRED INSTITUTION NO.  |

| STOCK NO.  |  | IONIWIDE  |                                   | 0 MUNDY ST                 |                       | ;<br>;           |             |                            | ſ           | DEAL N  | 10.<br>Jef                                       |
|--|--|---|-----------------------------------|----------------------------|-----------------------|------------------|-------------|----------------------------|-------------|---|--|
| 14217  | Humica's M   | ONWIDE<br>CAR SALES<br>Ou Car Alternation                 |                                   | LKES-BARRI<br>0-824-5102 • |                       |                  | 99          |                            |             | ORDER I   | DATE   |
| PURCHASE   | <u> </u>   |   | LICENSE NO                        | ).                         | 60                    | C RE             | C NO        |                            |             | DATE OF BIRT  | H  |
|  |  | 2   | <u> </u>                          | 567                        | 0.0                   | Ć. SE            | 0. NO       |                            |             | DATE OF BIRT  | 69   |
| CO-PURCHASER   |  | * DHIVER'S  | LICENSE NO                        | ).                         | 50                    | JC. SE           | C. NO.      |                            |             | DATE OF BIRT  | rı   |
| ADDRESS  |  |   |                                   |                            |                       |                  |             | ESMAN                      | . PV        | , ,   | 10.<br>/ > /                                     |
| CITY   | / !  | TATE ZIP  | RESIDE                            | ICÉ PHONE                  |                       | BUSIN            | ESS PI      |                            | _           | CUSTOMER SO   |  |
| Den  | ton 1  | 9   | <del></del>                       |                            |                       | <del>     </del> | r           | 1                          |             | Previo  | <u>v 5</u>                                       |
| Used<br>Car  | □ Used<br>Truck  | ı   | G 1                               | ZT                         | J۵                    | 8                | 5           | 5 F                        |             |   |  |
| YEAR   | MAKE   | MODEL   | BODY S                            | TYLE COLO                  | R /                   | 1.               | TRI         | 1/                         | 11          | MILEAGE   | D1   |
| AGO S  | RRANTY PROVIS  | 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -                   | Mar                               | PREV                       | <i>(1 ; 1</i><br>IOUS |                  | FASE        | <i>_/07</i><br>DORI        | A<br>RENI   | TED VEHICL  | <i>&gt;0</i>                                     |
| CHECK APPROPRIATE BOX  |  | · ·   |                                   | IACKNO                     |                       |                  |             |                            |             | ICLE I AM TODAY PI  |  |
| DEALER HEREBY EXPRE  | SOLD "AS IS WITH ALL FAULTS"<br>SSLY DISCLAIMS ALL WARRANT   | ies, either express or i                                  | implied includ                    | NG ISAUSI                  |                       | E AND/O          | OR FOR      | HIRE CAR                   | HAVIN       | G BEEN PREVIOUS   | SLY DRIVEN                                       |
| NEITHER ASSUMES NOR  | FIES OF MERCHANTABILITY OR<br>AUTHORIZES ANY PERSON TO A<br>S VEHICLE, LIABILITY BY WAY O  | ASSUME FOR IT ANY LIABIL                                  | ITY IN CONNECT                    | ON LEANY                   | K A                   | 00               | MILES A     | ND THAT                    | THE MA      | ANUFACTURER'S \   | WARRANTY,  |
| "NEGLIGENCE" OR OTH  | HERWISE IS EXPRESSLY EXCLU<br>ELLING DEALER ANY CONSEQU  | UDED, BUYER SHALL NO                                      | T BE ENTITLED                     | ا <b>مکل</b> یها (TO       |                       |                  |             |                            |             | Date  | 14100  |
| DAMAGES FOR LOSS OF  | USE, LOSS OF PROFITS, OR IN(<br>ity on this vehicle is the Limite  | COME, OR ANY OTHER INC                                    | IDENTAL DAMAG                     | BASE                       | PRIC                  | CE O             | F VEI       | IICLE                      |             |   |  |
| a pa   | ty off this venicle is the chine   | d Warranty Which is issu                                  |                                   |                            | <u>/</u>              | 1                | E           | ETAIL PR                   | ICE \$      | 13,98   | <u> </u>   |
| Sighter  |  | Date  | 314100                            | $Q_{\perp}$                |                       | 1                |             |                            | ,           |   |  |
| NEW CAR WARR   | RANTY PROVISION  |   |                                   |                            |                       |                  |             |                            |             |   | <u> </u>   |
| SELLING DEALER MERERY FO   | LYING TO THIS VEHICLE ARE TH<br>XPRESSLY DISCLAIMS ALL WAR   | RANTIES OF MERCHANTA                                      | BILITY OR FITNE                   | ss ——                      |                       |                  |             |                            |             |   | <u> </u>   |
| FOR A PARTICULAR PURPOSE   | E AND NEITHER ASSUMES MOB.   | MATTRURIZES ANY OTHER P                                   | PERSON TO ASSU                    | MET                        |                       |                  |             | <del></del>                |             | -   | <del></del>                                      |
| "STRICT LIABILITY" FOR SEL<br>BUYER SHALL NOT BE EN  | ONNECTION WITH THE SALE O<br>LLING, DEALER'S "NEGLIGENCO<br>LITLED TO RECOVER FROM T   | E" OR OTHERWISE IS EXPI<br>HE SELLING DEALER AN           | RESSLY EXCLUD<br>Y CONSEQUENT     | D.<br>IAL                  |                       |                  |             |                            |             |   | -  |
| INCOME, OR ANY OTHER INC   | OPERTY, DAMAGES FOR LOSS OF<br>IDENTAL DAMAGES. THE MANUAL<br>INTIES BY THE SELLING DEALER   | FACTURER'S WARRANTY IS                                    | S NOT AFFECTED                    | BY -                       |                       |                  |             |                            |             | -   | +  |
| -  | MILES BY THE SELLING DEALER  | Date  |                                   |                            |                       |                  |             | ···                        |             | 3   | +  |
| Signed   | RIPTION OF TRAD  |   |                                   |                            |                       |                  |             |                            |             |   | *  |
| PHYSICAL DESC  | RIPTION OF TRAD  |   |                                   |                            |                       | •                |             |                            |             | <del> </del>  |  |
| YEAR:  | MAKE:  | MODEL:  |                                   |                            |                       |                  |             |                            |             |   |  |
| TRADE-IN PAY O   | FF VERIFICATION  |   |                                   |                            |                       |                  |             | STEM W                     |             |   | <br>   |
| DALANCE OWED TO  |  | MILES:  |                                   | ACCEP                      |                       |                  |             |                            | <del></del> | 17.00-  |  |
| BALANCE OWED TO: ADDRESS:  |  |   | ZIP:                              | -                          |                       |                  | ESSOR       | IES<br>ID/OR DISC          | 001167      | 13,980  | 100  |
| LOAN ACCOUNT#:   |  | PHONE #:  |                                   | CASH D                     |                       |                  | ANCEAN      | ID/ON DISC                 |             |   | +  |
| AMOUNT \$  | <del></del>  | PAYOFF GOOD TILL  | /                                 | SALES                      |                       | ITOL             |             |                            |             | 838   | 180  |
| TITLE  |  | ANY SECOND LIENS  | YES NO                            |                            |                       | FER. TIT         | LE & REC    | SISTRATIO                  | N FEE       | 58  | 150  |
| VERIFIED BY:   |  | PAYOFF VERIFIED<br>AT BANK BY:                            | 4.1                               | DOCUM                      |                       |                  | TION FE     |                            | -           | 55  | 100  |
| EXCEPT THOSE SPECIFICALLY NO   |  |   |                                   | —— NOTAR                   | / FEE                 | ,                |             |                            |             | <u> </u>  | <del>                                     </del> |
| CUSTOMER CERTIFIES THAT VI<br>THROUGH DOGTRACKS - BENT O   | EHICLE TRADED IS FREE FROM: I<br>OR TWISTED FRAME.   | FRAME-CHACKS, CURRECTN                                    | E MELDS, UK KU                    | PENNS                      | /LVANIA               | TIRET            | AX          |                            |             |   | i  |
| CUSTOMER INITIALS X  |  | ALTER DOMORF OF ANY TOARS                                 | IN IF IT EVELEDE                  | LUXUR                      | ′TAX                  |                  |             |                            |             |   | <u> </u>   |
| THE AMOUNT OF \$   | R SALES THE DIFFERENCE (IF ANY)0   |   |                                   | USED                       | AR BAL                | ANCE D           | UE          |                            |             |   | <u> </u>   |
| I AGREE TO PROVIDE NATIONWID PURCHASE ORDER.   | E CAR SALES WITH THE FREE AND (  | CLEAR TITLE TO MY TRADE-IN                                | DESCRIBED ON TH                   | TEMPO                      | ARY TA                | AG               |             |                            |             |   | <del> </del>                                     |
| SIGNATURE:   | , , ,  |   |                                   | MISCEL                     | LANEO                 |                  |             |                            |             | 14.957  | <u>80</u>  |
| POLICY NO. L.C.  | ate Farm   | 1 1 n),   |                                   | PARTIA                     | PAYME                 |                  |             | OUNT DUE                   |             | 14, 75 1  | 30   |
| EFFECTIVE DATE OF POL  | LICY EXPIR   | PATION DATE   |                                   |                            |                       |                  | INITIALS    |                            |             |   |  |
| AGENT MALE   | 559 Pride PHON   | 415-00<br>570) 752  | - 1101                            |                            |                       |                  |             | ASH PRIC                   | E ->        |   | 1  |
| ADDRESS / 5-fort   |  | VC CONCORD  | Quille 1                          | 6. C.O.D.                  |                       |                  |             |                            |             | <u> </u>  | i  |
| PURCHASER AGREES THAT TH   | SO COMES ON THE SAME AND RE  | VERSE SINE HERENE AMID A                                  | MY SEPARATE CR                    | EDIT BALANG                |                       |                  | INANCE      |                            |             |   | ļ _  |
|  | THE TENNS AND CONDITIONS AND WANTED FOR STATEMENT HOT THE THE THE THE THE THE THE THE THE TH   |   |                                   |                            | XECUTION              | HEREOF           | By Dealei   | R. OR AT DEA               | LER'S DI    | HASER ON OR BEFORE PTION, PURCHASER SHA                             | all be in defau                                  |
| THIS OFFER TO PURCHASE MAY   | THE AGREEMENT RELATING TO THE<br>PECOME A CONTRACT TO PURCHA   |   |                                   | LLES AN ODON               | ETER MILI             | EAGE STA         | TEMENT O    | N TRADE-IN                 | VEHICLE     | S REQUIRED INFORMA  | TION CONTAINE                                    |
| MANAGER OF DEALER. PURCHASER BY HIS EXECUTION  | OF THIS ORDER CERTIFIES THAT HE  | E/SHE IS 18 YEARS OF AGE OR                               | OLDER.                            | USED GA                    | IS AND T              | RUCKS O          | NLY         |                            | •           | ART OF THIS ORDER FO  |  |
| PURCHASER ACKNOWLEDGES TH<br>COPY OF THIS ORDER ON OR BE   | HAT HE HAS READ THIS ORDER'S TE<br>FORE DELIVERY.  | RMS AND CONDITIONS AND H                                  | IAS RECEIVED A TR                 | JE PURCHAS                 | ER ACKNO              | WLEDGES          | THAT IT H   | CLE WHICH IS               | s the su    | ESENTED TO HIM OR HE<br>BJECT OF THIS PURCHA<br>THE INFORMATION YOU | ase has or has                                   |
|  | AVING READ LINDERSTANDING AND  | ACCEPTING ALL PROVISIONS (                                | OF THE WARRANTY                   | WINDOW                     | FORM FOR              | R THIS VEH       | IICLE IS PA | RT OF THIS                 | CONTRA      | THE INFORMATION YOU<br>CT. INFORMATION ON T<br>LACT OF SALE.        | HE WINDOW  |
| States   |  | Date _<   | 314101                            | PLEASE I                   | E SURE A              | ND BRIN          | G:          |                            |             | RRING YOUR TAG  |  |
| Name of the last o |  | //  |                                   | 3. PR00I                   | OF P.I.P. C           | or liabili       | TY INSURA   | NCE 4.                     | PROOF       | OF COLLISION INSURAL  | NCE.   |
| On a gradit transportion the   | offer is not valid unless signed a<br>Purchaser(s) offer is not accep  | ted and the transaction is                                | not consummate                    | ed until (a) appro         | ed in wr              | ritina by l      | Manager     | and a resp                 | onsible     | bank or Finance Co  | ompany and (b                                    |
| all disclosures required by  | the Federal Consumer Credit F  | Protection Act (Truth in Le                               | nding Act) have                   | been given and             | c) Purch              | iaser(s) i       | have sign   | ied an inst<br>inder the f | Consur      | Seles Contract. If til  | nancing for thi<br>The loan will be              |
| assigned immediately to a  | Dealer then the Purchaser sh<br>a Bank or Finance Company<br>to obtain approval of financing.  | who will be the creditor a<br>Failure to do so shall be a | and to whom th<br>default herewid | Purchaser will<br>er.      | actually              | pe opli          | gated. Pi   | uchaser s                  | inali dili  | gentily provide all if  | normation and                                    |
| I HER  |  | TIONS ON REVERSES   | IDE PARTIAL P                     | AAMENT - NON               | REFUNC                | )ABLE -          | Price/inc   | iudes all fa               | ctoryre     | pares and/or incenti  | ves.   |
| <b>^</b> \-  | THE STATE OF THE S | Date  | CY/A                              | cepted F hance             | nanager               |                  | _           |                            | Acco        | oted 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

| 2005 MALIBU LS MAXX<br>40U WHITE<br>14E GRAY CUSTOM CLOTH                         | /V6G     | GENERAL MO | MOTOR DIVISION<br>OTORS CORPORATION<br>SSANCE CENTER |
|---|----------|------------|--|
| ORDER NO. HKHZ8S/FDR STOCK NO   | ).       |            |  |
|   |          |            |  |
| VIN 1G1 ZT62 85 5F  |          |            |  |
| MODEL & FACTORY OPTIONS<br>1ZT68 MALIBU LS MAXX                                   | 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                                     |
| B37 FLOOR MATS FCH FLT-HERTZ RENT A CAR FE9 50-STATE EMISSIONS LX9 3.5L V6 ENGINE | 0.00     | 0.00       | PRC EFF 06/21/04                                     |
| MXU 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 PROGRA  | 0.00 MA  | 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   |
|   |          |            | CIIID 13777 2200                                     |

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

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. 005 VIN 1G1ZT62855F \$ 19749.41 INV 1AD46522867

JAMES WOOD MOTORS/HERTZ CORPORATION

DUE 08/20/04 DEALER 07-491

Address

City, State, Zip Code

## RELEASE OF CLAIM

| (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 MAXO bearing Vehicle Identification Number 1G1ZT62855F ("Subject Vehicle"), including but not imited 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 late of execution of this release. Notwithstanding the above, General Motors Corporation agrees to renor 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 lismiss the proceeding with prejudice. | X<br>ot<br>f |
|---|--------------|
| 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 the second in the amount of \$1,900.00, made payable to Kimmel & Silverman, P.C.   |              |
| The subject vehicle's mileage is <u>37778</u> 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 TS TERMS.  |              |
| I/We agree to the terms of this Release of All Claims   |              |
| DATE SIGNED: 11167  |              |
|   |              |
| Claimant's Signature (/ Claimant's Signature  |              |

Address

City, State, Zip Code

CC: File

LG0029 V6302006 CONTRONVEALTH OF PENNSYLVERY :

Notarial Seal

Notarial Seal

Lies A. Young, Notary Public

Bencen Twp., Columbia County

My Contribution Expires Cel. 11, 2019

Mumber, Paradylvinia Assessment

| V  |   |
|--|---|
| STATE OF   |   |
| COUNTY OF Climbia  |   |
| Sworn to (or affirmed)<br>20 <u><b>07</b>,</u> by Susan B. Murray. | and subscribed before me this 11th day of January.      |
|  | Tur alforena  |
|  | Lisa A Young Signature of Notary Public                 |
|  | Print, type or stamp Commissioned Name of Notary Public |
|  | Personally Known OR Produced identification             |
|  | Type of identification drivers photo and                |
| -  | My commission expires: Oct 11. 2009                     |

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CARD

EXPIRY: FEB 28, 2007

TITLE:

M.

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т.

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TU.

...0 ğ VIN; 1G1ZT62855F 2005 CHEV YR/MAKE:

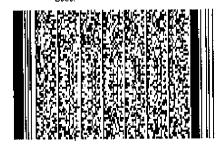
TYPE: WID:

06066 3400 008584-001

**BENTON PA** 



Thereby acknowledge this day that I have received nodes of the provisions of Section 3709 of the Vehicle





#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### **VIA FAX ONLY**

September 25, 2006 INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

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

Re:

Siebel Request: 1-433888199 2005 Pontiac G6

VIN # 1G2ZG528854

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

| - INTERNITION FORM   |
|--|
| DATE OF TRANSMISSION: 10/12/06                                 |
| NUMBER OF PAGES BEING TRANSMITTED (INCLUDING THIS              |
| COMPANY TRANSMITTED TO: BRC Gustamer Relations Lie             |
| ATTENTION: Marin Dalgleich Monagel                             |
| COMPANY FAX TELEPHONE (866) 842. 9481                          |
| RE:  |
| Delle Request 1- 933888/99                                     |
| - Un# 16226528854  |
| TRANSMITTED FROM: ECKENHOFF BU-PO-GMC-CAD INC.                 |
| (215)-884-1369 FAX FOR SERVICE<br>(215)-576-0907 FAX FOR SALES |
| · ————   |

SENDER'S NAME: Senter S

File Type: WCRK

99/28/06, 09:06:57 OM WARRANTY INFORMATION NETWORK (WIN) NEW WARRANTY CLAIM REPORT

Dealer: 03-347 Pontiac

ransaction IB: 3991

O # RO Date VIN 057921 09/18/06 162Z6528854

Biv Dealer Odometer S. Advisor RD Total Evt PBN 03-347 24,267 \*\*\*-\*\*-8147

546.43 Y

er First Name

Customer Middle Name Customer Last Name

fork Phone

Home Phone

: AV 1 15926870

n Typ CC Cnt FailedPt Tot-Pts FCd LbrOp LHrs OHrs Tech # 286.48 E0545 E7680 1.8 0.0 \*\*\*-\*\*-9037 0.00

Line-Tot Auth Cd Person Cd 430.43 B 0090

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ile Type: WORK

3/28/06, 09:06:57 GM WARRANTY INFORMATION NETWORK (WIN) NEW WARRANTY CLAIM BEPORT

Dealer: 03-347

Postiac

ransaction ID: 3991

Line-Tot Auth Cd Person Cd 116.00

imments: 254WB582X41

\* CLAIM SUMMARY \*

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

546.43)

Total Claim:

2158861314

57921

## **ECKENHOFF**

BUICK-PONTIAC-GMC-CADILLAC, INC.

\*WARRANTY\*

1750 The Fairway

|  |                                 |  |                                      |  |   |         | JENKINTOWN, I<br>(215) 884                                       |  |  |  |  |  |
|--|---------------------------------|--|--------------------------------------|--|---|---------|--|--|--|--|--|--|
| JENKINTOWN   | , PA                            |  |                                      |  | PAGE 1  |         |  |  |  |  |  |  |
| HOME:  |                                 | BUS  |                                      | SEF  | RVICE ADVISOR:  | 8147    | 7 CHANELL TIMBERS  |  |  |  |  |  |
| 0.00   | ON ENTRE THOSE CONCURSIONS      | MAKE/MODEL   |                                      |  |   |         | ENSE MILEA   |  |  |  |  |  |
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| 10/06 #62294534402 BANK OF AMERICA 11/09/05<br>15:14 18SEP06 09:46 26SEP06   |                                 |  |                                      |  |   |         |  |  |  |  |  |  |
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| INFORMATION C  | ONTAINED HER                    | EON IS ACCURATE  | CERTIFY THAT TO                      | HE Th  | e factory warranty constitutes<br>the warranties with respect                         | all 1.4 | OR AMOUNT  | 259.95   |  |  |  |  |
| SHOWN, SERVIC<br>OWNER, THERE  | ES DESCRIBED<br>WAS NO INDIC    | WERE PERFORMED<br>ATION FROM THE                       | D AT NO CHARGE T<br>APPEARANCE OF TI | FO thi   | e sale of this item\items. T<br>ller hereby expressly disclaims                       | he PAF  | RT\$ AMOUNT  | 286.48   |  |  |  |  |
| VEHICLE OR OT  | HERWISE, THA                    | T ANY PART REP.  | AIRED OR REPLACI                     | ED W   | erranties either express<br>plied, including any impl<br>arranty of merchantability   | or SUE  | S, OIL, LUBE<br>BLET AMOUNT                                      | 0.00   |  |  |  |  |
| CLAIM ARE AVA  | AILABLE FOR (1                  | ) YEAR FROM THE  | SUPPORTING THE                       | NT Se  | ness for a particular purpo<br>liler neither assumes a                                | nor MIS | C. CHARGES   | 0.00   |  |  |  |  |
| NOTIFICATION<br>MANUFACTURE  | AT THE SERV<br>R'S REPRESENT.   | VICING DEALER F<br>ATIVE.                              | OR INSPECTION                        | 89   | thorizes any other person<br>sume for it any itability<br>onection with the sale of t | in TO   | TAL CHARGES  | 546.43   |  |  |  |  |
|  |                                 |  |                                      | Iţe  | m/Items.  | A LES   | S INSURANCE<br>LES TAX   | 0.00   |  |  |  |  |
| (SIGNED) DEALE   | ER, GENERAL MAN                 | AGER OR AUTHORIZE                                      | PERSON (DATE)                        |  |   |         | ASE PAY  | 0.00   |  |  |  |  |
|  |                                 |  |                                      |  |   |         | S AMOUNT   | 546.43   |  |  |  |  |

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## **ECKENHOFF**

BUICK-PONTIAC-GMC-CADILLAC, INC.

|  |  | Ī  |  |  |  | *ACCOUNTING*  |   |  |  |  | 1750 The Fairway<br>JENKINTOWN, PA 19046   |   |  |  |  |  |
|--|--|--|--|--|--|---|---|--|--|--|--|---|--|--|--|--|
|  |  |  |  |  |  |   | (215) 884-4800  |  |  |  |  |   |  |  |  |  |
| JENKI <b>NT</b> OWN  | I PA   |  |  |  |  |   | E   | PAGE 1   |  |  |  |   |  |  |  |  |
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| 10/06 #62294534402 BANK OF AMERICA 11/09/05  |  |  |  |  |  |   |   |  |  |  |  |   |  |  |  |  |
| 15:1 <u>4 18SE</u>   | EP06   | 9:46 2   | <u>6SEPO</u>   | 6  |  | co cim  |   | SALE   | COMD   |  | LIST   |   | NET  | TOTA   | ΔT.  |  |
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### 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: 918 00

FUEL OUT-<1/8 1/8 1/4 3/8 1/2 (5

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

STK#: 68048

VIN:

264WD582X6

RO#: 57921

MILEAGE OUT:

3096

INSPECTED 12/16

MILEAGE IN:

YEAR

MAKE MODEL

COLOR TAG NO 2006 Buick Lycrosse Greu

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, unless specifically 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

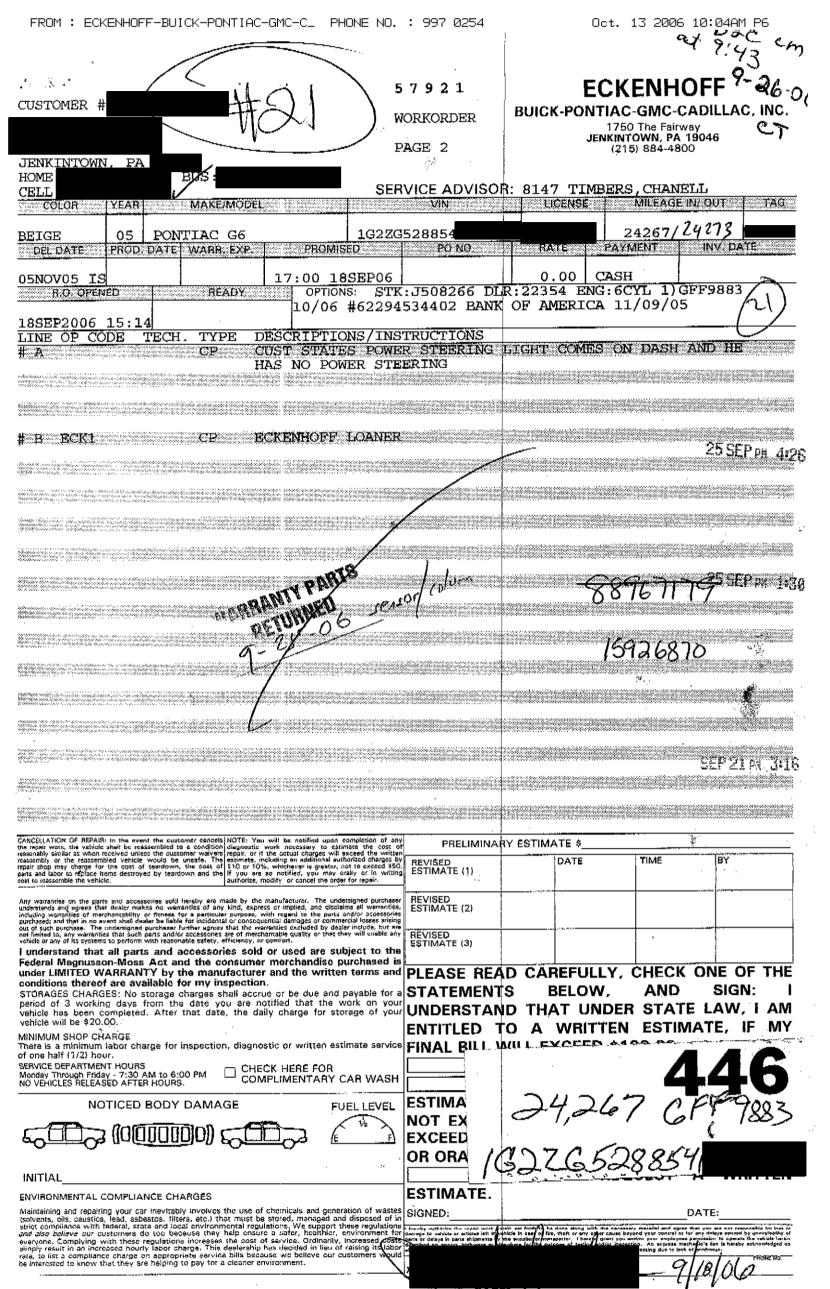
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Comments:

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



# 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              |
| COMPANY TRANSMITTED TO: BRC Customer Felating 10 mg            |
| ATTENTION: Maria Salaleist                                     |
| COMPANY FAX TELEPHONE (\$66) \$42 - 9481                       |
| RE:  |
| 2015 P. January 1- 433888/99                                   |
| Vin# 16276528854   |
| TRANSMITTED FROM: ECKENHOFF BU-PO-GMC-CAD INC.                 |
| (215)-884-1369 FAX FOR SERVICE<br>(215)-576-0907 FAX FOR SALES |

PLEASE CALL IF YOU HAVE ANY QUESTIONS OR COMMENTS.

**ECKENHOFF** 2158861314 55132 BUICK-PONTIAC-GMC-CADILLAC, INC. \*ACCOUNTING\* 1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 JENKINTOWN, PA PAGE 1 HOME: BUS CELL: SERVICE ADVISOR: 8147 CHANELL TIMBERS COLOR **∀EAR** MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG BEIGE PONTIAC 23400/23400 PROB, DATE WARR EXP. DEL DATE PROMISED PAYMENT INV DAT 05NOV05 IS17:00 13JUL06 0.00 CASH **13JUL**06 R.O. OPENED OPTIONS: STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05 09:21 13JUL06 14:13 13JUL06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP A 21 MONTH - 21,000 MILE SERVICE 21K 21 MONTH - 21,000 MILE SERVICE 135 CPSB 0.40 0.40 1129 1140 11.40 1 25010792 FILTER 340 374 3.74 0 6.00 3.74 5 OIL 10W30 665 1.95975 0 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 BUMPS SOP ORDER STEERING GEAR 135 ISP 0:00 0..00 n a 0.00 0:00 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 CUSTOMER STATES PLASTIC ITCH FROM HEADLINER ABOVE DRIVER WHILE DRIVING MISC SEE LINE C 135 ISP 0.00 0.00 0.00 CUSTOMER STATES POP/SNAP NOISE FROM SUNROOF WHEN OPEN WHILE DRIVING OVER BUMPS OR UNEVEN SURFACES MISC SEE LINE C SALE ACCOUNT COST ACCOUNT 46003 1140 1129 48100 374 340 49100 665 6104 160 160 46300 0 0 32400 159 0 22500 2808 6704 SALE, & COMP TOTALS STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, L'HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE STATEMENT OF DISCLAIMER. The factory warranty constitutes all of the warranties with respect to the sole of this itemitrems. The seller hereby expressly disclaims all warranties either express or implied, including any impression of merchantpolity or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to authorize any other person to assume for it any liability in connection with the sale of this TOTALS LABOR AMOUNT 11.40 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. 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 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE PLEASE PAY
THIS AMOUNT 28.08

Oct. 06 2006 11:45AM P3

0.55

Repair Order: 55132 Customer No.: Pay Type: CASH Customer Name: PO#: Vehicle: 05 PONT G6 GFF9883 Sold Parts: 0.00 Serial#: 1G2ZG528854 Misc/Lube/Sub: 0.00 Taq: Quoted Parts: 0.00 Employee: 1 Service Advisor: 8147 Backordered: 223.78 Sell Parts PART-NO.. DESC.... CLASS SS Q.S. O.H. BIN.... EXCHG. COST.. LIST.. EXT SALE 15911310<WASHER 12809 NS

0.00

0.33

PART NO.

line: D Seq: 1 Desc: Customer states plastic itch from headliner above dri Inter a part number, move to another field, or press a function key.

r1=Help F3=Save F4=Cancel F6=Sell Quote F7=Display All

0

53232 **ECKENHOFF** BUICK-PONTIAC-GMC-CADILLAC, INC. \*ACCOUNTING\* 1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 JENKINTOWN, PA PAGE 1 HOME BUS: CELL: SERVICE ADVISOR: 119 DONALD J SHIELDS co MAKE/MODEL LICENSE MILEAGE IN/ OUT PONTIAC G6 1G2ZG528854: 18793/18797 DEL DATE PRODUDATE WARR EXP PROMISED PO NO. BATE PAYMENT INV. DATE 05NOV05 IS 17:00 30MAY06 0.00 CASH BO. OPENED READY OPTIONS: STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05 09:12 30MAY06 17:02 30MAY06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST A CUSTOMER STATES STEERING WHEEL SHIFTED SHARP LEFT WHEN BACKING UP, TOTAL 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 Ò 0.00 B CUSTOMER STATES LTCHING NOISE FROM HEADLINER BY FRONT SUNROOF EDGE. 0.00 CAUSE: HEADLINER RETAINERS LOOSE. C3128 R&R HEADLINER ASSEMBLY, RESECURE LOOSE RETAINERS. 7WP94P 1.80 1.80 5081 FC: 2W PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: Ö 0 TPARTS 5081 14395 TLABOR C-CUSTOMER STATES RATTLE FROM LEFT-SIDE, "A"PILLAR, DASH, OR SEAT. CAUSE: SEAT RAITLE, FOUND ADJUSTER LOOSE, C6011 ADJUSTER ASSEMBLY, FRONT SEAT MANUAL BUCKET SEAT DRIVER REP OR REPLACE 7WP94P 0.500.50 1412 39.99 FC: 2W PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: NO O TPARTS 1412 3999 TLABOR ACCOUNT SALE COST CONTROL ACCOUNT COST CONTROL SALE 6493 46202 46300 18394 \*\*\*\*\* \*\*\*\* 64700 26300 18394 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 DESCRIPTION STATEMENT OF DISCLAIMER. The factory warranty constitutes all of the warranties with respect to the sale of this item\text{items.} The Seller hersby 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/terms. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX CUSTOMER SIGNATURE DEALER, GENERAL MANAGER OR AUTHORIZED PERSON PLEASE PAY THIS AMOUNT



#### **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 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,

## Customer Claim Form

| Contact Date: 09/21/06   | Start Date:  |   | Case N  | umber: PGM0662715   |     |
|--|--|---|---|---|-----|
| Have you contacted the mfr reg<br>Have you previously filed a claim<br>If yes, name of provider:   | m on this vehicle with   | the BBB or an                                   | _   | _   |     |
| Titled Owner(s) Name&A   | <u>address</u>   |   |   |   |     |
| JENKINTOWN, PA  Day Phone: Fax Number: Customer Contact Info:  |  | vening Phone:<br>-mail Address:                 |   | Cell Phone:   |     |
| <i>J</i> 1   | ness□Both Po<br>Number<br>odel: G6                                       | ercentage of tin<br>of vehicles own             | ned or leased   | sed for business purposes: by the business: Current Mileage: 26234  |     |
| Servicing Dealer/City/State: Selling Dealer/City/State:  | Eckenhoff Pontiac-Bu<br>Eckenhoff Pontiac-Bu<br>Progressive              | ick-GMC, Jenkin<br>Yes No <u>x</u>              | Policy Numb   |   |     |
| Purchase/Lease Information Purchase Date:11/05/05 Mileage Purchased As: □ New ☑ Use Is the vehicle in your possession Lienholder's Name: Bank of Ame Address: POB 2759 City/St/Zip: Jacksonville Phone: ( ) - Lienholder Acct #: | e at purchase: ad \( \subseteq \text{ Demo} \) an? yes erica  , FL 32203 | Lease Da<br>Leased A<br>Is the vel<br>Leasing ( | te:<br>s : □ New □<br>nicle in your<br>Company's N<br>Addr<br>City/St | Mileage at lease: ☐ Used ☐ Demo possession? ☐ Demo possession. ☐ Demo |     |
| Customer's Desired Outco I would prefer either a buyback of r using 2005 G6 as trade in at full res system have been exhausted.  | ny current auto loan (cur  | rrently \$17,354)                               | or trade in for   | another GM vehicle at same d  |     |
| Signature of Titled Owner(s): I am submitting this dispute for resol LINE Arbitration Rules  | ution in the BBB AUTO l  | LINE program, ar                                | nd I agree to arl   | Date<br>Ditrate the dispute under BBB A   | UTO |

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

## **Customer Claim Form**

|                | 0 410 40 411 41 61 411 41 61 411 |            |
|----------------|----------------------------------|------------|
| Customer Name: | Case Number:                     | PGM0662715 |
|                |                                  |            |

## **Vehicle Concerns**

| First Repair Attempt      | Date:_ | 03/13/06 | _M1leage:_16770 |
|---------------------------|--------|----------|-----------------|
| Last Repair Attempt       | Date:  |          | Mileage:        |
| Total Days out of Service | e:     |          |                 |

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



## **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 manufacturersponsored 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:

```
Use # miles attributable to the customer Vehicle purchase

Deduction/ = at the time of the arbitration hearing x price or gross

Payment 100,000 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 manufacturersponsored 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.

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.

<sup>&</sup>lt;sup>1</sup> 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)<sup>2</sup> after a *reusonable 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.<sup>3</sup>

<sup>&</sup>lt;sup>2</sup> 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).

<sup>&</sup>lt;sup>3</sup> 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<sup>4</sup>:
- 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.

<sup>&</sup>lt;sup>4</sup> 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 HAT

NAME Short Horne
ADDRESS Cor in phy

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.

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Oct. 06 2006 12:17PM P2

GM Vehicle Inquiry System - Summary

Page 2 of 2

| R.O Date   | Number | Type | Labor Operation  | Readin       | ng             |
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| 03/01/2006 | 049340 | #    | B2780 - HOUSING ASSEMBLY, SUNROOF (MODULE) -<br>REPLACE              |              | miles          |
| 01/23/2006 | 047746 | #    | Y0042 - CUSTOMER SATISFACTION PROGRAM - RETORQUE<br>HARMONIC BALANCE | 15439        | miles          |
| 01/23/2006 | 047746 | #    | N1720 - FUSE - REPLACE   | 15439        | miles          |
| 01/05/2005 | 098020 | γ    | Z6999 - PDI RELATED FLUID ADDS                                       |              | miles          |
| 12/15/2004 | A48162 | Ī    | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME                          | <del>†</del> | miles<br>miles |

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**Document ID# 1755919** 2005 Pontiac G6

Feedback Print

## 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 жетугее вигозиацов

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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-ityourselfer". 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.



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<-- Back Forward -> **Document ID# 1755919** 2005 Pontiac G6

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## 49340 \*ACCOUNTING\*

**ECKENHOFF** BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway

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| The factory warranty constitutes all<br>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  |
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CUSTOMER SIGNATURE

(DATE)

| DESCRIPTION               | TOTALS |
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| 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   |
| LEGG INGURANCE            | 0.00   |
| SALES TAX                 | 0.00   |
| PLEASE PAY<br>THIS AMOUNT | 6 06   |

#### **ECKENHOFF** 49340 BUICK-PONTIAC-GMC-CADILLAC, INC. \*ACCOUNTING\* 1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 DUPLICATE 1 JENKINTOWN, PAGE 1 HOME: BUS CELL: SERVICE ADVISOR: 119 DONALD J SHIELDS MAKE/MODEL COLOR YEAR VIN LICENSE MILEAGE IN/OUT TAG BEIGE PONTIAC G6 1G2ZG528854 16444/16446 DELDATE PROD. DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DAT 05NOV05 IS17:00 01MAR06 0.00 CASH 06MAR06 R.O. OPENED BEADY OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05 08:01 01MAR06 13:50 06MAR06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP TOTAL A Customer states sunroof rathless 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 Ö 3.06 3.06 12.24 FC: 93 PART#: 12520272 COUNT: 4 CLAIM TYPE: AUTH CODE: E NO 174921224 TPARTS 7340 20792 **TLAB**OR 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 O ... O 0.00 0.00 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 FOUNDELLIAR AND BELT FASTENERS TIGHT AND SECURE, NO ABNORMAL NOISES DETECTED ON ROADTEST 870 JUE 0.00 0.00 0 0 0.00 0.00 ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL 20792 7340 46202 48002 122417492 46300 26300 22016 \*\*\*\* TATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this itemittems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or implied, including any implied warranty of merchantability or of these for a particular purpose. Saller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this itemitemia. DESCRIPTION ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE 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 LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC, CHARGES assume for connection v TOTAL CHARGES MANUFACTURER'S REPRESENTATIVE. LESS INSUNANCE SALES TAX CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON PLEASE PAY

THIS AMOUNT

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PLEASE PAY THIS AMOUNT

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## **ECKENHOFF**

BUICK-PONTIAC-GMC-CADILLAC, INC. \*ACCOUNTING\* 1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 JENKINTOWN, PA PAGE 2 BUS HOME ÇELL SERVICE ADVISOR: 119 DONALD J SHIELDS YEAR MAKE/MODEL COLOR LICENSE MILEAGE IN OUT TAG BEIGE G6 1G2ZG528854 16444/16446 T948 PAYMENT INV. DATE DELDATE PROD. DATE WARR EXP. PROMISED PO NO. RATE 05NOV05 17:00 01MAR06 IS 0.00 CASH Olmaro6 R O OPENED OPTIONS: PFADY STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 #62294534402 BANK OF AMERICA 11/09/05 01MAR06 17:31 01MAR06 LINE OPCODE TECH TYPE A/HRS S/HRS TOTAL COST SALE COMP LIST NET\*\*\*\* 64700 0 COST, SALE, & COMP TOTALS 9186 6022 TEMENT OF DISCLAIMER DESCRIPTION TOTALS ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE 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 OF THE ARE DEPORT THE OF DATASET. The factory warranty constitutes all The factory warranty constitutes all of the warranties with respect to the sale of this item\tens. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a perticular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 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. 0.00 MISC. CHARGES 0.00 TOTAL CHARGES

1G2ZG528854

VIN:

Page 1 of 2

## GM Vehicle Inquiry System Summary

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

Help

| VEHICLE INFORMATION  |   |                      |      |         |                                    |              |              |        |  |
|----------------------|---|----------------------|------|---------|------------------------------------|--------------|--------------|--------|--|
| Merchandising Model: | 2   | ZG69 -2005 G6 - 6CYL | SEDA | N       | Warranty                           | Start Date : | 02/2         | 5/2005 |  |
| BARS Order Type:     | 7   | 70 - RETAIL - STOCK  |      |         |                                    |              |              |        |  |
| Delivering Dealer :  | Delivering Dealer: UNION PONTIAC-GMC-BUICK, INC. 2301 RTE 22 W UNION, NJ 07083-8517 |                      |      | K, INC. | Selling Sou                        | 16 - 1       | 16 - PONTIAC |        |  |
|                      |   |                      |      |         | Site Code :                        | 0800         | 08007        |        |  |
| (908) 964-1900       |   |                      |      |         | Business Associate Code:           |              |              | 158544 |  |
| Service Contract :   | Yes   | Branded Title :      | No   | Warran  | arranty Block : No PDI Status : Po |              |              | Paid   |  |

#### REQUIRED FIELD ACTIONS

| Туре | Number       | Description  | Posted Date | Status |
|------|--------------|--|-------------|--------|
| RC   | 05005        | REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER<br>MANUAL UPDATE         | N/A         | Closed |
| ΥT   | <u>05548</u> | ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES<br>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<br>Date | Effective<br>Odometer | End Date   | End<br>Odometer |
|--|-------------------|-----------------------|------------|-----------------|
| 36/36000 BUMPER TO BUMPER                            | 02/25/2005        | 15 miles              | 02/25/2008 | 36015 miles     |
| 72/100000 SHEET METAL COVERAGE RUST<br>THROUGH       | 02/25/2005        | 15 miles              | 02/25/2011 | 100015 miles    |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV.<br>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 |
|--------------|
|--------------|

FROM: ECKENHOFF-BUICK-PONTIAC-GMC-C\_ PHONE NO.: 997 0254

Oct. 06 2006 12:24PM P9

GM venicie inquiry System - Summary

Page 2 of 2

| R.O Date   | Number Type Labor Operation |   | Reading  |             |
|------------|-----------------------------|---|--|-------------|
| 01/23/2006 | 047746                      | # | Y0042 - CUSTOMER SATISFACTION PROGRAM - RETORQUE<br>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** 47746 BUICK-PONTIAC-GMC-CADILLAC, INC. \*ACCOUNTING\* 1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 JENKINTOWN, PA PAGE 1 HOME BUS SERVICE ADVISOR: 119 DONALD J SHIELDS CELL MAKE/MODEL LICENSE PONTIAC G6 1G2ZG528854 5439/15442 BEIGE PROD. DATE WARR EXP RATE INV DATE PROMISED PAYMENT DEL DATE PO NO. 05NQV05 17:00 23JAN06 0.00 CASH 23JAN06 RO OPENED OPTIONS: READY STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05 23JAN06 09:05 23JAN06 s/HRS LINE OPCODE TECH TYPE A/HRS COST SALE $_{ m LIST}$ NET TOTAL A CAMPAIGN 05548 HARMONIC BALANCER NOT SEATED CAUSE: CAMPAIGN Y0042 ENGINE HARMONIC BALANCER NOT SEATED 2399 870WP94P 0.30 0.30 847 23.99 FC: 96 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: 0 TPARTS D 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 BULLETIN. CUSTOMER STATES PANARAMINC ROOF SUNSHADE RATTLES AS PER NEW CND BULLETIN ADDRESSES MULTIPLE ITEMS, SUNSHADE IS QUIET, NEED TO ROADTEST WITH CUSTOMER TO DUPLICATE NOISE. .870---CPP---0--00 0.00 . οσ 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. 0 0.00 0.00 870 0 CPP0.00 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 1.75 1 88909755 FUSE KIT 125 175 FC: 6F PART#: 88909755 STATEMENT OF DISCLAIMER DESCRIPTION ON BEHALF OF SERVICING DEALER, I MEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE FERFORMED 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 NOTICE OF THE PROPERTY OF THE PARTY OF THE The factory warranty constitutes all The factory warranty constitutes all of the warrantics with respect to the sale of this item\text{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. LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY TOTAL CHARGES MANUFACTURER'S REPRESENTATIVE. LESS INSURANCE item/items SALES TAX CUSTOMER SIGNATURE DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) **PLEASE PAY** THIS AMOUNT

47746

## **ECKENHOFF**

\*ACCOUNTING\*

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 PAGE 2 JENKINTOWN. PA BUS HOME: SERVICE ADVISOR: 119 DONALD J SHIELDS CELL: COLUM CICENSE MILEAGE IN OUT TAG MAKE/MODEL VIN 15439/15442 BEIGE PONTIAC G6 1G2ZG528854 PAYMENT RATE INV DATE PROD DATE WARR EXP PROMISED PO NO. DEL DATE 23JAN06 17:00 23JAN06 00 CASH 05NOV05 IS R.O. OPENED STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 READY OPTIONS: 10/06 #62294534402 BANK OF AMERICA 11/09/05 17:14 23JAN06 09:05 23JAN06 LINE OPCODE TECH TYPE A/HRS TOTAL S/HRS SALE COMP NET COUNT: 1 CLAIM TYPE: AUTH CODE: OJ125 175 TPARTS 1599 TLABOR 565 F LUBE OIL FILTER 3A LUBE OIL FILTER 13.95 870 CPP 0.40 0.40 1129 1395 0 6.00 6.00 340 6.00 600 1 25010792 OIL FLTR 1.95 600 1 95 975 5 OIL 10W3D COST CONTROL ACCOUNT COST ACCOUNT SALE 1395 1129 46002 46202 3998 1412 600 -4 O 125 46702 48002 175 179 O. 975 600 32400 49102 de de de 22500 3149 26300 - 16 COST & COMP TOTALS 3606 SALE, STATEMENT OF DISCLAIMER

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 THE 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 warrantly constitutes all
of the warrantles with respect to
the sale of this itemitems. The
Soller hereby expressly disclaims all
warrantles either express or
implied, including any implied
warrantly of merchantability or
fitness for a particular purpose.
Seller neither essumes nor
authorizes any order person to
assume for it any liability in
connection with the sale of this

| 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<br>THIS AMOUNT | 31.49  |

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED)

## ECKENHOFF BUICK - PONTIAC - GMC - CADILLAC, INC.

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

ADDRESS 1619 Upland ALE

CITY/STATE/ZIP DEALCHOON fa. 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.                       | TECHNIC          | :AN              |
|--------------------------------------|--|-------------------------|------------------------------------|------------------|------------------|
| 1124/06                              | 1 1  | 47746                   | Dac                                | Chuel            | <u>(</u>         |
| SERVICE DEP                          | and the first that the second of the first terms of the second of the se | NEW CAR                 | ORDER#                             |                  |                  |
| RETAIL CUSTO                         | The state of the s | EMPLOYEE                | ne. land                           | D DATE   001.00  | I company        |
| VEHICLE ID NUMBER                    | 8-541  | 48164                   | DEL PRO                            | DD DATE COLOR    | TRIM             |
| OCTY.                                | PART NUMBER  | F. F. (1988) - 11. (1.) | DESCRIPTION                        | () NO            | TES              |
| \$7861 <u>  2.24</u> 61 <u>19</u> 33 |  | <u> </u>                |                                    |                  |                  |
| 4 w                                  | 45her  |                         | ntopit serve<br>portu<br>Ajen seve |                  | (4) A<br>(3) (1) |
|                                      |  |                         |                                    |                  |                  |
|                                      |  |                         | 18. 19.<br>18. 19.<br>18. 19.      |                  | 8-71<br>77-51    |
|                                      |  |                         |                                    |                  |                  |
|                                      |  |                         |                                    |                  | 17.<br>Sec. 17.  |
|                                      |  |                         |                                    |                  |                  |
|                                      |  |                         |                                    |                  | 800.<br>1800.    |
|                                      | 24.  |                         |                                    |                  |                  |
|                                      |  |                         |                                    | ORDER            | ED BY            |
| PART RECEIVED                        | CARD MAILED  | 1ST NOTIFICATION        | BY.                                | 2ND              | BY               |
| 3RD                                  | BY:  | <b>4TH</b>              | BY:                                | APPOINTMENT DATE | 7                |
|                                      | WHITE - CUSTOMER CO  | DPY CANARY - SERV       | /ICE COPY PINK - PAI               | RTS MONITORING   | 1111             |

# GM Vehicle Inquiry System Summary

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

## <u>Help</u>

| VIN: | 1G2ZG528854 |  |
|------|-------------|--|
|      | I           |  |

### VEHICLE INFORMATION

| Merchandising<br>Model : | 2ZG69 -2005 G6<br>SEDAN               | 2ZG69 -2005 G6 - 6CYL<br>SEDAN |   |                              | Warranty Start<br>Date : |        |                 | /2005 |
|--------------------------|---------------------------------------|--------------------------------|---|------------------------------|--------------------------|--------|-----------------|-------|
| BARS Order<br>Type :     | 70 - RETAIL - STOCK                   |                                |   |                              |                          |        |                 |       |
| Delivering Dealer :      | UNION PONTIAC-GMC-<br>BUICK, INC.     |                                |   | Selling Source :             |                          |        | 16 -<br>PONTIAC |       |
|                          | 2301 RTE 22 W<br>UNION, NJ 07083-8517 |                                | 7 | Site Code :                  |                          |        | 08007           |       |
|                          | (908) 964-1900                        | •                              |   | Business Associate<br>Code : |                          | 158544 |                 |       |
| Service Yes              | Branded<br>Title :                    | 1 1 3 2 3 1                    |   | rranty<br>ock :              | _No_                     |        | DI<br>tus :     | Paid  |

## REQUIRED FIELD ACTIONS

| Туре | Number Description |   | Posted<br>Date | Status |
|------|--------------------|---|----------------|--------|
| RC   | 05005              | REAR SEAT CHILD RESTRAINT<br>ANCHORAGE OWNER MANUAL UPDATE      | N/A            | Closed |
| RC   | <u>05548</u>       | 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.

GM Vehicle Inquiry System - Summary

Oct. 06 2006 12:29PM P14

Page 2 of 2

## APPLICABLE WARRANTIES

| Description  | Effective<br>Date | Effective<br>Odometer | End Date   | End<br>Odometer |
|--|-------------------|-----------------------|------------|-----------------|
| 36/36000 BUMPER TO<br>BUMPER                         | 02/25/2005        | 15 miles              | 02/25/2008 | 36015 miles     |
| 72/100000 SHEET METAL<br>COVERAGE RUST THROUGH       | 02/25/2005        | 15 miles              | 02/25/2011 | 100015 miles    |
| 96/80000 FEDERAL EMISSION<br>CATALYTIC CONV. AND PCM | 02/25/2005        | 15 miles              | 02/25/2013 | 80015 miles     |
| 36/50000 CALIFORNIA<br>EMISSIONS                     | 02/25/2005        | 15 miles              | 02/25/2008 | 50015 miles     |
| 84/70000 CALIFORNIA<br>SELECT COMPONENT              | 02/25/2005        | 15 miles              | 02/25/2012 | 70015 miles     |

## **CLAIM HISTORY**

| R.O Date   | R.O<br>Number | Type | Labor Operation                                | Odometer<br>Reading |
|------------|---------------|------|--|---------------------|
| 01/05/2005 | 098020        | I    | Z6999 - PDI RELATED FLUID ADDS                 | 5 miles             |
| 12/15/2004 | A48162        | Ι    | Z7000 - PRE-DELIVERY INSPECTION -<br>BASE TIME | 0 miles             |

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| FROM : ECKENHOFF-BUICK-PONTIAC-GMC-C_ PHONE NO.   | : 997 0254 Oct. 06 2006 12:30PM P15  |
|---|--|
| of one half (1/2) hour.  SERVICE DEPARTMENT HOURS Mondey Through Friday 7:30 AM to 6:00 PM NO VEHICLES RELEASED AFTER HOURS.  CHECK HERE FOR COMPLIMENTARY CAR WASH   | I REQUEST A WRITTEN ESTIMATE.  I DO NOT REQUEST A WRITTEN  |
| NOTICED BODY DAMAGE FUEL LEVEL  | ESTIMATE AS LONG AS THE REPAIR COSTS DO  |
|   | NOT EXCEED \$ THE SHOP MAY NOT   |
|   | EXCEED THIS AMOUNT WITHOUT MY WRITTEN  |
|   | OR ORAL APPROVAL.  |
| INITIAL   | DO NOT REQUEST A WRITTEN   |
| ENVIRONMENTAL COMPLIANCE CHARGES  | ESTIMATE.  |
| Maintaining and repairing your car inevitably involves the use of chemicals and generation of waste (solvents, oils, caustics, lead, asbectos, filters, etc.) that must be stored, managed and disposed of i  |  |
| strict compliance with federal, state and local environmental regulations. We support these regulation and also believe our customers do too because they help ensure a safer, healthier, environment fo everyone. Complying with these regulations increases the cost of service. Ordinarily, increased cost simply result in an increased hourly labor charge. This dealership has decided in lieu of reising its laborate, 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. |  |
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| USTOMER #:2158861314   | 35)  | 4 4 6 5 9<br>WORKORDER<br>PAGE 2                                    | BUICK-PONT              | KENHOFF<br>AC GMC CADILI<br>1750 The Editoray<br>KINTOWN, PA 719045<br>(215)*884-4860 | AC INC. |
|--|--|---|-------------------------|---|---------|
| JENKINTOWN, PA BUS:  |  | SERVICE ADVISO  | R: 8147 TIMB            | ERS, CHANELL  |         |
| COLOR YEAR MAKE/MODEL  |  | VIN   | UCENSE                  | MILEAGE IN OU   | T TAG   |
| BEIGE 05 PONTIAC G6  | The second secon | 22G528854   | RATE                    | 13160/<br>PAYMENT INV   | DATE    |
| DEL DATE PROD DATE WARR EXP  | PROMISED   |   |                         | ASH   |         |
| 05NOV05 IS READY   | 17:00 10NOV  | TORRESTENDONES DI   | D 22354 ENG             | :6CYL 1)GFF98   | 383     |
| 10.50  |  | 2294534402 BAN  | K OF AMERICA            |   |         |
| LINE OP CODE TECH. TYPE D  | ESCRIPTIONS,   | /INSTRUCTIONS<br>MAKE EXTRA KEY                                     | AND SUPPLY              | etra Remove   |         |
| **************************************   |  |   |                         |   |         |
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|  |  |   |                         | <b>,\</b>   |         |
|  |  |   | 100                     |   |         |
|  | iii ha natitied wood com   | pletion of any PRELIM   | NARY ESTIMATE \$_       |   |         |
| the repair work, the vehicle shall be reasceptions to a Collection reasonably similar as when received unless the outcomer waivers' repair or resussembly or the reasceptible vehicle would be unsafe. The estimate readir shop may charge for the cost of teardiston, the cost of 90 or   | ir it the setual charges will exce<br>; including an additional outhoris   | ed the written  red charges by REVISED  o exceed \$50. ESTIMATE (1) | DATE                    | TIME  | BY      |
| Any warranties on the ports and accessories cold hereby ere made by the understands and agrees that dealer makes no warranties of any kind, expending warranties of merchantability or fitness for a particular purposit including warranties of merchantability or fitness to a particular purposit.  |  |   |                         |   |         |
| purchased; and that in no event main deal to such a single stream out of such nurchase. The undersigned purchaser further agrees that the not limited to, any warranties that such parts and/or scoegories are of muchicle or any of its systems to perform with reasonable safety, efficiency of the systems to perform with reasonable safety, efficiency of the systems to perform with reasonable safety, efficiency of the systems of | warranties excluded by dealer in<br>erchantable quality or that they<br>, or comfort.<br>old or used are subje   | will enable any BEVISED ESTIMATE (3)                                |                         |   |         |
| Federal Magnusson-Moss Act and the consumunder LIMITED WARRANTY by the manufacture conditions thereof are available for my inspect STORAGES CHARGES: No storage charges shall act  | ion<br>ion   | FLEASE  | READ CAREFU<br>NTS BELO | W, AND  | SIGN:   |

ECKENHOFF BUICK-PONTIAC-GMC-GADILLAC, inc.

1750 The Fairway

JENKINTOWN, PA. 19046

(215) 884-4200

# **WE OWE**

| NAME       | ·  | STK. NO. 3508266  | NEW       | USED                | XX                                   |
|------------|--|-------------------|-----------|---------------------|--------------------------------------|
| ADDRESS    |  | YEAR (15          | MAKE      | PONTIAC             |                                      |
| CITY       | JENKINTOWN STATE PA  | ZIP 1904E         | MODEL     | <u> 66</u>          | Y /* =============================== |
| PHONE      |  | VIN NO.           |           | <del>76528854</del> |                                      |
| _          | SALESPERSON KIN, CHARLIE   |                   | DEL. DATE | <u>05 NOV 20</u>    | 05 <u>m</u>                          |
| OTY.       | NAME OF ITEM   |                   |           | PART                | LABOR                                |
|            | Y Remote & 1 ferry   |                   |           |                     | CUSTOMER                             |
|            | NOTHING ELSE PROMISED - 'V   |                   |           |                     | MAT S MAT (Late, ) — 17 MB, P. 1     |
|            | 477  | MILLIANY Nº FRANK |           |                     |                                      |
|            | ANNOTE AND ANY OF THE PROPERTY |                   |           |                     |                                      |
| DATE OF 19 | R  | DA*               | PROVED    | 05 NOV 20           | 05                                   |

40607

## **ECKENHOFF**

## BUICK-PONTIAC-GMC-CADILLAC, INC.

\*ACCOUNTING\*

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

|  |   |  |  |   | PAGE 2   |  |  |                  |   |   |
|--|---|--|--|---|--|--|--|------------------|---|---|
| HOME:  |   | BUS:   |  | SEI   | RVICE ADVISO   | R: 814   | 7 CHAI   | WELL TIME        | BERS  |   |
| COLOR  | YEAR  | MAKE/MODEL   |  |   | VIN  |  | CENSE  | MILEAG           | EIN/ OUT  | TAG   |
|  | 05 P  | ONTIAC G6  | •  | 1627  | G528854:   |  | _  | 13134            | /13135  |   |
| DELUATE                                      |   | TE WARR EXP  | PROMIS   | ***************************************   | PO NO.   | BA   | NTE :  | PAYMENT          | INV. D  | ATE::::::::::::::::::::::::::::::::::::         |
| TS   |   |  | 17:00 23   | AUG05   |  |  |  | CASH             | 23AUG2  | 005   |
| R.O. OPEN                                    | ***   | READY  | OPTIONS  | s: ST   | K:J508266 DI   | LR: 223  | 5 <u>4</u>   |                  |   |   |
| 07:32 19AU                                   | IG05 11.  | 1: <b>1</b> 5 23 <u>AUG</u> 0  | 5  |   |  |  |  |                  |   | <u> </u>  |
| LINE OPCOL                                   | E TECH  | TYPE A/HRS   | s/HRS  | COST  | SALE CO  | MP   | LIST   | NET              | TOTA  | AL  |
|  |   |  |  |   |  |  | enversessessessesses<br>200 bibliotheressesses ere |                  |   | neonone noscensories                            |
| ACCOUNT                                      | SALE  | COST<br>12984  | CONTRO   |   | ACCOUNT S.<br>46700  | ALE<br>642   | COS  | T<br>540         | CONTROL   |   |
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| the first transfer was a few property to the |   | G DEALER, 1 HEREBY<br>HEREON IS ACCURAT  | I  | THE<br>RWISE  | The factory warranty const   | itutes all<br>epect to                                 | LABOR AN   | OUNT             |   | 200   |
| SHOWN SERV                                   | ICES DESCRI   | BED WERE PERFORMI<br>DICATION FROM THE<br>THAT ANY PART RE   | APPEARANCE O   | FTHE  | the sale of this item\iter<br>Seller hereby expressly disc<br>warranties either expr<br>implied, including eny | claims ali<br>eas or                                   | GAS, OIL,  | LUBE             |   | .00   |
| UNDER THIS C                                 | CLAIM HAD   | DE MIGHTE DECUBI   | DS SUPPORTING  | THIS  | implied, including eny<br>warrenty of merchantal<br>fitness for a particular<br>Soller neither assume          | DILITY OF I  | SUBLET A   |                  |   | -00   |
| CLAIM ARE A                                  | VAILABLE FO   | OR (1) YEAR FROM TO<br>SERVICING DEALER  |  | N BY  | authorizes any other per<br>assume for it any llai   | erson to   | MISC. CHA  |                  | -   | .00   |
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| (SIGNED) DEA                                 | ALER, GENERAL   | MANAGER OR AUTHORIZ  | ED PERSON (DA  | <b>†</b> €)   | CUSTOMER SIGNATURE   |  | PLEASE F   | PAY              |   |   |
|  |   |  |  | <u>√:</u> 1   |  |  | THIS AM  | OUNT             | <u>C</u>  | 0.00  |

40607

## **ECKENHOFF**

\*ACCOUNTING\*

BUICK-PONTIAC-GMC-CADILLAC, INC. 1750 The Fairway

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

#### PAGE 1

| HOME:   |  | BUS:  |   | SE   | RVICE AD\  | /ISOR: 8:                                 | 147 CH                  | ANELL TIM  | BERS  | •  |
|---|--|---|---|--|--|---|-------------------------|--|---|--|
| COLOR   | YEAR   | MAKE/MODEL  |   |  |  |   | LICENSE                 | MillEA   | GE IN/OUT   | TAG  |
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| SHOWN SERVICE                                 | LES DESCRIBED  | WERE PERFORME                                     | APPEARANCE (  | OF THE   | the sale of this is<br>Seller hereby expres<br>warranties either<br>implied, including   | siv discialms au .                        | GAS, OIL                | LUBE   |   |  |
| VEHICLE OR OT<br>UNDER THIS CL                | THERWISE, THA<br>AIM HAD BEEN  | T ANY PART REF<br>I CONNECTED IN<br>MISUSE RECORD | ANY WAY WIT   | H ANY  | implied, including<br>warranty of mer<br>timess for a part   | chentability or                           |                         | AMOUNT   |   |  |
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|                     |              |          |                                       |  | •                                     |  |

## STICKER ISSUANCE REPORT

Date: 08/22/2005

Model Year:

VIN:

5GADT13\$942

Make: Plate:

NEWCAR

Model:

Title: NONNE

**Odometer Reading:** 

0000021

Sticker Number:

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

Signer

1

| CUSTOMER'S NAME                                     |                   |                      |         | ADDRESS                                 |  |                                |                                       |   |
|---|-------------------|----------------------|---------|---|--|--------------------------------|---------------------------------------|---|
| CITY-ZiP  |                   |                      |         | PHONE                                   | # HOME   | work _                         |                                       |   |
| MAKE PO-TICC MO                                     | DEL               | 66                   |         | year <u>03</u>                          | - MILEAGE /シ/シン-                                     | _ TECHNICIAN _                 | Jore                                  |   |
| VIN 1 161212161512181                               | F 15              | 4                    |         | LICENSE                                 |  |                                |                                       |   |
| VIIIV.  |                   |                      | ITEMO N |   | ARE SAFETY-RELATED                                   |                                |                                       |   |
|   | OK                | REPAIR OR<br>SERVICE | LABOR   | PARTS                                   | ARE SAFE! Y-RELATED                                  | REPAIR OR<br>OK SERVICE        | LABOR                                 | PARTS                                   |
| GENERAL INSPECTION                                  |                   | OL: NIOC             |         |   | Engine (continued)                                   |                                |                                       |   |
| Horn  | ₹                 |                      |         |   | Auto Transmission                                    | psK □                          |                                       |   |
| Lights  | PI III JULIA      |                      |         | 1220                                    | Clutch Slave   |                                |                                       |   |
| Turn Signals  | -                 |                      |         |   | Under vehicle inspection                             | i. Car hoisted i               | or inspectio                          | n                                       |
| Panel Lamps   | 7                 |                      |         |   | Water Pump/Freeze Plugs                              | s ext 🗆                        | · · · · · · · · · · · · · · · · · · · |   |
| Gauges, Indicators                                  |                   | □                    |         |   | Timing Cover Gasket, Sec<br>Oil Pan Gasket, Rear Sea | al 🗆 🗀 ;                       |                                       |   |
| Wiper Blades  | <u> </u>          | <u></u>              |         |   | Oil Sending Unit                                     |                                |                                       | · · ·                                   |
| Windshield Washer<br>Clutch Pedal                   |                   |                      |         |   | Fuel Pump .  |                                | . Or other                            |   |
| Shift Linkage, Indicator                            | .::<br><b>≥::</b> |                      |         |   | Other :  |                                |                                       |   |
| Glass/Mirrors                                       | 10                |                      |         |   | Transmission   |                                | <u> </u>                              |   |
| State Inspection                                    | <del>-</del>      |                      |         |   | Regular Service                                      |                                |                                       |   |
| UNDER HOOD INSPECTIO                                |                   |                      |         |   | Seal Leaks   | <b>z</b> –                     |                                       |   |
| Cooling System                                      | /IX               |                      |         |   | Axles, Boots   | <b>19 19 19 19 19 19 19 19</b> |                                       |   |
| Drive Belts   | -                 |                      |         |   | Repairs, Other                                       |                                |                                       |   |
| Radiator Hoses                                      |                   |                      |         |   | Brakes   |                                | *                                     |   |
| Heater Hoses  |                   |                      |         |   | Front Rotors or Drums                                |                                |                                       | ***                                     |
| Coolant   | <u>=</u>          | ō                    |         |   | Front Brake Linings                                  |                                |                                       |   |
| Radiator Cap  | 2                 | $\Box$               |         |   | Wheel Bearings                                       |                                |                                       |   |
| Other   |                   |                      |         | ±. ==================================== | Brake Hoses  |                                |                                       |   |
| Electrical & Charging Sys                           | tem               |                      |         |   | Calipers or Wheel Cylinde                            | rs.⊠ 🗆                         |                                       |   |
| Battery   | 250               | $\Box$               |         |   | Rear Rotors or Drums                                 |                                |                                       |   |
| Battery Cables                                      |                   |                      |         |   | Rear Brake Linings                                   |                                |                                       |   |
| Alternator/Regulator                                | 2                 |                      |         |   | Calipers or Wheel Cylinde<br>Master Cylinder         |                                | <del>- `</del> -                      | - · · · · · · · · · · · · · · · · · · · |
| Other   |                   | <u> </u>             | _       |   | Power Booster  |                                |                                       |   |
| Air Conditioner                                     |                   |                      |         |   | Other  |                                |                                       |   |
| A.C. Service  | 5                 |                      |         | . autima.                               | Differential   |                                |                                       | *.                                      |
| Leak, Compressor Seal                               | ROBRA             | □                    |         |   | Bearings   |                                |                                       |   |
| Leak at Line or Fitting                             | <u></u>           |                      |         |   | Seals  |                                |                                       |   |
| Condensor   | <u> </u>          |                      |         | <del></del> .                           | U-Joints or CV-Joints                                |                                |                                       |   |
| Evaporator<br>Other                                 |                   | ä                    |         | Section 1                               | Driveshaft, Drive Axles                              |                                |                                       |   |
|   |                   |                      |         |   | Other  |                                |                                       |   |
| Engine  | -                 |                      |         |   | Suspension & Steering                                | . '                            | 1,0                                   |   |
| Oil<br>Breather———————————————————————————————————— | <u>S</u>          |                      | - *     |   | Front End Alignment                                  |                                |                                       |   |
| Air Cleaner/Filter                                  | ই                 | Ä                    |         |   | Wheel Balance  | . 🚍 🗀                          |                                       | · ·                                     |
| Tune Up   | 菜                 |                      |         | w                                       | Ball Joints/Linkages                                 |                                |                                       |   |
| Valve Adjustment                                    | GMA               |                      |         |   | Shock Absorbers                                      | andanda<br>Coooc               |                                       | <u> </u>                                |
| Carburetor/Injection                                | <b>X</b>          |                      |         |   | Power Steering Pump                                  |                                |                                       |   |
| Turbocharger  |                   |                      |         |   | Steering Gear  | ¥ =                            |                                       |   |
| Fuel Filter   |                   |                      |         | <del></del>                             | Power Steering Hoses<br>Other                        |                                |                                       |   |
| PCV Valve, Filters                                  |                   |                      |         |   | Miscellaneous  | <u> </u>                       |                                       |   |
| Charcoal Cannister Distributor, Cap and Rotor       |                   |                      |         |   |  | ₩ -                            |                                       |   |
| Spark Plug Cables                                   | <br>[⊊]           |                      |         |   | Exhaust System                                       | <b>X</b> XX                    | · · · · · · · · · · · · · · · · · · · | <del></del> .                           |
| Valve Cover Gaskets                                 | 8                 |                      |         |   | Fuel Tank/Lines<br>Other                             |                                |                                       |   |
| FLUIDS  |                   | _                    |         |   | Onter  | <u> </u>                       |                                       |   |
| Master Cylinder                                     |                   |                      |         |   | •  | Total Estimate                 |                                       |   |
| Power Steering                                      |                   |                      |         |   |  |                                |                                       |   |

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.

44659

## **ECKENHOFF**

\*ACCOUNTING\*

BUICK-PONTIAC-GMC-CADILLAC, INC.

|  | *ACCOUNTING*   | 1750 The Fairway<br><b>JENKINTOWN, PA 19046</b><br>(215) 884-4800 |
|--|--|---|
| JENKINTOWN, PA   | PAGE 1   | (210) 004-4000  |
| HOME BUS:  | SERVICE ADVISOR: 8:  | 147 CHANELL TIMBERS   |
| COLOR YEAR MAKE/MODEL  | VIN  |   |
| BEIGE 05 PONTIAC G6 10   | 32ZG528854   | 13160/13160   |
| DECDATE PROD. DATE WARR EXP. PROMISED  | PO NO.   | BATE PAYMENT INV. DATE  |
| 05NOV05 IS 17:00 10NOV   | 705  | 0.00 CASH 10NOV05   |
| R.O. OPENED READY OPTIONS:   | STK:J508266 DLR:2:<br>2294534402 BANK OF   | 2354 ENG:6CYL 1)GFF9883   |
| 10:56 10NOV05 11:40 10NOV05  | 2254554402 BANK OF   |   |
| LINE OPCODE TECH TYPE A/HRS S/HRS COS  |  | LIST NET TOTAL  |
| A CUST STATES MAKE EXTRA KEY AND SUPPLY MISC MISC  | [CONTACTOR OF TAXABLE LINE   |   |
| 135 IUE 0.50 0.50 12   | 72 3900  | 39.00 39.00   |
| 1 89024142 KEY 208<br>1 22733523 TRANSMITT 335   |  | 36.49 27.04 27.04<br>59.56 44.15 44.15                            |
| 600,000,000,000,000,000,000,000,000,000  |  |   |
| ACCOUNT SALE COST CONTROL 46300 3900 1273  | ACCOUNT SALE<br>48100 711:   |   |
|  | 64700 1101   |   |
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| COST, SALE, & COMP TOTALS 67-  | 49 11019 O   |   |
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE   | STATEMENT OF DISCLAIMER The factory werranty constitutes all   | DESCRIPTION TOTALS  |
| SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO   | of the warranties with respect to<br>the sale of this item\tems. The<br>Seller hereby expressly disclaims at | PARTS AMOUNT 0.00   |
| 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 | warranties either express or<br>implied, including any implied<br>warranty of merchantability or             | GAS, OIL, LUBE 0.00   |
| UNDER THIS CLAIM HAD BEEN COUNTETED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT   | warranty of merchantebility or fitness for a particular purpose. Seller neither assumes nor                  | SUBLET AMOUNT   0.00  |
| NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.  | authorizes any other person to assume for it any liability in  | TOTAL CHARGES 0.00  |
| MANO ACIONE O DEFIGERMATIVE.   | connection with the sale of this item/items.   | LESS INSURANCE 0.00   |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)   | CUSTOMER SIGNATURE   | 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: 10  | G2ZG528854          |   |                       |    |                  |            |      |
|--|---------------------|---|-----------------------|----|------------------|------------|------|
|  | VEHIC               | LE INFORMAT   | ION                   |    |                  |            |      |
| 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.<br>2301 RTE 22 W<br>UNION , NJ 07083-8517<br>(908) 964-1900 |                       |    | Selling Source : |            |      |
|  | UNION, NJ 07083-85  |   |                       |    |                  | 08007      |      |
|  | (908) 964-1900      |   |                       |    | te Code :        | 158544     |      |
| Service Contract :                               | Yes Branded Title : | No Warra  | nty Block :           | No | PDI Star         | tus :      | Paid |
| •  | PEOUL               | RED FIELD ACT   | TANG                  |    |                  |            |      |

| Туре | Number       | Description  | Posted Date | Status |
|------|--------------|--|-------------|--------|
| RC   | <u>05005</u> | REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER<br>MANUAL UPDATE         | N/A         | Closed |
| YT   | <u>05548</u> | ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES<br>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<br>Date | Effective<br>Odometer | End Date   | End<br>Odometer |
|--|-------------------|-----------------------|------------|-----------------|
| 36/36000 BUMPER TO BUMPER                            | 02/25/2005        | 15 miles              | 02/25/2008 | 36015 miles     |
| 72/100000 SHEET METAL COVERAGE RUST<br>THROUGH       | 02/25/2005        | 15 miles              | 02/25/2011 | 100015 miles    |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV.<br>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

| 1   |     |   | 10-10 |          |
|-----|-----|---|-------|----------|
| ļ   | R.O | ľ |       | Odometer |
| - 1 |     | ı |       |          |

# **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              |
| COMPANY TRANSMITTED TO: BROWN trans to                         |
| ATTENTION: Maria Adgleral Mahage                               |
| COMPANY FAX TELEPHONE (86) 842 - 9481                          |
| RE: MA Sugar Journe  |
| 2005 Part 1-433888199  |
| - Vint 16276538864148160                                       |
| TRANSMITTED FROM: ECKENHOFF BU-PO-GMC-CAD INC.                 |
| (215)-884-1369 FAX FOR SERVICE<br>(215)-576-0907 FAX FOR SALES |
| SENDER'S NAME:   |
| El Just for Allen  |

PLEASE CALL IF YOU HAVE ANY QUESTIONS OR COMMENTS.

eClaim - Batch Submit

| 99/21/2006 |  |
|------------|--|
|------------|--|

#### Warranty New Claim

| BAC<br>00000211021                   | RO Numba<br><b>056 104</b><br>Del-Da <b>t</b> e: | r RO Date<br><b>08/04/2006</b> |                                 | VIN<br>5288541<br>-Ropt | 48162       | Drv Dealer<br>6 03347              | Odometer<br>24081<br>Carrier | .Augyrsan<br>8147          |  |
|--------------------------------------|--|--------------------------------|---------------------------------|-------------------------|-------------|------------------------------------|------------------------------|----------------------------|--|
| Customer into<br>Last: <b>HORN</b> i | ≣  |                                |                                 |                         |             | Frienst:                           | Middle:                      | Home:<br>VVork.<br>Ln-Tot. |  |
| LN CT CC<br>1 # CG<br>Tech: 9037     | PC Part-No<br>1 1585836<br>Auth Code:            | 8 217.34 2                     | C LabOp<br>F E9740<br>Authorize | t.Hrs<br>1.6<br>0.000   | OHrs<br>0.0 | LaborAmt.<br>127.95<br>Veh.Damage: | Net-Arm.<br>0.00             | 345.29                     |  |

Comment:

12129

R.O. Total 345.29

Rey 726

09/13/06, 09:49:28 GM WARRANTY INFORMATION NETWORK (WIN)
File Type: WBRK NEW WARRANTY CLAIM REPORT

Dealer: 03-347 Postiac

Transaction ID: 3785

RD # RD Date VIN 056104 08/04/06 10278528854 Div Bealer Odometer S. Advisor PDN 03-347 24,061

RO Total Cyt 843.05 Y

Customer First Name Customer Middle Name Customer Last Name

Jork Phose

Home Phone

n Typ CC Cnt FailedPt Tot-Pts FCd Lbrüp LHrs OHrs Tech # 1 06 1 15858368 217.34 2F E9740 1.6 0.0 204-46-9037

Net-Item 0.00

Line-Tot Auth Cd Person Cd 345.29

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comments: 587DN1367481

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## **ECKENHOFF**

\*WARRANTY\*

BUICK-PONTIAC-GMC-CADILLAC, INC. 1750 The Fairway JENKINTOWN, PA 19046

(215) 884-4800 JENKINTOWN. PAGE 1 HOME: BUS SERVICE ADVISOR: 8147 CHANELL TIMBERS CELL: MILEAGE IN/OUT MAKE/MODEL LICENSE COLOR LYEAR TAG BEIGE 05 PONTIAC G6 1G2ZG5288543 24061/24093 T1844 PAYMENT PROD. DATE WARR EXP INV. DATE PROMISED PO NO. RATE DEL DATE 05NOV05 IS 17:00 08AUG06 0.00 CASH R.O. OPENED READY OPTIONS: STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05 11:33 04AUG06 l09:20 llSEP06 LIST NET TOTAL LINE OPCODE TECH TYPE HOURS A CUST STATES WHEN TURNION 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 1.60 127.95 272.35 217.34 217.34 1 15858368 GEAR FCI 2F PART#: 15858368 COUNT: 1 CLAIM TYPE: AUTH CODE 15524 21734 TPARTS 4517 12795 TLABOR B ECKENHOFF LOANER CAUSE: CUSTOMER SATISFACTION Z7903 RENTAL VEHICLE PROVIDED 131.00 131.00 21 WR 0.00 FC: 98 PART#: COUNT: CLAIM TYPE: AUTH CODE: MJ O 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 207.92 207.92 W₽ 2.60 95.97 95.97 WP 1.20 21 0.55 0.46 6.44 14 15911310 WASHER 0.550.460.46 1 15911310 WASHER 11.299.32 27.96 22731417 F-COVER 9.32 3 22731416 F-COVER FC: 93 STATEMENT OF DISCLAIMER TOTALS 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 DESCRIPTION The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The LABOR AMOUNT PARTS AMOUNT the sale of this itemittems. The Sellor horeby expressly, disolaims all warrantlas either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES authorizes any other person to assume for it any liability in connection with the sale of this TOTAL CHARGES MANUFACTURER'S REPRESENTATIVE. LESS INSURANCE item/items SALES TAX CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON PLEASE PAY THIS AMOUNT

#### **ECKENHOFF** 56104 BUICK-PONTIAC-GMC-CADILLAC, INC. \*WARRANTY\* 1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 JENKI<u>NTOWN</u>, PA PAGE 2 HOME: BUS: SERVICE ADVISOR: 8147 CHANELL TIMBERS CELL: MAKE/MODEL COLOR YEAR LICENSE MILEAGE IN/OUT TAG BEIGE PONTIAC G6 1,G27G528854 24061 24093 PROD DATE WARR EXP. DEL DATE PROMIS INV. DATE PAYMENT RATE <u>05NOV05</u> IS 17:C UG06 0.00 CASH 11SEP06 R.O. OPENED READY STK: J508 DLR: 22354 ENG: 6CYL 1) GFF9883 10/J6 #62294534402 BANK OF PMERICA 11/09/05 11:33 04AUG06 09:20 11SEP06 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL PART#: 15911310 COUNT: 21 CLAEM TYPE: AUTH CODE: P NP 4491 6282 TPARTS 10728 30389 TIRES 7/32 BRAKES F 6/32 R 4/32 IM68466084 AI66992895 COST, COMP TOTALS 84300 ٥ SALE, 35260 δ 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 TOTALS STATEMENT OF DISCLAIMER The factory werranty constitutes all of the warranties with respect to the sale of this fremitrems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied werranty 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 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 item/items. SALES TAX 0.00 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) (DATE) PLEASE PAY THIS\_AMOUNT 843.<u>00</u>

WARRANTY COPY

913/06 RK

## **ECKENHOFF**

\*ACCOUNTING\*

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway

|  |                              |  |  |  |  |  |  | •  | JENKINTOWN   | , PA 19046   |
|--|------------------------------|--|--|--|--|--|--|--|--|--|
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| HOME   |                              |  | BUS  |  |  | F#1/313  | <b></b> .  |  |  |  |
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| ON BEHALF OF S   | SERVICIN                     | G DEA                                    | LER, I HEREBY (  | SERTIFY THAT T   |  | TEMENT OF D  |  | A Self supplementation as a series and a series and a series additional series as  | HETION   | TOTALS   |
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| (SIGNED) DEALER,   | GENERAL                      | MANAG                                    | ER OR AUTHORIZED F   | ERSON (DATE)   | cus  | TOMER SIGNAT   | URE  | PLEASE PA  | · ·  |  |
|  |                              |  |  |  |  |  |  | THIS AMO   |  |  |

## **ECKENHOFF**

\*ACCOUNTING\*

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway JENKINTOWN, PA 19046

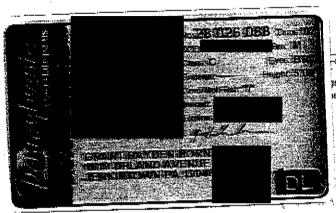
(215) 884-4800 JENKTNIYOWM PAGE 2 HOME BUS CELI SERVICE ADVISOR: 8147 CHANELL TIMBERS MAKE/MODEL LICENSE MILEAGE IN/OUT TAG BEIGE 05 PONTIAC G6 1G2ZG528854 24061/24093 DEL DATE PROD DATE WARR EXP PROMISED PO NO. PAYMENT INV. DA 05NOV05 IS .7:00 08AUG06 0.00 CASH 1**1SE**P06 R.O. OPENED READY OPTIONS: DLR:22354 ENG:6CYL 1)GFF9883 STK:J508266 10/06 #62294534402 BANK OF AMERICA 11/09/05 11:33 04AUG06 09:20 <u>11SEP</u>06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET LATOT MISC REPAIR PINCH WELD AT TOP OF 'A' PILLAR CP 21 0.00 0.00 0.00 0 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 1.20 1.20 3388 9597 95.97 95.97 3.80 3.80 10728 30389 \*\* 303.89 303.89 14 15911310 WASHER O 462 644 0.46 6.44 0.55 15911310 WASHER 33 46 0 0.55 0.46 0.46 3 22731417 F-COVER 1998 2796 0 11 29 9.3227.96 22731416 F-COVER 1998 2796 0 11.29 9.32 27.96 PC: 93 PART#: 15911310 radiocente de la companya de la comp COUNT: 21 CLAIM TYPE: AUTH CODE: NP 4491 6282 TPARTS 10728 3-03-89--TLABOR TIRES 7/32 BRAKES F 6/32 R 4/32 IM68466084 AI66992895 ACCOUNT CONTROL COST SALE COST ACCOUNT SALE CONTROL 46202 43184 15245 28016 48000 20015 53500 13100 0 46002 3106 6620 30006 440 440 46000 0 32400 423 0 26300 84300 \*\*\*\*\* COST & COMP TOTALS SALE 91360 38806 STATEMENT OF DISCLAIMER

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 ACCURANT MEDICAL PROPERTY. 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.

The factory warrantic constitutes all of the warrantics with respect to the sate of this tramitiems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller noither assumes nor authorizes any other pesson to Seller neither assumes authorizes any other person assume for it any liebility connection with the sale of titem/items.

| DESCRIPTION             | CONTRACTOR OF THE PROPERTY OF |
|-------------------------|---|
| LABOR AMOUNT            | 66.20   |
| PARTS AMOUNT            | 4.40  |
| GAS, OIL, LUBE          | 0.00  |
| SUBLET AMOUNT           | 0.00  |
| MIŞÇ. ÇHARGES           | 0.00  |
| TOTAL CHARGES           | 70.60   |
| LESS INSURANCE          | 0.00  |
| ALES TAX                | 4.23  |
| LEASE PAY<br>HIS AMOUNT | 74.83   |
|                         |   |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) 1,5



RO#: 56104

## OF JENKINTOWN

ining this Agreement. The word "Lessor" refers to the ed below, When you sign this Agreement, you agree to

DATE OUT: 8/M/XI

MILEAGE OUT:

MILEAGE IN:

DATE IN:

14.031

STK#: /piloib

VIN: 56+DN136768

YEAR MAKE MODEL

COLOR TAG NO

2000 Mummer.

GM WILL PA DAILY RENT IS REPAIRE THE COST ( RESPONSIE

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 Ler

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 this 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

LESSOR SIGNATURE

Comments:

| FROM: ECKENHOFF-BUICK-PONTIAC-GMC-C_ PHONE NO.   | : 997 0254<br>: 71 341   | Oct. 09  | 2006 11:52AM P8  |
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| CLSTOMER #: 2158861314   | 56104  |  | NHOFF  |
| 2 # O 1  | WORKORDER  | 1750 T   | MC-CADILLAC, INC.  |
|  | PAGE 2   |  | <b>NN, PA 19046</b> (, . {<br>884-4800   |
| JENKINTOWN, PA<br>HOME BUS: 215-   | DVICE ADVISOR  | 0147 TIMBERS   | CHANET I   |
| CELL SE  | AVICE ADVISOR.   | 8147 TIMBERS,  | TEAGE IN OUT TAG   |
|  | G528854  |  | 061/24093 T1844  |
| DEL DATE PROD DATE WARR EXP PROMISED   | PO NO.   | FATE PAYME   | NT INV. DATE   |
|  |  | 0.00   CASH<br>:22354 ENG:6CY  |  |
| 04AUG2006 11:33  |  | OF AMERICA 11/   | Slove box  |
| LINE OP CODE TECH. TYPE DESCRIPTIONS/IN #P94P CUST STATES WHE  | n Turnign stei   | ten han kræmen han er kara stallen i han hiller at men hiller hærere er haller er stæreten kræmen killeren kil   | DEPT 11  |
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|  | notge i 17   | 167/32 PK  | - 137 - 28 AUG 26 4:13   |
| CANCELLATION OF REPAIRs in the event the customer readulation of the repair work, the valual shall be reasonabled to a condition planning to work necessary to estimate the cost necessary to a retinant a flow cost necessarily similar as when received unless the customer valuers repair, or if the applia pharps will access the customer valuers repair, or if the applia pharps will access the customer valuers repair, or if the applia pharps will access the customer valuers repair.   | en FUELINGIANA   | ESTIMATE \$  |  |
| resistantly or the reassembled vehicle would be unsafe. The estimate, including an additional authorized charges repair shop may charge for the cost of teardown, the cost of \$10 or 10%, whichever is greater, not to exceed 9 pairs and bloom to replace items destroyed by teardown and the it yes are so notified, you may estably or in writt cost to reassemble the vehicle.  | REVISED  | DATE T   | IME BY   |
| Any warranties on the parts and accessories sold hyroby are made by the manufacturer. The undersigned number understands and somes that dealer makes no warranties of any kind, extress or implied, and displayed till warrantie.  | 5    ECTIONATE (3)   | 9779   | 28 AUC AN BAG2   |
| including worranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessoring purchased, and that in on event shall dealer be libble for incldencial or consequential damages or commercial losses arising out of such purchaser. The undersigned purchaser further agrees that the warranties excluded by dealer include, but a not limited to, any warranties that such barts and/or accessories are of merchantable quality or that they will enable a vehicle or any of its systems to perform with reasonable safety, efficiency, or commercial.   | REVISED<br>ESTIMATE (3)  |  |  |
| I understand that all parts and accessories sold or used are subject to the Federal Magnusson-Moss Act and the consumer merchandise purchased.   | 6  |  | LEOK ONE OF THE  |
| under LIMITED WARRANTY by the manufacturer and the written terms an conditions thereof are available for my inspection.  STORAGES CHARGES: No storage charges shall accrue or be due and payable for   | STATEMENTS   |  | AND SIGN: I  |
| period of 3 working days from the date you are notified that the work on you worked has been completed. After that date, the daily charge for storage of you worked with the \$20,000.   | UNDERSTAND   |  |  |
| MINIMUM SHOP CHARGE There is a minimum labor charge for inspection, diagnostic or written estimate servic of one half (1/2) hour.  |  |  | ESTIMATE, IF MY<br>).00.   |
| SERVICE DEPARTMENT HOURS Monday Through Friday - 7:30 AM to 8:00 PM NO VEHICLES RELEASED AFTER HOURS.  CHECK HERE FOR COMPLIMENTARY CAR WASH   |  | QUEST A WRITTI   | EN ESTIMATE.   |
| NOTICED BODY DAMAGE FUEL LEVEL   | ESTIMA CL  | AIM CHECK  | 1844   |
|  | NOT EX WHE   | IN CALLING FOR YOUR VEHICLE. THANK YOU.  | 04.06/   |
|  | OR ORA   |  | 24061  |
| ÎNITIAL  | ESTIMA1  | 54148(62   |  |
| Maintaining and repairing your dar inevitably involves the use of chemitions and generation of wash tsolvents, oils, caustics, lead, asbestos, filters, etc.) that must be storoid, managed and disposed of strict compliance with federal, state and lighest environmental regulations give support these regulations.  |  | of the training of the control of th | DATE:  |
| estict compliance with federal, state and Spet environmental regulations; We support these regulation and also believe our costomers do complication they net meter a safet, healther, environment to everyone. Complying with these regulations increases the cost of service, Ordinarly, horeased cossimply result in an increased hourly tabolicharge. This dealership has dealed in lier or reising its lab rate, to lier a compliance charge on appropriate service bits because & believe our outpropriety service bits because & believe our outpropriety service bits because & believe for propriety service bits because & believe for propriety service bits because & believe for the service of the service believe for the service of the service believe for the service of the service of the service believe to the service of the service of the service believe to the service of the service of the service believe to the service of | of damage to voticia or articles latt in verificia i<br>S posts or milays in parts thipmeant by the su | n case of fire what of any other and beginning upday of the property of the property of the control of the property of the control of the property of the control of the co | rkrjovvlaggist an  |
| be interested to know that they are helping to pay for a cleanat environment.  |  |  | BHOSSE STO.  |

CUSTOMER' # WORKORDER

56104

**ECKENHOFF** 

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway JENKINTOWN, PA 19046

|  |   |                              |  |   | PÄ   | AGE 1  | -  |   | (215) 884-  | 4800   |  |
|--|---|------------------------------|--|---|--|--|--|---|---|--|--|
| JENK <u>INTOWN</u>   | , PA  |                              |  |   |  |  |  |   |   |  |  |
| HOME   |   |                              | BUS  |   | SERV   | VICE ADVISOR   | <br>3: 8147  | TIM   | BERS.CHA  | MELL   |  |
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| BEIGE  | 05  | PON                          | TIAC G6  |   | 1G2ZG  | 528854   |  |   | 24061   | L/   | T1844  |
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| The Table 1974 Am  | 11.00   |                              |  |   |  |  | [ ]  |   |   |  |  |
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| R.O. OPEN  | ED.   |                              | READY  | OPTION  | is: STK  | .J508266 DL  | K:ZZJJ   | SEPTO   | 12 11/09  | 1,01+20<br>/05   | ,03  |
| <del></del> -  |   |                              |  | 10/06   | #62294   | 534402 BANK  | Or AM  | T317.T  | A 11/03/  | , ••   |  |
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| and the second second  | 7 3 1 200                                       |                              | E7700  |   | TODO / D   | DOTOD ACCE   | MET V F  | RON   | BOTH R  | &K OK I  | CELLACE  |
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| Control of the second  | er to four                                      |                              | OTS<br>CND   | 870<br>870  | TUE  | COULD NOT  | DUPLIC   | ATE   | CONCERN   | e de la companya de<br>La companya de la co  |  |
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| reasonably similar as when reassembly or the reassembly  | received un<br>mbled vehic                      | dass the cuite would b       | stomer waivers repair, or in the cost of \$10 or 10 or | if the actual charges will<br>including an additional at  | thorized the Write<br>uthorized charges b  | REVISED  | <u> </u>   | DATE  | TIMI  | E  | BY   |
| repair shop may charge from<br>parts and labor to replace<br>cost to reassemble the Veh  | items destri                                    | of toproov<br>by (ca         |  | e sc notified, you may<br>modify or cancel the ord  |  | ESTIMATE (1)   |  | İ   | j   | 1  |  |
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| Any warranties on the pa<br>inderstands and agrees the   | arts and acc<br>hat dealer re-<br>mobactability | skákořica sol<br>nakes no vy | ld hereby are made by the errantics of any kind, expense for a corticular purpose.   | reas or implied, and disclined with regard to the part  | leinis All warranties<br>r emitor accessorie   | ESTIMATE (2)   |  |   |   |  | . 1  |
| purchased; and that in no<br>out of such purchase. Th  | event shall<br>e undersign                      | dealer bu lia<br>ed purchase | a for a particular purpose,<br>ble for incidental or consecu-<br>ir further agrees that the w  | tachtial damages or communications of communications excluded by dis  | nercial losses arising<br>aler include, but ar   |  | <u> </u>   | -   |   |  |  |
| not limited to, any worran<br>visited or any of its system   | nes that sur<br>nis to perfor                   | ch parts and<br>m with reas  | ble for incidental or conscip<br>if further agrees that the wilder accessories are of mere<br>gonatile safety, efficiency, o   | onantable quality of that i<br>proposition.   | INCV WIII ANALOG ALV   | Y REVISED<br>ESTIMATE (3)  |  |   |   |  |  |
| J understand the   | it all pa                                       | rts and                      | accessories solo<br>and the consumo  | ) or used are Si<br>er merchandise  | upject to thi<br>purchased is  | s  |  | <u></u>   |   |  |  |
| - under LIMITED V  | VARRA   | NTY by                       | the manufacture  | er and the writte   | en terms and   | PLEASE RE  | AD CAI   | REFU  | ILLY, CHI   | ECK ON   | IF OF THE  |
| CONDITIONS THE CO  | CES. NA   | OTOLOGG                      | charges shall acci   | rue or be due and   | rof eldayage   | STATEMEN   | TS I   | RELO  | IVV, A  | MD 4   | 21014: 1   |
| period of 3 works  | ing days  | from t                       | he date you are r  | notified that the   | work on you  | UNDERSTA   | ND TH  | AT L  | INDER ST  | TATE L   | AW, I AM   |
| vehicle has been<br>vehicle will be \$20   | complet<br>0.00.                                | eo. ATTO                     | i (nar data, the o   | on's charge for st  | , 0, 100   | ENTITLED   | TO A   | WR  | ITTEN ES  | STIMAT   | E, IF MY   |
|  |   | h                            | :  | petie of written o  | stimate servic   | 1  |  |   |   |  |  |
| There is a minimur<br>of one half (1/2) h  | n labor ¢<br>our.                               | narge to                     | r inspection, diagn  | Oadic of whitely es   | STURGED SELVIC   | FINAL BILL   | VALLE E  | AVEL  | WRITTE  | VO.  | AATE   |
| SERVICE DEPARTMI<br>Monday Through Fri   | ENT HOU<br>day - 7:30                           | RS<br>D AM to a              | 6:00 PM  | ECK HERE FOR<br>MPLIMENTARY   | CAPIMACL   | *******  | 1  |   |   |  | WRITTEN  |
| NO VEHICLES RELEA  | ASED AF   | rer Hou                      | AS. CO   | MICCIMIENTARY   |  |  |  | NOT   | REQUE   |  |  |
| N  | OTICE   | D BOD                        | Y DAMAGE   | · F   | UEL LEVEL  | ESTIMATE   | AS LOI   | NG A  | STHER   | EPAIR (  | .0818 DO   |

INITIAL ENVIRONMENTAL COMPLIANCE CHARGES

Maioraning and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustica, lead, asbestos, filters, arc.) 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 no because they help ensure a safer, healthier, environment of planage to which or artists everyone. Complying with these regulations increases the cost of service. Ordinarily increased costs are also as the same than a 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 chargement.

NOT EXCEED \$ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

A WRITTEN REQUEST TON OC I ESTIMATE.

5 3 2 3 2

## **ECKENHOFF**

\*ACCOUNTING\*

BUICK-PONTIAC-GMC-CADILLAC, INC.

| 05NOV05 IS 17:00 30MAY06 0.00 CASH 30M<br>R.O. OPENED READY OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1) GFF<br>10/06 #62294534402 BANK OF AMERICA 11/09/05  | 97 T225<br>NV DATE                 |
|--|------------------------------------|
| SERVICE ADVISOR: 119 DONALD J SHIELDS COLUM FRAN MAKE/MODEL VIN BICENSE MILEAGE IN/ BEIGE 05 PONTIAC G6 162ZG528854 18793/187 DELDATE PRODUCTATE WARR EXP PROMISED PONU BATE PAYMENT J  05NOV05 IS 17:00 30MAY06 0.00 CASH 30M R.O. OPENED READY OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1) GFF 09:12 30MAY06 17:02 30MAY06 10/06 #62294534402 BANK OF AMERICA 11/09/05 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET  | 97 T225<br>NV DATE<br>AY06<br>9883 |
| BETGE   05   PONTTAC   G6   1G2ZG528854   18793/187     DELOATE   PROD DATE   WARR EXP   PROMISED   PO NU   HATE   PAYMENT     O5NOVO5 IS   17:00 30MAY06   0.00   CASH   30M     R.O. OPENED   READY   OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1) GFF     10/06 #62294534402 BANK OF AMERICA 11/09/05     LINE OPCODE TECH TYPE A/HRS S/HRS   COST   SALE   COMP   LIST   NET   | 97 T225<br>NV DATE<br>AY06<br>9883 |
| DELDATE  | NV DATE<br>AY06<br>9883            |
| 17:00 30MAY06   0.00 CASH 30M R.O.OPENED   NEADY   OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1) GFF   09:12 30MAY06   17:02 30MAY06   LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET   NET  | AY06<br>9883                       |
| READY OPTIONS: STK:J508266 DLR:22354 ENG:6CYL 1)GFF 10/06 #62294534402 BANK OF AMERICA 11/09/05 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET  | 9883                               |
| 10/06 #62294534402 BANK OF AMERICA 11/09/05  LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET   |                                    |
| LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET  | TOTAL                              |
|  | TOTAL                              |
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|  |                                    |
| <u>COST, SALE, &amp; COMP TOTALS</u> 6493 18394 0  |                                    |
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE The factory warranty constitutes all  | TOTALS<br>O. OO                    |
| SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO this sale of this territems. The   | 0.00                               |
| 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 OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHER THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHERWISE, THAT ANY PART REPAIRED OR REPLACED OUTHER THAT THE PART REPAIRED OR REPLACED OUTHER THAT THE PART REPAIRED | 0.00                               |
|  |                                    |
| NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.  Substitute of the person to assume for it any liability in connection with the sale of this item/items.  LESS INSURANCE   | 0.00                               |

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

LESS INSURANCE

PLEASE PAY THIS AMOUNT

SALES TAX

0.00

0.00

GM Vehicle Inquiry System - Summary

Page 1 of 2

## GM Vehicle Inquiry System Summary

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

|  |                  |           |                |  | H          | el <b>p</b>             |                         | •••        |            |             |                     |
|--|------------------|-----------|----------------|--|------------|-------------------------|-------------------------|------------|------------|-------------|---------------------|
| VIN:   | VIN: 1G2ZG528854 |           |                |  |            |                         |                         |            |            |             |                     |
|  |                  |           |                | VEHICL                                 | E IN       | FORMATIC                | D.N                     |            |            | ,           |                     |
| Merch  | nandising M      | lodel :   | 22             | ZG69 -2005 G6 - 6CYL                   | SEDA       | .N                      | Warranty                | Start I    | Date :     | 02/25       | 5/2005              |
| BARS   | Order Typ        | e :       | 70             | 0 - RETAIL - STOCK                     |            |                         |                         |            |            |             |                     |
| Delive   | ring Dealer      | · ;       |                | NION PONTIAC-GMC-                      | BUIC       | K, INC.                 | Selling Sou             | rce :      |            | 16 - I      | PONTIAC             |
|  |                  |           | U              | 301 RTE 22 W<br>NION , NJ   07083-8517 | 7          |                         | Site Code :             |            |            | 0800        | 7                   |
|  |                  |           | (908) 964-1900 |  |            |                         | Business Associate Code |            |            | 158544      |                     |
| Serv   | ice Contrac      | t: Ye     | s              | Branded Title :                        | No         | Warrant                 | y Block :               | No         | PDI State  | 1\$:        | Paid                |
|  |                  | <u> </u>  |                | REQUIRI                                | ED FI      | ELD ACTIO               | ONS                     |            |            |             |                     |
| Туре   | Number           |           |                | Desci                                  | riptio     | n                       | Posted Date             |            | Status     |             |                     |
| RC   | <u>05005</u>     |           |                | AT CHILD RESTRAINT<br>UPDATE           | ANC        | CHORAGE (               | WNER                    | N/A        | N/A C      |             |                     |
| YT   | <u>05548</u>     |           |                | HARMONIC BALANCE<br>31, 2006**         | R NC       | OT SEATED **EXPIRES N/A |                         |            |            |             | Closed              |
|  |                  |           |                | SERVICE IN                             | FORM       | MATIONAL                | ITEMS                   |            |            |             |                     |
| Vehic  | le Has No C      | Current F | tec            | ord Of Outstanding Ser                 | vice l     | nformation              |                         |            |            |             |                     |
|  |                  |           | C              | ON STAR AND XM SA                      | TELL       | ITE RADIO               | INFORM                  | ATIO       | N          |             |                     |
| Vehic  | le Has No A      | ssociate  | d C            | n Star or XM Radio In                  | form:      | ation.                  |                         |            |            | w.          |                     |
|  |                  |           | ſ              | APPLICA                                | BLE        | WARRANT                 | ries                    |            |            |             |                     |
| Description  |                  |           |                |  |            | Effective<br>Date       | Effecti<br>Odome        | . –        | End Date   | 0           | End<br>Idometer     |
| 36/36000 BUMPER TO BUMPER                            |                  |           |                |  | 02/25/2005 | 15                      | miles                   | 02/25/2008 | :          | 36015 miles |                     |
| 72/100000 SHEET METAL COVERAGE RUST<br>THROUGH       |                  |           |                |  | 02/25/2005 | 15                      | miles                   | 02/25/2011 | 10         | 00015 miles |                     |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV.<br>AND PCM |                  |           |                |  |            | 02/25/2005              | 15                      | miles      | 02/25/2013 |             | 80015 miles         |
| 36/50  | 000 CALIFO       | ORNIA E   | MI             | SSIONS                                 |            | 02/25/2005              | 15                      | miles      | 02/25/2008 |             | 50015 miles         |
| 84/70000 CALIFORNIA SELECT COMPONENT                 |                  |           |                |  |            | 02/25/2005              | 15                      | miles      | 02/25/2012 |             | 70015 <b>mile</b> s |

**CLAIM HISTORY** 

**Odometer** 

GM Vehicle Inquiry System - Summary

Page 2 of 2

| R.O Date   | Eabor Operation  |  | Labor Operation  | Reading |       |  |
|------------|--|--|--|---------|-------|--|
| 05/15/2006 | /15/2006   052642   #   E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE |  | 18417  |         |       |  |
| 05/15/2006 | 052642   | # H0127 - ROTOR ASSEMBLY - FRONT - BOTH - R&R OR REPLACE |  | 18417   |       |  |
| 05/15/2006 | 052642   | #  | 6621 - PANEL, SEAT BACK OF BACK - DRIVER - R&R OR<br>EPLACE          |         | miles |  |
| 03/13/2006 | 049793   | #  | E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -   |         | miles |  |
| 03/13/2006 | 049793   | #  | C2686 - LAMP ASSEMBLY, INTERIOR AND/OR REAR<br>COMPARTMENT - REPLACE |         | miles |  |
| 03/01/2006 | 049340   | #  | B2780 - HOUSING ASSEMBLY, SUNROOF (MODULE) -<br>REPLACE              | 16444   | miles |  |
| 01/23/2006 | 047746   | #  | V0042 CHICTOMED CATTONA CITTOMED A                                   |         | miles |  |
| 01/23/2006 | 047746   | #  | N1720 - FUSE - REPLACE   | 15439   | miles |  |
| 01/05/2005 | 098020   | I  | Z6999 - PDI RELATED FLUID ADDS                                       |         | miles |  |
| 12/15/2004 | A48162   | Ţ  | Z7000 - PRE-DELIVERY INSPECTION - BASE TIME                          | 0       | miles |  |

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#### **ECKENHOFF** 52642 BUICK-PONTIAC-GMC-CADILLAC, INC. \*ACCOUNTING\* 1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 JENKINTOWN, PA PAGE 2 HOME BUS: CELL SERVICE ADVISOR: 119 DONALD J SHIELDS (EG) ACUTE MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG PONTIAC G6 18417/18418 T686PROD DATE WARR EXP DEL DATE PROMISED PO NO. RATE PAYMENT INV DATE 05NOV05 17:00 15MAY06 0.00 CASH 5MAY06 RO OPENED READY OPTIONS: STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05 15:47 15MAY06 09:10 15MAY06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP NET TOTAL 7WP94P 1.60 1.60 4517 12795 FC: 02R07 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: Ō 0 TPARTS 4517 -12795 TLABOR CUSTOMER STATES PLASTICE SEATBACK ON DRIVER'S SEAT ΙS COMING TOP RIGHT CORNER CAUSE: PANEL RETAINERS LOOSE C6621 BANEL, SEAT BACK OF BACK DRIVER RER OR REPLACE 7WP94P 0.20 0.20 FC: 2W PART#: COUNT: CLAIM TYPE: AUTH CODE: OM Θ TPARTS 0-1599 TLABOR ACCOUNT SALE COST ACCOUNT COST 46002 31249 14680 46702 9229 6225 49102 600 6104 160 160 19192 6776 32400 1979 0 46202 22500 43592 26300 ÇOST SALE COMP TOTALS 28441 60805 STATEMENT OF DISCLAIMER TOTALS DESCRIPTION ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE The factory warranty constitutes all ON BEHALE 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 NOTICICATION AT THE SERVICING DEALER FOR INSPECTION EVENTS. The factory warranty constitutes all of the warrantes 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 merchentability or timess 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 isem/items. LABOR AMOUNT 312.49 PARTS AMOUNT 103.64

THE SERVICING DEALER FOR INSPECTION BY

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

NOTIFICATION AT THE SERVICING MANUFACTURER'S REPRESENTATIVE.

(\$IGNED)

(DATE)

ĢA\$, QIL, LŲBĒ 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES <u>416.13</u> LESS INSURANCE 0.00 SALES TAX PLEASE PAY HIS AMOUNT 435.92

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

#### 52642

## **ECKENHOFF**

\*ACCOUNTING\*

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 JENKINTOWN. PAGE 1 HOME: BUS SERVICE ADVISOR: 119 DONALD J SHIELDS CO was MAKE/MODEL YEAR VIN MILEAGE IN/ OUT LICENSE TAG BEICE 05 PONTIAC G6 28854 18417/18418 PROD DATE WARR EXP. DEL DATE PROMISED ROSNE RATE PAYMENT INV. DATE 05NOV05 17:00 15MAY06 0.00 CASH 15MAY06 R.O. OPENED PEADY OPTIONS: STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05 09:10 15MAY06 15:47 15MAY06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP 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 Ö 6.00 6.00 6.00 5 OLL 10W80 600 975 1.95 O 1 95 9.75 1836 MISC 160 160 ٥ 1.60 1.60 1.60 1 9403 SERVICE KIT 145 0 2175 11.75 11.75 21.**7**5 1 9886 BATT KIT 600 812 0 8.12 8.12 8.12 BGTBS TECHNICIAN NOTES RESIDUE BUTID-UP IN THROTTLE BODY, CLEAN THROTTLE BODY. 7 CPP 1.00 I.00 2823 6675 66 75 1 94068 TRTL BDY KIT 1720 2350 Ò 23.50 23.50 23.50 BGFS BG FUEL INDUCTION SERVICE CPP 1.00 1.00 2823 6593 65.93 65.93 1 9216 FUEL KIT 2420329224F ALIGN FT & REAR SUSPENSION CPP 1.70 1.70 4799 9995 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 FC: 2N PART#: COUNT: CLAIM TYPE: AUTH CODE: NE 0 TPARTS 1694 4798 TLABOR 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 STATEMENT OF DISCLAIMER 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 DESCRIPTION The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The LABOR AMOUNT PARTS AMOUNT Seller hereby expressly disclaims all 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 warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. GAS, QIL, LUBE SUBLET AMOUNT neither assumes Seller MISC. CHARGES seiler detrair assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. TOTAL CHARGES MANUFACTURER'S REPRESENTATIVE. LEGS INSURANÇE SALES TAX

CUSTOMER SIGNATURE

PLEASE PAY THIS AMQUNT

N/A

Closed

# GM Vehicle Inquiry System Summary

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

Help

| VIN :                | ;                                    | 1G     | 2ZG:                                      | 528854                            |                          | •       |             |              |         |        |        |
|----------------------|--------------------------------------|--------|---|-----------------------------------|--------------------------|---------|-------------|--------------|---------|--------|--------|
|                      |                                      |        |   | VEHIC                             | CLE INF                  | FORMAT  | ION         |              |         |        | ····   |
| Merchandising Model: |                                      |        | 22  | G69 <b>-</b> 2005 G6 - 6CY        | Warranty Start Date :    |         |             | 02/25/2005   |         |        |        |
| BARS                 | BARS Order Type: 70 - RETAIL - STOCK |        |   |                                   |                          |         |             |              |         |        |        |
| Delivering Dealer :  |                                      |        |   | VION PONTIAC-GM                   | Selling Source :         |         |             | 16 - PONTIAC |         |        |        |
|                      |                                      |        | U   | 01 RTE 22 W<br>NION , NJ 07083-85 | Site Code                | 08007   |             | 7            |         |        |        |
|                      |                                      |        |   | 08) 964-1900                      | Business Associate Code: |         |             | 158544       |         |        |        |
| Serv                 | ice Contrac                          | rt : Y | es  | Branded Title :                   | No                       | Warrai  | nty Block : | No           | PDI Sta | tus :  | Paid   |
|                      |                                      |        |   | REQUI                             | ED FIE                   | ELD ACT | IONS        |              |         |        |        |
| Туре                 | Number                               |        | Description                               |                                   |                          |         |             |              | Posted  | Status |        |
| RC                   | 05005                                |        | REAR SEAT CHILD RESTRAINT ANCHORAGE OWNER |                                   |                          |         |             |              | N/A     |        | Closed |

## SERVICE INFORMATIONAL ITEMS

ENGINE HARMONIC BALANCER NOT SEATED \*\*EXPIRES

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.

AUGUST 31, 2006\*\*

YT

05548

#### APPLICABLE WARRANTIES

| Description  | Effective<br>Date | Effective<br>Odometer | End Date   | End<br>Odometer |
|--|-------------------|-----------------------|------------|-----------------|
| 36/36000 BUMPER TO BUMPER                            | 02/25/2005        | 15 miles              | 02/25/2008 | 36015 miles     |
| 72/100000 SHEET METAL COVERAGE RUST<br>THROUGH       | 02/25/2005        | 15 miles              | 02/25/2011 | 100015 miles    |
| 96/80000 FEDERAL EMISSION CATALYTIC CONV.<br>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

FROM: ECKENHOFF-BUICK-PONTIAC-GMC-C\_ PHONE NO.: 997 0254

Oct. 06 2006 11:55AM P7

GM Vehicle Inquiry System - Summary

Page ∠ of ∠

| R.O Date   | Number | Number Type Labor Operation |   | Read  | ing   |
|------------|--------|-----------------------------|---|-------|-------|
| 03/13/2006 | 049793 | #                           | E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC<br>POWER STEERING - | 16770 | miles |
| 03/13/2006 | 049793 | #                           | C2686 - LAMP ASSEMBLY, INTERIOR AND/OR REAR<br>COMPARTMENT - REPLACE  | 16770 | miles |
| 03/01/2006 | 049340 | #                           | # B2780 - HOUSING ASSEMBLY, SUNROOF (MODULE) - REPLACE                |       | miles |
| 01/23/2006 | 047746 | #                           | Y0042 - CUSTOMER SATISFACTION PROGRAM - RETORQUE<br>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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## 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 |
|---------|----------|-----------------|
| -11.00  | -4.00    | -1.7° -0.2°     |
|         | ì        | 2.4° 3.9°       |
| ట్ టెక్ | -0.58°*  | 0.00° 0.20°     |
|         |          |                 |
|         | ļ        |                 |
|         | <u> </u> |                 |

Camber Caster Toe SAI Included Angle Turning Angle Diff.

| Actual | Before           | Specified Range |  |  |
|--------|------------------|-----------------|--|--|
| -0.5   | -0.1 <b>8</b> .0 | -1.5° 0.1°      |  |  |
|        |                  | 2.4° 3.9°       |  |  |
| 0.76"  | 0.87°*           | 0.00° 0.20°     |  |  |
|        |                  |                 |  |  |
|        |                  |                 |  |  |
|        |                  |                 |  |  |

### Front

Cross Camber Cross Caster Total Toe

| Actual        | Before | Specified Range |
|---------------|--------|-----------------|
| -5).2"        | -0.Z°  | -1.0° 0.6°      |
|               |        | -0.8° 0.8°      |
| <b>0</b> .396 | 0,260  | 0.00° 0.40°     |

Rear : Left

| Actual    | Before | Specified Range |
|-----------|--------|-----------------|
| -£2155*** | -4.6°× | -1.3° -0.3°     |
| 8.070     | 0.72   | 0.00° 0.20°     |

Camber Toe

| Actual | Before | Specified Range |  |  |  |  |  |
|--------|--------|-----------------|--|--|--|--|--|
| ₩0.8°  | ~1.Q°  | -1.3° -0.3°     |  |  |  |  |  |
| 0.40°  | 0.25** | 0.00° 0.20°     |  |  |  |  |  |

Rear : Right

#### Rear

Total Toe Thrust Angle

| Actual | Before | Specified Range |
|--------|--------|-----------------|
| O.18°  | 0.27   | 0.00° 0.40°     |
| -6.0%° | -0.679 | -0.30° 0.30°    |

<sup>\*</sup> This value is not within specification. Tire wear, handling and safety problems may result.

49793

## **ECKENHOFF**

\*ACCOUNTING\*

BUICK-PONTIAC-GMC-CADILLAC, INC.

1750 The Fairway

|  |                          | JENKINTOWN, PA 19046<br>(215) 884-4800   |   |  |  |  |  |  |  |
|--|--------------------------|--|---|--|--|--|--|--|--|
| JENKINTOWN,  | . PA                     | PAGE 1   |   |  |  |  |  |  |  |
| HOME   |                          | BUS:   |   |  |  |  |  |  |  |
| SERVICE ADVISOR: 119 DONALD J SHIELDS  |                          |  |   |  |  |  |  |  |  |
|  | TEAR                     | WHATEHOUSELEE  |   | 2000 000 000 000 000 000 000 000 000 00  | Alid   | LICENSE  | MILE   | AGE IN/OUT   | TAG  |
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| VEHICLE OR OTHER<br>UNDER THIS CLAIM   | MAD REEN                 | CONNECTED IN AN  | IV WAAV WATEL AKIN                          | implie   | d, including any implied   | GAS, OIL, LI   |  |  |  |
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| NOTIFICATION AT MANUFACTURER'S F   | THE SERVI                | CING DEALER FOI  | R INSPECTION BY                             | y autho  | ncreay expressly discisims all nites either express or d. Including any implied nity of merchantasility or 8 for 8 particular purpose, oneither assumes nor rized any other porcon to the for it any liability in this process.  | MISC. CHAR   |  |  | ·  |
| · · · · · · · · · · · · · · · · · · ·  |                          | 7 - <del>4 M</del> 4   |   | conne<br>item/i  | cuon with the sale of this   | LESS INSUR   |  |  |  |
|  |                          |  |   |  |  | SALES TAX  |  |  |  |
| (SIGNED) DEALER, GE  | ENERAL MANA              | GER OR AUTHORIZED P  | ERSON (DATE)                                | CUST   | OMER SIGNATURE   | PLEASE PA  |  |  |  |
|  |                          |  |   | J  |  |  | 1988   | terretectivitetti titti tilli tilli ole kallada kallada kallada kallada kallada kallada kallada kallada kallad   | PROFESSION (1993)  |

2158861314 **ECKENHOFF** 49793 BUICK-PONTIAC-GMC-CADILLAC, INC. \*ACCOUNTING\* 1750 The Fairway JENKINTOWN, PA 19046 (215) 884-4800 JENKINTOWN, PA HOME PAGE 2 BUS CELL: SERVICE ADVISOR: 119 DONALD -0MAKE/MODEL J SHIELDS LICENSE MILEAGE IN OUT TAG <u>BE</u>IGE PONTIAC G6 1G2ZG528854 DEL DATE PROD DATE WARR EXP. 1<u>6770/1677</u>7 PROMISED PAYMENT INV. DAT <u>05NOV05</u> 17:00 13MAR06 RO OPENED 0.00 READY 5MAR06 OPTIONS: STK: J508266 DLR: 22354 ENG: 6CYL 1) GFF9883 10/06 #62294534402 BANK OF AMERICA 11/09/05 09:10 13MAR06 14:06 15MAR06 LINE OPCODE TECH TYPE A/HRS S/HRS COST COMP PART#: 22691361 TOTAL COUNT: 2 CLAIM TYPE: AUTH CODE: 4951 6931 TPARTS 847 2399 TLABOR ACCOUNT SALE ACCOUNT SALE 46202 11196 3952 48002 31414 46300 22439 .....0 46300 26300 42610 64700 \*\*\*\* 0 COMP TOTALS 42610 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 STATEMENT OF DISCLAIMER.

The factory warranty constitutes all of the warranties with respect to the sale of this ItemVitems. 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 extended the 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 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON 0.00 PLEASE PAY





CHEVROLET PONTIAC ESCUTIONS FRANCE Cirlomobile SATION'

January 23, 2007

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

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:

Vehicle: 2006 Chevrolet Malibu Maxx

VIN: 1G1ZT61816F

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:

1G1ZW63146F Replacement VIN:

New Vehicle Sales Price: \$23,848.48 Used Vehicle Trade Value: \$19,488.48 Trade Difference: \$4,360.00 State Sales Tax: \$261.60 \$277.85 Reg/Lic/Title Fees:

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

\$585.66 Transportation Fees 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 attestion at the following fax # 866-802-6668 by Thursday January 25, 2007. If

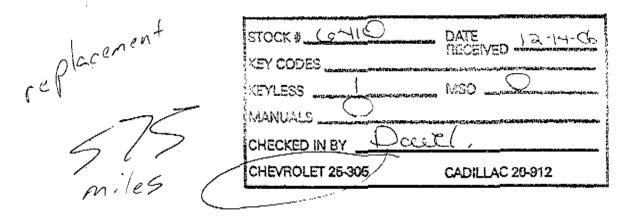
you have any grestions you may reach me at 866-802-6625 Ext2306.

JLLAC, INC. 161384 Management, Agent's Signature and Title.

INC. 161384 Management Agent's Printed Name and Title.

\*24986\*

| 2006 MALIBU MAXX SS 21U LASER BLUE METALLIC 73 EBONY DER NO. JXXK00/TRE STOCK NO. IN 1G1 ZW63 14 6F |        | CHEVROLET MOTOR DIVISION GENERAL MOTORS CORPORATION 100 RENAISSANCE CENTER DETROIT MI 48243-1114 VEHICLE INVOICE 10D83887637 |    |
|---|--------|--|----|
| in 1G1 ZW63 14 6F   | *****  | **********************   | Į. |
| MODEL & FACTORY OPTIONS   | MSRP   | INV AMT RETAIL - STOCK<br>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 PRC EFF 03/20/06   |    |
| R8K *************   | N/C    | N/C KEYS XXXXX XXXXX   |    |
| UC6 AM/FM 6 DISC CD PLAYER<br>(REPLACES STD/OPT RADIO)  | 300.00 | 249.00 WFP-F QTR OFT-1<br>BANK: WACHOVIA BA  |    |
| U2K XM SATELLITE RADIO - SERVICE<br>FEE EXTRA 1ST 3 MONTHS INCL.                                    | 325.00 | 269.75 CHG-TO 14-213   |    |
| 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  | į  |
|   |        | SUPPLR: 24996.66   | ;  |
|   |        | MRM: 26310.00  | )  |
|   |        | DAN: 03030   |    |
|   |        | MEMO 1209.25   |    |



TOTAL MODEL & OPTIONS DESTINATION CHARGE

25685.00 23994.03 ACT 231 23848.48 625.00 625.00 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.

2006 MALIBU MAXX LT CHEVROLET MOTOR DIVISION 63U SPORT RED METALLIC /V60 GENERAL MOTORS CORPORATION 19C EBONY 100 RENAISSANCE CENTER ORDER NO. JQCF6M/TRE STOCK NO. DETROIT MI 48243-1114 VIN 1G1 ZT61 81 6F VEHICLE INVOICE 1AD78129508 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 12T68 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/CN/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 KEYS XXXXX XXXXX 0.00 0.00 WFP-S QTR OPT-1 BANK: GMAC - 010 CHG-TO 25-305 SHIP WT: 3422 HP: 32.9 GMS: 19757.38

Joybach Joybach Miles

DATE RECEIVED MANUALS CHECKED IN BY CADILLAC 20-912 CHEVROLET 25-305

SUPPLR: 20643.09

21950.00

MAXT1

991.25

MRM:

DAN:

MEMO

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 VE# 94986

REMIT TO GMAC NO. 010 VIN 1G1ZT61816F \$ 20535.38 INV 1AD78129508



CHEVROLET PONTIAC DELICATE SAME SINCE **Oldemobile** 

Wednesday, January 17, 2007

Richmond, IN

Trade Settlement Letter Collateral Exchange

Subject Repurchase of 2006 Chevrolet Malibu Maxx

VIÑ: 1G1ZT61816F Ref SR:1-434890609 V-24986

Dear

We regret that you are dissatisfied with your 2006 Chevrolet Malibu Maxx, VTN 1G1ZT61816F 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 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

Customer's and Coscustomer's Signature(s) and Date

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\*



## STATE OF INDIANA



## CERTIFICATE OF TITLE FOR A VEHICLE

MAKE CHEVROLET

TITLE TYPE DUPLICATE MODEL NAME
MALIBU MAXX LT
FORMER TITLE/STATE
/ IN

/ IN

YEAR 2006 PURCHASE DATE

07/03/06

1G1ZT61816F

BODY TYPE

USAGE TAX PAID

**ISSUE DATE** 01/06/07

MAILING ADDRESS

VICTORY CHEV CAD INC 5500 NATL RD E RICHMOND IN 47374 ODOMETER/BRAND

000043

/ACTUAL

BRAND(\$)

| OWNER(S) | NAME |    |   |   |
|----------|------|----|---|---|
|          |      |    | s |   |
| <u> </u> |      |    |   |   |
| RICHMOND |      | IN |   |   |
|          |      |    |   | ı |

ADDITIONAL DWNER(S)

SECOND LIENHOLDER

LIEN RELEASED BY:

|                         | , .,                    |
|-------------------------|-------------------------|
|                         | <u>X</u>                |
|                         | PRINTED NAME: POSITION: |
|                         | DATE:                   |
| FIRST LIENHOLDER        | THIRD LIENHOLDER        |
| LIEN RELEASED BY:       | LIEN RELEASED BY:       |
| x                       | <u>X</u>                |
| PRINTED NAME: POSITION: | PRINTED NAME: POSITION: |

The Commissioner of the Bureau of Motor Vehicles, pursuant to the laws of the State of Indiana, Cortifies that the vehicle/watercraft has been duly titled and the owner of the described vehicle/watercraft is subject to the fight set forth.

INDIANA BUREAU OF MOTOR VEHICLES

DATE:

Ronald L. Stiver, Commissioner

TITLE NUMBER

1-12-07; 1:49PM; FRED FIRST INC

;765 962 4645

# 2/





### Case Number: 24986

Originator Name: Gerald Wright

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

Created Date: 12/20/2006 Vehicle Info \* VIN: 1G1ZT61816F 0.0 MSRP: M 2006 Make: Chevrolet Model: Year: M Vehicle Customer is very dissatisfied with Electric/Electronic assist 5 re Comments \* TAC Number: & TAC attemps with no satisfaction-major safety concern for the custor **Explanation:** \* Date Reviewed 12/19/2006 2398 Repurchase with Customer: Mileage: \* Original **Original Purchase** 07/03/2006 Purchase New Date: Condition: Vehicle Owner(s) **Entity Type:** Person \* Name(s) on \* Title ОН Title: State: \* Primary Owner: Mon \* Address: \* ZIP \* City: Richmond \* State: IN Code: **Evening** Cell \* Day Phone: Phone: Phone: E-mail: Fax Phone: Repurchase The Customer is very dissatisfied with the excessive repair attempts ro repair the \* Reason: Electric assist steering. They are afraid to drive the vehicle. **UCC Codes** 

Vehicle Lien Holder

Type of \* Company Account
Secured Interest: Name: #:

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

M2203

Contact or Attention: Address:

City: State: ОН ZIP Code:

E-\* Day Phone: Fax: mail/Web:

**Originial Selling Dealer** 

Dealer D Region: \* Dealer Number: 161384 VICTORY CHEVROLET CADILLAC, INC. Name: 50

\* Phone: (765) 966-0303 Fax: (765) 966-5043

\* Contact \* Contact Name: Dealer Operator E-mail: Mike Nottingham Title:

Repurchasing Dealer: [Same as Selling Dealer]

Repair Dealer

\* Contact \* Contact Name: Victory Chevrolet Mark Chmielewski Title:

Vehicle Location: [Same as Selling Dealer]

**Transaction Details:** 

Siebel Request #: **Unselected Auction** Disposition:

\* Transaction ОН Transaction Trade - New Finance State: Type:

\* Transaction **AVM Voluntary** Source:

Year 2006 Make: Chevrolet Model: Malibu Maxx Replacement VIN: 1G1ZW63146F

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**

<u>File Number</u> 1-434890609 <u>Old Vehicle VIN:</u>

1G1ZT61816F

**Customer Name** 

Worksheet filled out by:

Jodi Michael

Date:

<u>D</u>

New Vehicle VIN: 1G1ZW63146F

January 11, 2007

| TRADE DEDUDOLIAGE                      |              |             |                                       |                     |
|--|--------------|-------------|---------------------------------------|---------------------|
| TRADE REPURCHASE                       |              |             |                                       |                     |
| Replacement Veh.Cost (231/237)         | \$23,848.48  | G           |                                       |                     |
| Conversion / Upfit Cost                | \$0.00       | Е           |                                       |                     |
| State Sales Tax 6%                     | \$261.60     | N           |                                       |                     |
| Additional Tax                         | \$0.00       | Е           |                                       |                     |
| Reg./Lic./Title Fees (opt)             | \$277.85     | R           |                                       |                     |
| Taxes Reimbursed on old vehicle        | \$0.00       | Α           |                                       |                     |
| Fees (Explain)                         | \$0.00       | L           |                                       |                     |
| State Fees                             | \$0.00       | М           |                                       |                     |
| Items below not shown on new Bill o    | of Sale      | 0           |                                       |                     |
| Cost to transfer Aftermarket Items     | \$0.00       | Т           |                                       |                     |
| Unused portion of non-GMPP             | \$0.00       | 0           |                                       |                     |
| 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       | $\dashv$    | No usage and GM pays taxes and fee    | s, per AVM.         |
| Additional Tax                         | \$0.00       | ] [         |                                       |                     |
| Reg./Lic./Title Fees (opt)             | \$0.00       | С           |                                       |                     |
| New Aftermarket Items                  | \$0.00       | U           |                                       |                     |
| Fees (Explain)                         | \$0.00       | s           |                                       |                     |
| State Fees                             | \$0.00       | Т           |                                       |                     |
| Items below contibute to trade-in allo |              | 0           |                                       |                     |
| Usage/Depreciation                     | \$0.00       | М           |                                       |                     |
| 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  |             |                                       |                     |
| Attornov Food                          | <b>#0.00</b> |             |                                       |                     |
| 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 a | pproved             |
| Est. Auction Price (Legal Only)        | \$0.00       |             | by a Authorized Representative**      | F F                 |
| Projected (Loss)                       | -\$20,884.14 |             | (Repurchase Group Only)               |                     |
|  | Ψ=0,007.17   | <del></del> | (sparonass Group Giny)                | Form Rev 11/11/2005 |

| BILL OF SALE                         |                    |
|--------------------------------------|--------------------|
| Purchase Price (New Unit)            | \$23,848.48        |
|                                      |                    |
| State Sales Tax                      | \$261.60           |
| Additional Tax                       | \$0.00             |
| Additional Tax                       | \$0.00             |
| Reg./Lic./Title Fees (opt)           | \$277.85           |
| (0,0)                                | <del></del>        |
| New Aftermarket Items                | \$0.00             |
|                                      |                    |
| State Fees                           | \$0.00             |
|                                      | <b>*</b> 0.00      |
| Fees                                 | \$0.00             |
| Less Dealer Contribution to Cust     | \$0.00             |
| Leas Dealer Contribution to Gust     | ψ0:00              |
| Subtotal                             | \$24,387.93        |
|                                      |                    |
| Trade-In Allowance                   | \$19,488.48        |
|                                      |                    |
| Loan Payoff                          | \$0.00             |
| Net Allowance                        | \$19,488.48        |
| Net Allowalice                       | <b>\$19,400.40</b> |
| Cash on Delivery (Paid by GM)        | \$539.45           |
|                                      | <b>,</b>           |
| Total Balance Due                    | \$4,360.00         |
|                                      |                    |
|                                      |                    |
| Amount to Dealer for additional Fees | \$856.21           |
|                                      |                    |
| New Vehicle VIN:                     |                    |
| 1G1ZW63146F                          |                    |
|                                      |                    |
|                                      |                    |
|                                      |                    |
|                                      |                    |
|                                      |                    |
|                                      |                    |
| Form Rev 11/11/2005                  |                    |
| 1 01111 NEV 11/11/2000               |                    |



### **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

Re:m01 PGM0664293 :Magaril vs Pontiac/GMC Division INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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,

### Customer Claim Form

| Contact Date: 10/06/06  | Start Date:                            |   | Case Numb            | per: PGM0664293  |
|---|--|---|----------------------|--|
|   | m on this vehicle wi                   | ith the BBB or anoth                                |                      | olution provider? 🛛 YES 🗆 NO   |
| Titled Owner(s) Name&A  | ddress                                 |   |                      |  |
| LYNBROOK, NY Day Phone: Fax Number: Customer Contact Info:                                    |  | Evening Phone: E-mail Address:                      |                      | Cell Phone:  |
| Vehicle Identification Number<br>Servicing Dealer/City/State :<br>Selling Dealer/City/State : | ness□Both<br>Numbo<br>odel: G6 GT<br>: | Percentage of time er of vehicles owned Model Year: | or leased by 2005 Cu |  |
| Has vehicle been in an acciden  |  | •   | •                    |  |
| Description of Damage :   | y and soay burnings                    |   |                      |  |
|   |  |   |                      |  |
| Purchase/Lease Information  |  |   | _                    |  |
| Purchase Date: Mileag   | e at purchase:                         | Lease Date:   | :01/11/05 Mile       | eage at lease: 32  |
| Purchased As : □ New □ Use  | :d □ Demo                              |   | ☑ New □ Us           |  |
| Is the vehicle in your possession   | n?                                     | Is the vehic  | le in your poss      | session? yes   |
| Lienholder's Name:  |  | Leasing Cor   | mpany's Name         | e: None  |
| Address:  |  |   | Address:             |  |
| City/St/Zip:  |  |   | City/St/Zip          | :  |
| Phone:  |  |   | Phone                | : <u> </u>   |
| Lienholder Acct #:  |  | Leasing Cor   | mpany's Acct         | #:   |
|   | ed reconciliation with                 | General Motors many                                 | times and they       | have repeatdly failed to follow throu<br>3-4 times a week and each time I an |
| Signature of Titled Owner(s):   |  |   |                      | Date   |
| Signature of Titled Owner(s): I am submitting this dispute for resolution                     | ution in the BBB AUT                   | O LINE program, and I                               | agree to arbitrat    | te the dispute under BBB AUTO  |
| LINE Arbitration Rules.   |  | 1 0,  | J                    | 1  |

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

### **Customer Claim Form**

|                | 0 000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 |              |            |
|----------------|---|--------------|------------|
| Customer Name: |   | Case Number: | PGM0664293 |
|                |   |              |            |

## **Vehicle Concerns**

| First Repair Attempt      | Date:_ | 05/01/05 | _Mileage: 0 |  |
|---------------------------|--------|----------|-------------|--|
| Last Repair Attempt       | Date:_ |          | _Mileage:   |  |
| Total Days out of Service | e:     |          |             |  |

| Problems – <b>Please list your <u>primary</u> concern</b><br>first | Servicing Dealer(s) | Current?<br>Yes or<br>No | # of<br>Repair<br>Attempts | Repair<br>Date(s) | Mileage<br>on<br>Date(s) | Days<br>Out of<br>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 manufacturersponsored 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:

```
Use # miles attributable to the customer Vehicle purchase
Deduction/ = at the time of the arbitration hearing x price or gross
Payment 100,000 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 manufacturersponsored 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:

```
Deduction = \frac{\text{Mileage in excess of 12,000 miles}}{100,000} X 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:

```
Deduction = \frac{\text{Mileage in excess of } 12,000 \text{ miles}}{1.00,000} X 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:

Siebel Request: 1-436928539 2005 Pontiac G6 VIN # 1G2ZH528554

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.

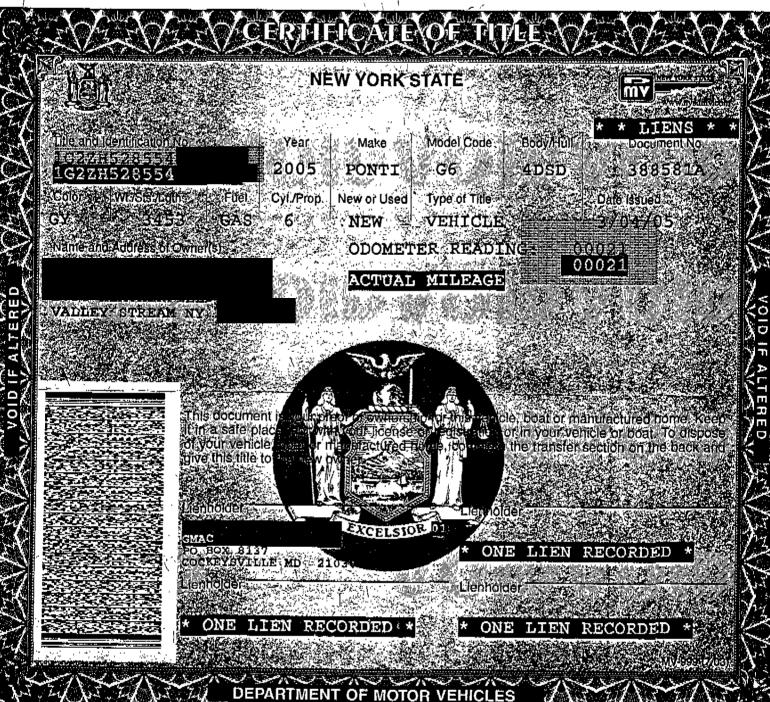
Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Leana Carter BRC Customer Relationship Manager Ph# 800-231-1841, {Ext} 21635 FAX# 866-842-9460 CASE # 22030 ATT: YVOUNE

VALLEY STREAM NY

002630



PAGE 3/4 \* RCVD AT 11/16/06 9:14:19 AM [Eastern Standard Time] \* SVR:OPTIKAREQUEST/0 \* DNIS:908602 \* CSID: \* DURATION (mm-ss):02-52 \*\*

10/18/2006

HISTORY LISTING

PAGE 1

3030

09:50:26

CUSTOMER NAME :

SERIAL NO. : 1G2ZH528554

------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-RER UPPER DOOR MODULE ASSEMBLY

TO CORRECT RATTLE COMPLAINT.

WARRANTY

: CLAIM NO.

OPERATION NO.

CLAIM NO. OPERATION NO.

JOB NUMBER : 2 OPERATION 45PNZ01

OP. DESC. STEERING CONCERN

SALE TYPE : W

TECHNICIAN NO(8). 824

COMPLAINT : CUSTOMER STATES REPLACE SOF STEERING WHEEL-FINISH IS PEELING

CAUSE : STEERING WHEEL REPLACED.

WARRANTY

: CLAIM NO

OPERATION NO.

CLAIM NO. OPERATION NO.

JOB NUMBER : 3

OPERATION ASPNZ13

OP. DESC. SOUND SYSTEM

SALE TYPE : W TECHNICIAN NO(S). 824

COMPLAINT : CUSTOMER STATES REPLACE SOP RADIO KNOB-FINISH IS PEELING CAUSE : RADIO KNOB REPLACED.

WARRANTY

: CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 4 OPERATION SOPNZO3 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 70PMZ03 OP. DRSC. RENTAL

SALE TYPE ; W TECHNICIAN NO(S). 824

COMPLAINT : CAR RENTAL-GM TO PAY FOR

WARRANTY

: CLAIM NO.

OPERATION NO.

CLAIM NO. OPERATION NO.

JOB NUMBER : 6

OPERATION 51PNZ06

OP. DESC. TAILLIGHTS

SALE TYPE : W TECHNICIAN NO(S). 824

COMPLAINT : C/S THE LEFT SIDE SIGNAL IS INOP. : REPLACED L/R DIRECTIONAL LIGHT BULE.

WARRANTY

CAUSE

OPERATION NO. CLAIM NO. OPERATION NO.

: CLAIM NO.

We are. Not the

Selling Decler

3030

PAGE 02

10/18/2006 HISTORY LISTING

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

09:50:26

COMPLAINT : CUSTOMER STATES STEERING WHEEL LOCKS UP AT TIMES

CAUSE : COULD NOT VERIFY COMPLAINT AT THIS TIME.

JOB NUMBER: 2 OPERATION 10PNZ08 OF. DESC. WONT START

SALE TYPE : C TECHNICIAN NO(8). 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 SOURAR/RATTLES

SALE TYPE : W TECHNICIAN NO(8), 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.

JOB NUMBER : 4 OPERATION SOPNELS

OP. DESC SEATS

SALE TYPE : C TECHNICIAN NO(S). 109

COMPLAINT : CUSTOMER STATES PRONT SEATS ARE LOOSE

CAUSE : CHECKED BOTH FRONT SEATS-OK.

JOB NUMBER : 5 OPERATION 45PNZZO 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 60PMZ OP. DESC. INTERIOR TRIM

SALE TYPE : C TECHNICIAN NO(5). 109

COMPLAINT : CUSTOMER STATES DASH PANEL FINISH PERLING BY RADIO

CAUSE : ORDERED RADIO KNOB-WARRANTY.

JOB NUMBER : 7 OPERATION 61PN216 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 OF, DESC. RENTAL

SALE TYPE ; W TECHNICIAN NO(S). 109

COMPLAINT : CAR RENTAL-ENTERPRISE-GM TO PAY FOR 2 DAYS

3030

10/18/2006 HISTORY LISTING 3 09:50:26 PAGE 3

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 9 OPERATION SIPMZOL OP. DESC. BODY BLECT 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 COPNZLOF 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.

R.O NO. : 75066 R.O DATE : 12/08/2005 R.O TYPE : S

MILEAGE : 10015 ADVISOR NO. : 818

JOB NUMBER : 1 OPERATION 10PNZO8 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 : UNASLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN

PAGE 04

10/18/2006

HISTORY LISTING

PAGE 4

3030

09:50:26

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

OF. 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 CIRCUIS

CORRECTION : UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN

JOB NUMBER : S OPERATION 10PNZ01

OP. DESC. DRIVEABILITY CONCERN

SALE TYPE : 1 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

OP. DESC. VISORS

MILEAGE : 8456

ADVISOR NO. : 157

JOB NUMBER : 1 OPERATION 60PNZ12 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.

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 COPNZLOF OP. DESC. LUBE OIL & FILTER

SALE TYPE : C TECHNICIAN NO(S). 159

3030

10/18/2006 HISTORY LISTING

09:50:26 PAGE 5

15166788382

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 : RETOROUGH ALL SUNROOF MODULE BOLTS

TEST DROVE VEHICLE

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.

JOB NUMBER : 3 OPERATION 10PMZ 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 IGHTION SYSTEMS CHECK CORRECTION : NO PROBLEM FOUND AT THIS TIME

JOB NUMBER : 4 OPERATION 51PNZ OF, DESC. BODY ELECTRICAL

SALE TYPE : C TECHNICIAN NO(S). 159

COMPLAINT : C/8 CK AT TIMES WHEN VEHICLE IS STARTED GAUGES ARE INOP

PERPORMED 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.





| CF   | J NA  LUBE OIL & FILTER HOUSTOMER REQUEST: LUBE OIL & FILTER HOUSTON HOUSE OIL & FILTER. LUBED CHANGED OIL & FILTER. LUBED CHANGED                  | ASSI\$.  | PAN                                     | ANY WARRANTIES ON<br>HEREBY ARE THOSE                                     | PNCS73833 STOCK NO.  DELIVERY MILES  FADDUCTION DATE  MO: 7437   |
|--|---|--|---|---|--|
| CELL PHONE<br>ABOR & PARTS<br># 1 00PNZLOF<br>CL<br>CH | J NA  LUBE OIL & FILTER HOUSTOMER REQUEST: LUBE OIL & FILTER HOUSTON HOUSE OIL & FILTER. LUBED CHANGED OIL & FILTER. LUBED CHANGED                  | OS/PONTEAC/G6 GT SE VEHELE HAD 1 G 2 Z H 3 Z 8 5 FTE NO.  OURS: 0.30 TECH(S):159 LLTER CHANGE SSSIS. | 5 4<br>  10 No.                         | 01/11/05  DELING DEALER NO.  10/14/05  ANY WARRANTIES ON HEREBY ARE THOSE | MO: 7437   |
| CELL PHONE<br>ABOR & PARTS<br># 1 00PNZLOF<br>CL<br>CH | J NA  LUBE OIL & FILTER HOUSTOMER REQUEST: LUBE OIL & FILTER HOUSTON HOUSE OIL & FILTER. LUBED CHANGED OIL & FILTER. LUBED CHANGED                  | 1 G 2 Z H 3 Z 8 5  FTE NO.  COMMENTS  OURS: 0.30 TECH(S):159  ILTER CHANGE  SSIS.                    | 5 4<br>  18 NS                          | 10/14/05  ANY WARRANTIES ON HEREBY ARE THOSE                              | Mb: 7437   |
| ABOR & PARTS<br># 1 00PNZLOF<br>CL<br>CH               | LUBE OIL & FILTER HE<br>USTOMER REQUEST: LUBE OIL & FI<br>HANGED OIL & FILTER. LUBED CH   | DURS: 0.30 TECH(S):159 LITER CHANGE  | 4                                       | ANY WARRANTIES ON<br>HEREBY ARE THOSE                                     | . PIO. 7-437   |
| ABOR & PARTS<br># 1 00PNZLOF<br>CL<br>CH               | LUBE OIL & FILTER HE<br>USTOMER REQUEST: LUBE OIL & FI<br>HANGED OIL & FILTER. LUBED CH   | DURS: 0.30 TECH(S):159 LITER CHANGE  |   | ANY WARRANTIES ON<br>HEREBY ARE THOSE                                     | 1907 7737  |
| ABOR & PARTS<br># 1 00PNZLOF<br>CL<br>CH               | LUBE OIL & FILTER HE<br>USTOMER REQUEST: LUBE OIL & FI<br>HANGED OIL & FILTER. LUBED CH   | DURS: 0.30 TECH(S):159<br>LITER CHANGE<br>ASSIS.   |   | HEREBY ARE THOSE  | 1.   |
| # 1 00PNZLOF<br>CL<br>CH                               | LUBE OIL & FILTER HO<br>USTOMER REQUEST: LUBE OIL & FI<br>HANGED DIL & FILTER. LUBED CHA  | ASSI\$.  | 10.95                                   | HEREBY ARE THOSE  |  |
| ARTSQTY-<br>OB # 1 1                                   | FP-NUMBERDES  |  |   | DISCLAIMS ALL WARRAM<br>OR IMPLIED, INCLUDING<br>OF MERCHANTABILITY       | MADE BY THE MAN<br>IR HEREBY EXPRESS<br>VITIES, EITHER EXPRES<br>ANY IMPLIED WARRAN'<br>OR FITNESS FOR |
|  | l 25010792 ŌĪ   | SCRIPTIONUN<br>- FLTR 1.836<br>- JOB # 1 TOT   | IT PRICE-<br>7.00 7.00<br>AL PARTS 7.00 |   | Y OTHER PERSON :<br>ABILITY IN CONNECTION  |
|  | %'*   | JOB # 1 TOTAL LABOR  | & PARTS 17.95                           | FOR 90 DAYS 0   | S ARE WARRANTED<br>DR 4000 MILES,  |
| # 2 61PNZ  | EXTERIOR TRIM HOYS CK RATTLING NOISE FROM SUN   | OURS: 1.00 TECH(S):159   | WARRANTY                                | WHICHEVER C   | OCCURS FIRST.  |
| CH<br>R/<br>RE<br>TE                                   | DAD TESTED VEHICLE<br>HECKED SUNROOF<br>/R SUNVISORS, WINDSHIELD MOLD<br>ETORQUED ALL SUNROOF MODULE BO<br>EST DROVE VEHICLE                        | DLTS   |   | X CUSTOMER ACKNOWL  | CERTIFIED CHECK  |
| ARTSQTY-   | FP-NUMBERDES  | SCRIPTIONUN<br>JOB # 2 TOT   | IT PRICE-<br>AL PARTS 0.00              | OF COPY.  | EDOCO NECEIFI  |
| PE   | DRIVEABILITY HO<br>/S CK AT TIMES VEHICLE WILL NO<br>RANKS BUT WILL NO START AT TIV<br>REFORMED IGNTION SYSTEMS CHECO<br>PROBLEM FOUND AT THIS TIME | JOB # 2 TOTAL LABOR<br>DURS: TECH(S):159<br>DI START AT TIMES<br>MES                                 | 0.00<br>0.00                            |   |  |
| ARTS QTY -   | ···FP·NUMBER·····DES  | SCRIPTIONUN<br>JOB # 3 TOT   | IT PRICE-<br>AL PARTS 0.00              | Than  | ık you   |
|  |   | JOB # 3 TOTAL LABOR  | & PARTS 0.00                            | for this appartur   | nity to serve you  |
| PE<br>CH   | BODY ELECTRICAL HI<br>'S CK AT TIMES WHEN VEHICLE IS<br>RFORMED ELECTRICAL SYSTEMS CI<br>BECKED ALL POWER TO GAUGES<br>PROBLEM FOUND                | NURS: TECH(S):159<br>S STARTED GAUGES ARE INOP<br>HECK   | 0.00                                    |   | G. NO. 707 4115  |
| ARTSQTY-   | · · · FP-NUMBERDES  | SCRIPTION·····JOB # 4 TOT  | IT PRICE-<br>AL PARTS 0.00              |   |  |
|  |   | JOB # 4 TOTAL LABOR  | & PARTS 0.00                            |   |  |
| # 5 60PNZ<br>C/<br>OR                                  | ÎNTERIOR TRIM HO<br>'S CK R/S SUNVISOR BROKE OFF<br>RDERED NEW SUNVISOR   | OURS: TECH(S):159  | 0.00                                    |   |  |
| ARTSQTY-   | ····FP·NUMBERDES  | CRIPTIONUN<br>JOB # 5 TOT  | IT PRICE-<br>AL PARTS 0.00              |   |  |





|  |                  |                       |  |                                       | c   | ELL:  |
|--|------------------|-----------------------|--|---------------------------------------|---|---|
| 23146  | GENERAL          | ADVÍSO                | R 1  | 57 3285                               | 10/14/05  | PNCS73833   |
| And the state of t | 98.00            | 10                    |  | 7,437                                 | GRAY/   | STOOK NO.   |
| VALLEY STREAM NY   | VEARTMARETMONTO  | AC/G6 (               | T SEDAN  | <u> </u>                              | 01/11/05  | DELIVERY MILES  |
| VALLET STREAM, NY  | VEHOLE II DO Z   | H 5 2                 | 8 5 5 4  | 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | BELLINI BEALER NO.  | PRODUCTION DATE   |
|  | FT. E. NO.       |                       | JP.O. N  |                                       | 10/14/05  |   |
|  | CONMENTS         |                       |  |                                       | 1 -0, - 1, 00   | MO: 7437  |
| <u>,</u>   | JOB #            | 5 TOTAL               | LABOR & PAR  | tis 0.00                              | ANY WARRANTIES C  | ON THE PRODUCTS SOLD  |
| J# 6 45PNZ  STEERING/SUSPENSION HOURS  C/S CK BRAKES SQUEAK WHEN STOPPING  ROAD TESTED VEHICLE  CHECKED BRAKES - FOUND FRONT BRAKE  FOUND ROTOR RUN OUT EXCEEDED SPECS  REPLACED FRONT BRAKE PADS  RESURFACED FPONT ROTORS   | : 1.90 TEC       | H(S):159<br>AT CRACKS |  | WARRANTY                              | FACTURER. THE SEL<br>DISCLAIMS ALL WARE<br>OR IMPLIED, INCLUDIN<br>OF MERCHANTABILIT<br>PARTICULAR PURPOS<br>NOR AUTHORIZES A | E MADE BY THE MANU-<br>LER HERREY EXPRESSLY<br>RANTIES, EITHER EXPRESS<br>IG ANY IMPLIED WARRANTY<br>IY OR FITNESS FOR A<br>E, AND NEITHER ASSUMES<br>ANY OTHER PERSON TO<br>LIABILITY IN CONNECTION<br>NID PRODUCTS. |
| PARTSQTYFP-NUMBER  | PTION<br>T 5.017 |                       | UNIT PRI<br>6 TOTAL PAR  | ICE-<br>WARRANTY<br>RTS 0.00          | FOR 90 DAY  | RTS ARE WARRANTED<br>S OR 4000 MILES.<br>R OCCURS FIRST.  |
|  | JOB #            | 6 TOTAL               | LABOR & PAR  | RTS 0.00                              | TERMS: CASH C   | OR CERTIFIED CHECK  |
| G.O.G. & SUPPLIES  | 1 450            | /!!NTT                |  | 7.05                                  |   |   |
|  |                  |                       | TOTAL - GOG  | 7.25<br>7.25                          | 1 /1  |   |
| TOTALS,  |                  | • • • • • • • •       |  |                                       | OF COPY.  | WLEDGES RECEIPT   |
| *************************************  * [ ] CASH  | *<br>*<br>*<br>* | T<br>T<br>T<br>T      | OTAL LABOR OTAL PARTS OTAL SUBLET. OTAL G.O.G OTAL MISC CHOTAL MISC DIOTAL MISC DIOTAL MISC DIOTAL TAX | 7.00<br>0.00<br>7.25<br>4G. 0.00      | <u> </u>  | <u>GM</u>   |
| **************************************   | *                | TO                    | TAL INVOK  | CE \$ 27.38                           | ]   |   |
| THANK YOU FOR YOUR BUSINESS!!  |                  |                       |  |                                       | The   | ank you   |
|  |                  |                       |  |                                       | for this opport   | unity to serve you.   |
| CUSTOMER SIGNATURE ************************************  | E I N V O        | ICE                   | *****  | *********                             | NYS-MV R/S F  | REG. NO. 707 4115   |
| PAGE 1 OF 0  |                  |                       |  |                                       |   |   |
| PAGE 2 OF 2 CUSTOMER COPY  |                  |                       | END OF INV   | OICE   09:57am                        | 1   |   |





| RESTORMEN NO. 23146  | GENERAL ADVI:  | 50R 15#  | **5712                    | CI   | PNC\$74377  |
|--|----------------|--|---------------------------|--|---|
| 1  | 98.00          | SER LOFT   |                           | GRAY/  | PNCS/43//   |
|  | 709/PONTIAC/GO |  | 8,400                     | 01711/05   | DELIVERY MILES  |
| VALUEY STREAM, NO DESCRIPTION  |                |  | والمراجعة والمستعدد       | 01/11/05   | PARADOTICAN DATE  |
|  | 16 2 Z H 5     | 28354  |                           | kes  |   |
|  |                | e de la composição de l | Language de la careca e a | 11708/05   |   |
| CELL PHONE NA  |                |  | 4244                      | 1  | MO: 8456  |
| ABOR & PARTS  # 1 60PNZ12 VISORS HOURS  C/ REPLACE VANITY MIRROR COVER PAS CHECKED VANITY MIRROR COVER FOUND COVER CAME APART REPLACED R/S VANITY MIRROR COVER |                |  | WARRANTY                  | HEREBY ARE THOSE FACTURER. THE SELL DISCLAIMS ALL WARR OR IMPLIED, INCLUDING OF MERCHANTABILIT PARTICULAR PURPOSE NOR AUTHORIZES A | N THE PRODUCTS SOLI<br>MADE BY THE MANU<br>LER MEREBY EXPRESSLE<br>ANTIES, EITHER EXPRESS<br>ANY IMPLIED WARRANT<br>Y OR FITNESS FOR A<br>E, AND NEITHER ASSUMES<br>NY OTHER PERSON TO<br>LIABILITY IN CONNECTION |
| PARTSQTYFP-NUMBERDESCRI<br>DOB # 1 1 15803238 MIRROR   | 10.195         | # 1 TOTAL PARTS  | WARRANTY<br>0.00          | LABOR AND PAR  | D PRODUCTS.<br>TS ARE WARRANTED   |
|  | JOB # 1 TO     | TAL LABOR & PARTS  | 0.00                      |  | OCCURS FIRST.   |
| COMMENTS   |                |  | *********                 | TERMS: CASH O  | R CERTIFIED CHECK   |
| PARTS IN<br>FOTALS   |                |  |                           |  |   |
| *************************  |                |  | ••••                      | ×  |   |
| <b>(</b>   | *              | TOTAL LABOR  | 0.00<br>0.00              | CUSTOMER ACKNOW<br>OF COPY.  | LEDGES RECEIPT  |
|  | *              | TOTAL SUBLET   | 0.00<br>0.00              |  |   |
| [ ] VISA [ ] MASTERCARD [ ] DISCOVER   | *              | TOTAL MISC CHG.<br>TOTAL MISC DISC   | 0.00<br>0.00              |  |   |
| t [] AMER XPRESS [] OTHER [] CHARGE<br>************************************  | *<br>*         | TOTAL TAX  | 0.00                      |  | J M   |
| THANK YOU FOR YOUR BUSINESS!!  | *              | TOTAL INVOICE \$   | 0.00                      | <u> IIIsi</u>  | ₹∧IC.F  |
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| DOFEICAT   | E INVOICE      |  | ~~~~~~                    | for this opportu   | inity to serve you.   |
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PAGE 1 OF 2

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### MORRISSEY PONTIAC-GMC



510 SUNRISE HIGHWAY ROCKVILLE CENTRE, NEW YORK 11570 (516) 678-6869

CELL: 818 12708 vos PNC\$75086 STECK NO. "GRAY/ 10.015 DELIVERY MILES OB/PONTEAC/GG GT SEDAN VALLEY BYNEAM ELLINE DEALER NO. 6 2 Z H 5 2 8 5 5 4 MODUCTION DATE 12768/05 MO: 10015 LABOR & PARTS ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANU-J# 1 10PNZ08 WONT START HOURS: TECH(S):109 INTERNAL FACTURER. THE SELLER HEREBY EXPRESSLY CUSTOMER STATES ENGINE WONT START DISCLAIMS ALL WARRANTIES, EITHER EXPRESS: RANDOM OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY PERFORMED DIAG OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES PERFORMED SYSTEMS CHECK CHECKED ELECTRICAL CIRCUTS NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION UNABLE TO DUPLICATE CONCERN AT THIS TIME WITH THE SALE OF SAID PRODUCTS. LABOR AND PARTS ARE WARRANTED JOB # 1 TOTAL LABOR & PARTS 0.00 FOR 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. J# 2 40PNZ01 BRAKE CONCERN HOURS: TECH(S):109 INTERNAL CUST STATES BRAKES SCREECH AND PEDAL GOES TO THE FLOOR TERMS: CASH OR CERTIFIED CHECK PERFORMED DIAG PERFORMED SYSTEMS CHECK PERFORMED VISUAL INSPECTION CHECKED FLUIDS UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN CUSTOMER ACKNOWLEDGES RECEIPT JOB # 2 TOTAL LABOR & PARTS 0.00 OF COPY. J# 3 45PNZ01 STEERING CONCERN HOURS: TECH(\$):109 INTERNAL CUST STATES WHILE DRIVING STEERING WHEEL LOCKS UP AT RANDOM FOR ABOUT 7 SECONDS PERFORMED DIAG ĞΜ PERFORMED SYSTEMS CHECK CHECKED FOR BULLETINS (NONE FOR THIS CONCERN) PERFORMED ROAD TEST SERVICE UNABLE TO DUPLICATE OR FIND CAUSE FOR CUSTOMERS CONCERN JOB # 3 TOTAL LABOR & PARTS 0.00Thank you J# 4 51PNZ BODY ELECTRICAL HOURS: TECH(S):109 INTERNAL CUST STATES AT TIMES GAUGES ALL READ ZERO for this opportunity to serve you. PERFORMED DIAG PERFORMED VISUAL INSPECTION CHECKED CIRCUTS NYS-MV R/S REG. NO. 707 4115 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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| THE TOO TON TOOK BUSINESS!!            |                   |  |  | TERMS: CASH C  | OR CERTIFIED CHECK   |
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## **MORRISSEY PONTIAC-GMC**



510 SUNRISE HIGHWAY **ROCKVILLE CENTRE, NEW YORK 11570** (516) 678-6869

| 23145  | PETER  |   | 830                                 | 3577   | 05/04/06  | PNCS78360   |
|--|--|---|-------------------------------------|--|---|---|
|  | 98.00  | f L   | MILEAGE                             | 14,433   | GRAY/   | STOCK NO.   |
| VALLEY STREAM. NY  | 05/PONT  | TEAC/G6 GT SEDA   | VN .                                |  | 01/11/05  | DELIVERY MILES  |
| HE I TAMENT !  | <b>Уене</b> в но 1 G 2   | ž H 5 2 8 5 5   | 4                                   |  | SELLENG DEALER NO.  | PRODUCTION DATE   |
| <u>'</u>   | F.T. III. NO.  |   | P.O.NG.                             | <u>,,, , , , , , , , , , , , , , , , , , </u>          | 05/04/06  |   |
| <u> </u>   | COMMENTS   |   | *                                   | 7. J   |   | MO: 14433   |
| CELL PHONE  LABOR & PARTS  # 1 OOPNZLOF  CUSTOMER REQUEST: LUBE OIL & FILTER \$29.95 PLUS TAX CHANGED OIL & FILTER. LUBED CHASSI  PARTS  OTY  FP-NUMBER  CUSTOMER STATES DRIVER'S SIDE DIRE REPLACED DRIVER'S SIDE TAIL LIGHT  PARTS  OTY  FP-NUMBER  CUSTOMER STATES DRIVER'S SIDE TAIL LIGHT  PARTS  OTY  FP-NUMBER  PARTS  OTY  FP-NUMBER  OTY  OTY  FP-NUMBER  OTY  OTY  OTY  OTY  OTY  OTY  OTY  OT | S: TEER CHANGE IS. IPTION TR 1.836  JOB S: 0.20 TEECT AND BRAKEULB. IPTION IP 8.991  JOB 1.750 | JOB # 1 TOTAL # 1 TOTAL LABOR & ECH(S):109 (E LIGHTS INOP             | PARTS PRICE- PARTS PARTS            | 7.00<br>7.00<br>22.95<br>WARRANTY<br>WARRANTY<br>0.00  | HEREBY ARE THOSE FACTURER. THE SEL DISCLAIMS ALL WARR OR IMPLIED, INCLUDIN OF MERCHANTABILIT PARTICULAR PURPOSSI NOR AUTHORIZES ASSUME FOR IT ANY WITH THE SALE OF SA  LABOR AND PAR FOR 90 DAYS WHICHEVER  TERMS: CASH OF  X  CUSTOMER ACKNOW OF COPY. | IN THE PRODUCTS SOLD  MADE BY THE MANU- LER HEREBY EXPRESSLY ANTIES, EITHER EXPRESS G ANY IMPLIED WARRANTY Y OR FITNESS FOR A E, AND NEITHER ASSUMES INY OTHER PERSON TO ID PRODUCTS.  ITS ARE WARRANTED S OR 4000 MILES, R OCCURS FIRST.  IR CERTIFIED CHECK |
| CUSTOMER SIGNATURE   | * * * * * * * * * * * * * * * * * * *  | TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.O TOTAL MIS TOTAL TAX TOTAL INV | TS<br>LET<br>.G<br>C CHG.<br>C DISC | 15.95<br>7.00<br>0.00<br>7.00<br>0.00<br>2.59<br>32.54 | The<br>for this opport  | ank you<br>unity to serve you.<br>seg. No. 707 4115   |

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PAGE 1 OF 2

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ORDERED RADIO KNOB WARRANTY.

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CUSTOMER COPY

TECH(S):109

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## MORRISSEY PONTIAC-GMC



510 SUNRISE HIGHWAY ROCKVILLE CENTRE, NEW YORK 11570 (516) 678-6869

CELL: PNC\$80974 4599 13376K/186 8 3 d 18.596 GRAY/ OBPPORTEACION ST SEBAN DELIVERY MILES VALUEY STREET, MO: 18596 CELL PHONE LABOR & PARTS 3# 1 45PNZ01 ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANU-STEERING CONCERN HOURS: TECH(S):109 FACTURER. THE SELLER HEREBY EXPRESSLY CUSTOMER STATES STEERING WHEEL LOCKS UP AT TIMES COULD NOT VERIFY COMPLAINT AT THIS TIME. DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES PARTS.....-OTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE NOR AUTHORIZES ANY OTHER PERSON TO JOB # 1 TOTAL PARTS ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. JOB # 1 TOTAL LABOR & PARTS 0.00 LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES. HOURS: J# 2 10PNZ08 WONT START TECH(S):109 0.00 WHICHEVER OCCURS FIRST. CUSTOMER STATES CAR CRANKS OVER BUT DOES NOT START-AT TIMES COULD NOT DUPLICATE COMPLAINT AT THIS TIME. TERMS: CASH OR CERTIFIED CHECK PARTS-----QTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE-JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00 CUSTOMER ACKNOWLEDGES RECEIPT INT SQUEAK/RATTLES HOURS: 4.90 TECH(S):109
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. J# 3 60PNZ05 WARRANTY OF COPY 6 PARTS------QTY---FP-NUMBER----------DESCRIPTION--------------------------UNIT PRICE-JOB # 3 JOB # 3 22602686 15911310 TAPE KIT 7.243 WARRANTY WASHER 12.809 WARRANTY JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00 Thank you J# 4 60PNZ10 SEATS HOURS: TECH(S):109 0.00for this opportunity to serve you. CUSTOMER STATES FRONT SEATS ARE LOOSE CHECKED BOTH FRONT SEATS-OK. NYS-MV R/S REG. NO. 707 4115 JOB # 4 TOTAL PARTS 0.00 JOB # 4 TOTAL LABOR & PARTS 0.00J# 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

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### MORRISSEY PONTIAC-GMC



510 SUNRISE HIGHWAY **ROCKVILLE CENTRE, NEW YORK 11570** (516) 678-6869

1097087 dis PNES80974 AN AU 18.596 CONTRACT. DELIVERY ARCÉS THE PENTURE OF SEDAM VALLEY 2 4 5 2 8 5 5 4 ELING GEALERING MO: 18596 -----DESCRIPTION ANY WARRANTIES ON THE PRODUCTS SOLD JOB # 6 TOTAL PARTS HEREBY ARE THOSE MADE BY THE MANU-FACTURER, THE SELLER HEREBY EXPRESSLY JOB # 6 TOTAL LABOR & PARTS 0.00DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY J# 7 61PNZ16 WIND NOISE HOURS: TECH(\$):109 OF MERCHANTABILITY OR FITNESS FOR A CUSTOMER STATES WHISTLING NOISE FROM REAR WHEN DRIVING COULD NOT VERIFY COMPLAINT ON ROAD TESTS. PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. PARTS------QTY---FP-NUMBER-------DESCRIPTION---------UNIT PRICE-LABOR AND PARTS ARE WARRANTED JOB # 7 TOTAL PARTS 0.00 FOR 90 DAYS OR 4000 MILES. WHICHEVER OCCURS FIRST. JOB # 7 TOTAL LABOR & PARTS 0.00 J# 8 70PNZ03 TERMS: CASH OR CERTIFIED CHECK RENTAL HOURS: TECH(S):109 WARRANTY CAR RENTAL-ENTERPRISE-GM TO PAY FOR 2 DAYS PARTS------OTY---FP-NUMBER--------DESCRIPTION---------UNIT PRICE-JOB # 8 TOTAL PARTS 0.00 CUSTOMER ACKNOWLEDGES RECEIPT JOB # 8 TOTAL LABOR & PARTS 0.00 OF COPY. J# 9 51PNZ01 TECH(S):109 BODY ELECT CONCERN HOURS: 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------5034 JOB # 8 251846 09/08/06 CAR RENTAL-2 DAYS WARRANTY Thank you 0.00 for this opportunity to serve you. TOTAL LABOR.... 0.00 NYS-MV R/S REG, NO. 707 4115 TOTAL PARTS.... 0.00 [ ] CASH [ ] CHECK CK NO. [ TOTAL SUBLET... 0.00 TOTAL G.O.G.... TOTAL MISC CHG. 0.00 [ ] VISA [ ] DISCOVER [ ] MASTERCARD 0.00 TOTAL MISC DISC 0.00 [ ] AMER XPRESS TOTAL TAX..... [ ] OTHER [ ] CHARGE 0.00 **TOTAL INVOICE \$** 0.00THANK YOU FOR YOUR BUSINESS!! CUSTOMER SIGNATURE DUPLICATE INVOICE \*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\* PAGE 2 OF 2

[ END OF INVOICE ] 09:55am





510 SUNRISE HIGHWAY **ROCKVILLE CENTRE, NEW YORK 11570** (516) 678-6869

CELL: PETER ZBT#B 10/05/06 830 PNC581413 4952 STOCK NO. 19:014 GRAY/ YEAR / MARE / MCGEL 01/11/05 THE PUPERV MID BY US/PUNTEAC/GG GT SEDAN VALUEY STREAM, NY BELLING DEALER NO. PRODUCTION DATE 16224528554 10702/06 Nita MO: 19047 CELL PHONE ANY WARRANTIES ON THE PRODUCTS SOLD LABOR & PARTS J# 1 60PNZ05 HEREBY ARE THOSE MADE BY THE MANU-FACTURER, THE SELLER MEREBY EXPRESSLY INT SQUEAK/RATTLES HOURS: 2.30 TECH(S):824 WARRANTY CUSTOMER STATES RATTLE IN DASH VERIFIED COMPLAINT-RAR UPPER DOOR MODULE ASSEMBLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A TO CORRECT RATTLE COMPLAINT. PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION JOB # 1 TOTAL PARTS 0.00 WITH THE SALE OF SAID PRODUCTS. LABOR AND PARTS ARE WARRANTED JOB # 1 TOTAL LABOR & PARTS 0.00 FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST. J# 2 45PNZ01 STEERING CONCERN HOURS: 0.50 TECH(S):824 WARRANTY CUSTOMER STATES REPLACE SOP STEERING WHEEL-FINISH IS PEELING STEERING WHEEL REPLACED. TERMS: CASH OR CERTIFIED CHECK PARTS------QTY---FP-NUMBER------DESCRIPTION-------UNIT PRICE-JOB # 2 1 22726509 WHEEL 6.513 WARRANTY JOB # 2 TOTAL PARTS 0.00 CUSTOMER ACKNOWLEDGES RECEIPT JOB # 2 TOTAL LABOR & PARTS 0.00 OF COPY J# 3 85PNZ13 SOUND SYSTEM HOURS: 0.20 TECH(S):824 WARRANTY CUSTOMER STATES REPLACE SOP RADIO KNOB-FINISH IS PEELING RADIO KNOB REPLACED. GM PARTS-----QTY---FP-NUMBER-------DESCRIPTION/---------UNIT PRICE-JOB # 3 KNOB 9.649 1 22690637 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 Thank you CUSTOMER STATES CAR CRANKS WEAKLY BUT DOESN'T START-AT TIMES COULD NOT DUPLICATE COMPLAINT. for this opportunity to serve you. PARTS------OTY---FP-NUMBER-----------DESCRIPTION------------------------UNIT PRICE-JOB # 4 TOTAL PARTS 0.00NYS-MV R/S REG. NO. 707 4115 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------OTY---FP-NUMBER-------DESCRIPTION------UNIT PRICE-1 12450064 BULB 8.991 WARRANTY PAG€ 1 OF 2 CUSTOMER CORY

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|   | <b>-</b>                 | TOTAL LABOR & PARTS  | 0.00              | DISCLAIMS ALL WARR   | LER HEREBY EXPRESSLY<br>ANTIES, EITHER EXPRESS                          |
| SUBLETPO#VEND INV#-INV.DATE-DESC<br>JOB # 5 5251 252245 10/05/06 4 DA   | RIPTION<br>YS CAR RENTAL |  | WARRANTY          | OF MERCHANTABILIT    | G ANY IMPLIED WARRANTY<br>TY OR FITNESS FOR A<br>E. AND NEITHER ASSUMES |
|   |                          | TOTAL - SUBLET   | 0.00              | NOR AUTHORIZES A     | NY OTHER PERSON TO<br>LIABILITY IN CONNECTION                           |
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| * []CASH []CHECK CKNO.[ ]   | * *                      | TOTAL SUBLET<br>TOTAL G.O.G  | 0.00<br>0.00      |                      | ***************************************                                 |
| * [] VISA [] MÅSTERCARD [] DISCOVER   | *<br>*                   | TOTAL MISC CHG.<br>TOTAL MISC DISC   | 0.00              | TERMS: CASH C        | A CERTIFIED CHECK   |
| * [] AMER XPRESS [] OTHER [] CHARGE   | * *                      | TOTAL TAX  | 0.00              |                      |   |
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SSN SALESPERSON BUSINESS PHONE DEMO JSED BUYER E-MAIL ADDRESS Off SHEET <del>϶ϔ</del>ϳϳͻϔ**͵**ͳϔͱ·ϯͱ NO IMPORTANT NOTICE TO USED CAR BUYER \$ VEHICLÉ PRICE (a) STATE LAW REQUIRES THAT SELECTS OF SECOND HAND CARS CERTIFY IN WRISING TO THE BUYER THAT EACH CAR IS IN SAFE CONDITION AT THE TIME OF SAUL (b) THIS CERTIFICATION IS A GUADANTEE THAT THE CAR IS IN SAFE CONDITION AT THE TIME OF SALE (c) BOYER HAS A HIGHI TO BLODEST THE DIALER TO NYS Required Tire Recycling Fee (\$2.50 per tire) REPAIR OR TO PAY IN FULL FOR REPAIRS OF ANY UNSAFE DEALER INSTALLED FOUIPMENT ? CONDITION IN THE CAR WIRCH POES NOT COMPLY WITH THIS OF RUFICATION. (d) THIS BUSINESS IS LICENSED BY THE DEPARTMENT OF CONSUMER ACCAIGS, 42 BROADWAY, NEW YORK, NEW YORK 10004, COMPLAINT PHONE, 212 + 487, 4444 N Y.C., D.C A. LIC. NO. 0326121-0414734 & 0455691 SUBÚPCTÁCIPRIMÁBY TRÉBLA: APPBOVAL IF THE WIND MODIFY THE FEW SHOT DEED FOR HE DIVER THE ACCOMPANY. WITCHIE: CONTINUED WITHIN BOTAY FOR COMPANY TO COMPANY DELIVERY DATE THE CONFORMET DOS THE BOOK TO CARCIT THE CONTINUED AND TO THE CHIEF HE HAD OBJECTED THE OFFICE AND RELIVED TO A FROM THE FOREIGN THE FOREIGN THE CONTINUED AND TO THE CHIEF HE HAD TO THE **SELLING PRICE** THE RESTAURANCE OF THE CONTROL OF A CONTROL OF THE CONTROL OF THE CONTROL OF THE VEHICLE OF THE VEHICLE WAS A SAFER OF THE CONTROL OF THE VEHICLE OF THE VEH FREIGHT & DESTINATION CHARGES ALLOWANCE FOR THADE-IN ALL TRADE-INS SUBJECT TO COMPLETE SHOP INSPECTION PRIOR TO DELIVERY OTHER CONTRACTUAL DISCHOSURE CHARLMENT FOR DOLD VIHIGHT ONLY THE INCORMATION YOU SEE ON THE (FEBRIAL HADE COMMISSION) WINDOW FORM IS PAUL OF THIS ACHIEFMENT INFORMATION ON THE WINDOW FORM OVERRIJES ANY CONTRATTY PROVISIONS IN THE CONTRACT OF SALE SALES TAX-COUNTY N.Y STATE INSPECTION DESCRIPTION OF TRADE MILLAGI MEALURS OPTIONAL BUT CREPROCESSING APPLICATION Yŧ Ali MAIN 00 ... FOREIR (#STHALION AND/OR CLOTRICAL) OF THEE \* 20 PLATE NO FXP (BAT) REGISTRATION FEE NO. THADE IN IS CUTAH OF ALL UPNS TROPET **TOTAL SALE PRICE** AMOUNT \$ OWLD LICHAROT CARD MINIMI " (Ç,Ahir 10% DEPORT TYPE LUB.GK FACTORY REBATE S OTHER 1 23 + 2

THEGIAL MOTICE TO CONSUMER - IF UNDER HER LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES, YOU SHOULD BE ENTITLED TO A REPORT IN CONNECTION WITH HIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED IN RETHE SCEELE CHOOSES NOT TO RETURN IT TO YOU SHALF WOT BE THE VALUE HERE D IN THIS POSTIMENT INSECT OF THE WILL BE APPROVED BY THE COMMISSION FOR MOTOR VEHICLES, AND ADJUSTED FOR MILERAL IMPROVEMENTS AND ANY MAJOR PHYSICAL OF MILERAL IMPROVEMENTS AND ANY MAJOR PHYSICAL OF MILERAL IMPROVEMENTS AND ANY MAJOR PHYSICAL OF MICHARICAL

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This is a Non-Cancellable Order, Deposit is Non-Refundable.

PURCHASER

MANAGER

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**VICINALIBR** CALLS MAMAGERS ALL BALANCES MUST BE PAID IN CASH, CASHIERS OR CERTIFIED CHECK ONLY. NO SIGHT DRAFTS ACCEPTED.

TOTAL AMOUNT DUE

33

THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE BUYER AND THE SALES MANAGER. CASH PURCHASES AUE NON CANCULLABEL AND NON-BUILDINGABLE

THE AMOUNT INDICATED ON THIS SALES CONTRACT OR LEASE AGREE MENT FOR REOFFIBATION AND TITLE THE IS AN ESTIMAN IN SOME INSTANCES, IT MAY EXCELD THE ACTUAL TEES DUE THE COMMISSIONER OF MOTOR VEHICLES THE DEALER WILL AUTOMATICALLY AND WITHIN SIXTY DAYS OF SECURING SUCH HE GISTRATION AND THEF. HE FUND ANY AMOUNT OVER TPART FOR BUCKLIFFS

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#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### **VIA FAX ONLY**

Friday, October 06, 2006

Jim Raffa Cunningham Pontiac Buick GMC 40-40 172<sup>ND</sup> St. Flushing, NY 11358

Re:

Siebel Request: 1-436928539 2005 Pontiac G6 GT VIN # 1G2ZH52855

#### 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



DEVREUET PONTAC BELICHC CLOSE CHAR CICHODE SATURI INDICATE

Wednesday, November 22, 2006



**BBB Arbitration Decision - Straight** 

Subject Repurchase of 2005 Pontiac G6

VIN: 1G2ZE528554 REF SR: 1-436928539 V-22030

Dear

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN 1G2ZH528554 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 Amount to Customer                           | \$5,393.24                        |
|--|-----------------------------------|
| Less Payoff of Original Vehicle-Good until 12/5/06 | \$19,532.36                       |
| Base Price Less Incentives                         | \$26,175.60<br>\$1,250.00         |
| Total Repurchase Amount                            | \$2 <b>4,9</b> 25. <del>6</del> 0 |

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

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext2305 if you have any questions or concerns.

Customer's and Co-Castomer's Standarders and Page

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CBE# 22030

Keep this document to show to the police and courts.

MANUFARMON NEW YORK STATE REGISTRATION DOCUMENT



PAS DCM9790 2005 PONTI NONTRANSFERABLE 1G2ZH5285541 4DSD GY

003453 G 6 CZ154914 JAN 11 2005 Fire!/Cyi MSM LIPAE1

Expires 01/10/07 \*NYMA\* 22.50

VALLEY STREAM NY

CZ154914 VOID IF ALTERED EXCEPT FOR ADDRESS

ANNUAL CHG AMT PAID (INCL ADD CHG) 105.00



P.O. Box 351 • 1047 Northern Boulevard • Roslyn, NY 11576-0351 (516) 627-7300 • Fax (516) 627-8563 www.roslynautogroup.com

| DATE:         | 10/10/00                    |
|---------------|-----------------------------|
| ATTENTION:    |                             |
| FAX#:         | 1866-842-9460               |
| FROM:         | CHRISTINE X220              |
| THIS FAX CONT | AINS // PAGES INCLUDING THE |
| COVER SHEET.  |                             |
| REGARDING: _  | As Reguested                |
|               |                             |
|               |                             |
| thank-you     | HAVE A GIVEAT DAY!!         |



Goodwrench Service

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351 (516) 627-7300 fax (516) 627-8725

|             |                | SERVICES                 |                 | (310)02  | 7-7300   | tax (51   | 6) 627-87                             | 725  |  |  |  |  |
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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.

TOTAL \$

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.

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1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351 (516) 627-7300 fax (516) 627-8725

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BY:---Y

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.



Thank you for this opportunity to serve you.

NYS-MV R/S REG. NO. 708 3280



126969

Goodwench Service

<del>1</del> 126969

| RE                                      | COMMENDA                  | ED SERVICES            | 1047 N                  | orthern Blvd<br>(516) 62 | d. P.O. Box 351<br>27-7300 fax (5  | Roslyn,<br>16) 627-8 | NY 115            | 76-0351   |  | _   |  |   | <del></del>                                       |
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| SAI                                     | ESPERSON NO               | o:                     |                         | <u> </u>                 | <u> </u>   | <u> </u>             |                   |   | (  |   |  |   |   |
| HAT                                     | No. VENEZA                | H528554                | NF/MAKE/                | Women                    |  |                      | <u> </u>          |   |  | REG#  |  |   | )   |
|   | 1322                      | .11520554              | 05/PÔ                   | NTIAC/G6                 | 6/4 DOOR SED   |                      |                   | PRODUCTION DATE   | STOCK NO   | LICE  | VSE NO                                 |   | 26969   |
| DATE                                    | OUT                       |                        |                         |                          | 47619 SERV   | ICE CONTRAC          | T.                | DELIVERY DATE   | OELIVEAY   | MILES SELL  | NG DEA                                 | NER NO.                                   | ₫4 <b>%)</b> 7/55                                 |
|   | VALLE                     | Y STREAM, NY           |                         | COLOR                    |  | ***                  | - 1               | RACT NO.  | ١ ،  | IN DATE EXPI  | NOITAS                                 | MII.EB                                    | TAG NO.   |
| WILE,                                   | RE                        | USINE                  | 88 PHONE                | TURBO                    | PNZZ AIR COND<br>BY AUTHORIZE THE REP<br>I ALBO AGREE THAT YO<br>THEFT OR ANY OTHE | Y                    | TRANS             | MILEAGE 2,259   | ADVISOR  |   | Ñ LC                                   | PEZ                                       |   |
| ₩ × × × × × × × × × × × × × × × × × × × |                           | CUSTOMER ESTIMATE:     | 101AL                   |                          | SPONBIBLE FOR DAMAS<br>STRICTLY CASH UNLES   | S ARRANGEN           |                   | MINIMUM DI<br>SAVE REPLA<br>REPLACED PART<br>ALL PARTS AF   | AGNOSI<br>CED PAR<br>S WILL B                                  | TS YES [<br>E DISCARD                                       | ] NC                                   | ) []<br>(LE58 9                           | PECIFIED  |
| 1                                       | W 28PNZ<br>INSTALL S O    | CHI<br>P REAR DOME LAN | ( <i>FLASHERS</i><br>MP | /LAMP\$                  | : ( Jew)   |                      |                   | STORAGE CHAR<br>WORK COMPLET<br>DATE OF RECEIP  | IGE IS \$2<br>TON OR !!  | 5.00 PER D  | AY 4                                   | 8 HOUE                                    | 38 AFTER  |
|   |                           |                        |                         |                          |  |                      |                   | PRE-INSPECTION ES<br>Parts, material a  | LABOR  | PARTS \$  |  |   |   |
| ı                                       |                           |                        |                         |                          |  |                      | ·                 | ELAYED OR REVISED   |  | OTAL \$   |  | Ттім                                      | F   |
|   |                           |                        |                         |                          |  |                      | ı                 | PARTS \$  |  | CALLED<br>BY  |  | PHONE                                     |   |
|   |                           |                        |                         |                          |  |                      |                   | ABOR \$   | }  | ÖK'D  |  |   | ·   |
| 1                                       |                           |                        |                         |                          |  |                      | ļ                 | TOTAL \$  |  | BY ,  |  |   |   |
|   |                           |                        |                         |                          |  |                      | .   F             | HESE REPAIRS ARE<br>IARTS FOR 90 DAYS<br>IANTY REPAIRS TO L<br>ELLER HEREBY LIMI  | OR 4000 M<br>BE PERFOR   | IILES, WHICH<br>MED AT SELL                                 | ER'8 PL                                | OMES FI                                   | RST. WAR-<br>BUSINESS.                            |
|   |                           |                        |                         |                          |  |                      | #<br>#<br>U<br>F  | NY WARRANTIES O<br>NY THE MANUFACTU<br>I.I. WARRANTIES, I<br>MPLIED WARRANTY<br>ILAR PURPOSE, AND<br>TASON TO ASSUME<br>IALE OF SAID PROD | 特能的 THE S<br>関けH版的 FX<br>OF MERCIL<br>NEITHER A<br>E FOO IT AN | IÉLIJÉA HEREI<br>IPRÉSS OA I<br>ANTABILITY O<br>168UMES NOF | BY EXP<br>MPLIEC<br>R FITNI<br>L AUTHR | RESSLY<br>D. INCLU<br>ESS FOR<br>ORIZES A | DISCLAIMS<br>DING ANY .<br>A PARTIC<br>NY OTHER . |
|   |                           |                        |                         |                          |  |                      |                   |   |  | SHOP NO   |  | 3260                                      |   |
|   |                           |                        |                         |                          | •  |                      |                   | YO YOU HAVE AN EXT<br>CONTRACT () YES<br>CYPE:  | ENOR: Williams   |   | AVICE<br>TREE                          | i ė                                       |   |
| 1                                       |                           |                        |                         |                          |  |                      |                   | OIL G18.  | Giri de  | SE SE   |  | At all the FED                            | RtZE  |
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|       | OPERA      | MENDED<br>ATION<br>LOFMAIN | O SERVICES OPERATION D LUBE OIL FILT | DESCRIPTION  <br>TER | MO/MI<br>MI     | T             | OTAL               | OP               | PERATION       | Ŋ             | OPERATION  | DESCRIPTION   | мо/м:  | ≅ k⊬#OTAI,   |
| SE    |            | E HISTO                    |                                      |                      |                 |               |                    |                  |                |               | <u>u_munii                                     </u>  |   |  |  |
|       | 0372       | * .                        | 126/12                               | DER MILEAGE          |                 | VISOR<br>I 26 | 7ECH<br>29<br>29   | NICIAN<br>5<br>5 | TYPE<br>W<br>W | 39P           |  | CHK ACCE  |  |  |
|       | 03/18      | 8/05                       | 126564                               | 188                  | 81 2            | 205           | 295                |                  | i              | 66PI          |  | CHK SQUE  | AKS&RATTLI<br>RIOR TRIM  | ES   |
|       |            | RSON NO.                   |                                      |                      | Ш               | 5             | E R                | <b>V</b>         | <u> </u>       | E             |  | STATE RE  | G# R7083   | 260  |
| HAT ( | 10.        | TG22!                      | A528554                              | YEARVMA<br>OS/       | AKE/MODEL       | رC/G6         | /4 DOC             | R SED/           |                |               | PRODUCTION DATE  |   | LICENSE NO   | 26969  |
| DATE  | OUT        |                            |                                      |                      |                 |               | <sup>ER</sup> 4161 |                  | CE CONTRAC     | <del>ст</del> | DELIVERY DATE  | DECIVERY MILES  | SELLING DEALER   |  |
|       |            | VALLEY                     | STREAM, NY                           | Y                    | ā               | COLOR         |                    | <u> </u>         |                | TOON          | THACT NO.  |   | EXPRATION MILE   | ' '  |
| MILEA | AGE OUT    |                            | 792-0201  °                          | BUSINESS PHONE       |                 | TURBO         | PNZZ               | AIR COND.        | P. S. Y        | TRÂNS         | MILEAGE 2,259  | 126   | JOAN LOPE  | — <sup>-</sup>   |
| OB    |            | RIGINAL C                  | USTOMER"ESTIMA                       | ATE: TOTAL           |                 | OUB ROME      | EPTS SIGNAT        | ONE A            |                |               | SAVE REPLACED PARTS  |   | CARDED UNLE  | SS SPECIFIED   |
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| 1     | W<br>INSTA | 28PNZ<br>ALL S O P         | PREAR DOME                           | CHK FLASHEI<br>LAMP  | RS/LAI          | MPS           | ( 4                | ewj              |                |               | STORAGE CHAR<br>WORK COMPLETI<br>DATE OF RECEIP  | וסא OR IF NO י<br>יד.   | PER DAY 48 H<br>WORK IS DONI   | HOURS AFTER<br>E THEN FROM   |
|       |            |                            |                                      |                      |                 |               |                    |                  |                |               | PRE-INSPECTION ES<br>PARTS, MATERIAL &   | 1.4800  | 3 \$   |  |
|       |            |                            |                                      |                      |                 |               |                    |                  |                |               |  | LABOP   | ₹\$  |  |
|       |            |                            |                                      |                      |                 |               |                    |                  |                | -             | DELAYED OR REVISED   | TOTAL   |  | TIME   |
|       |            |                            |                                      |                      |                 |               |                    |                  |                |               | PARTS \$   | CALLE   |  | TONE   |
|       |            |                            |                                      |                      |                 |               |                    |                  |                | ĺ             | LABOR \$   | ВҮ  | L  |  |
|       |            |                            |                                      |                      |                 |               |                    |                  |                |               | TOTAL \$   | , OK.D  |  | ,  |
|       |            |                            |                                      |                      |                 |               |                    |                  |                | İ             | THESE REPAIRS ARE<br>PARTS FOR 90 DAYS<br>RANTY REPAIRS TO 8<br>SELLER HEREBY LIMI   | OR 4000 MILES, V<br>BE PERFORMED AT   | WHICHEVER COM<br>T SELLER'S PLACE  | ES FIRST. WAR-<br>E OF BUSINESS.                                       |
|       |            |                            |                                      |                      |                 |               |                    |                  |                |               | ANY WARRANTIES ON<br>BY THE MANUFACTUR<br>ALL WARRANTES. E<br>IMPLIED WARRANTY OF<br>ULAR PURPOSE, AND<br>PERSON TO ASSUME<br>SALE OF SAID PRODU | AEA. THE SELLER EITHER EXPRESS OF MERCHANTABI DINEITHER ASSUME FOR IT ANY LIABUCTS. | HEREBY EXPRÉS<br>3 OR IMPUEO, IN<br>BLITY OR FITNESS<br>ES NOR AUTHORIZ<br>BLITY IN CONNEC | SSLY DISCLAIMS NOLLIDING ANY FOR A PARTIC- ZES ANY OTHER THON WITH THE |
|       |            |                            |                                      |                      |                 |               |                    |                  |                | ļ             | N.Y.S.   | TEPAIR SHO  | P NO. 70% 32   | 960  |
|       | 1          |                            |                                      |                      |                 |               |                    |                  |                |               | CONTRACT [] YES  |   | <u> </u>   |  |

PAGE 1 OF 1

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(516) 627-7300 fax (516) 627-8725

PNCS126969



|   |  | E (EXIE BINE) IEU IEU   |  |  | !   |   |
|---|--|---|--|--|---|---|
| CUST  | OMER NO. 41619   | JOAN LOPE   | Z 12   | TAG NO.                                      | 1NVOICE DATE<br>04/07/05  | INVOICE NO.   |
|   |  | 94.00   | LICENSE NO.  | 2,259  | COLOR   | PNCS126969  |
| V   | ALLEY STREAM, NY   | 05/PONTIA   | C/G6/4 DOOR SED  | AN   | DELIVERY DATE SELLING DEALER NO.  | DELIVERY MILES  |
|   | ,  |   | 1 5 2 8 5 5 4<br>P.O.N   |  | R. O. DATE  | PRODUCTION DATE   |
|   | RUSINESS PHONE   | COMMENTS  |  | ***************************************      | 04/07/05  |   |
| J# 1  | INSTALL S O P REAR DOME LAMP RATTLE CLIP BROKEN ON HOUSING REPLACE HOUSING AND LAMP ASSM   | HOURS: 0.30 TECH(   |  |  | ARE THOSE MADE BY THE<br>HEREBY EXPRESSLY D<br>EITHER EXPRESS OR IMP<br>WARRANTY OF MERCHA<br>PARTICULAR PURPOSE.<br>AUTHORIZES ANY OTHER | MO: 2259 THE PRODUCT SOLD HEREBY EMANUFACTURER, THE SELLER ISCLAIMS ALL WARRANTIES, FUED, INCLUDING ANY IMPLIED TABILITY OR FITNESS FOR A AND NEITHER ASSUMES NOR R PERSON TO ASSUME FOR IT                           |
| JOB<br>JOB  | # 1 1 22724304 H   | MP 11.927<br>USING 11.927<br>JOB # 1  | JOB # 1 TOTAL PARTS  | WARRANTY WARRANTY 0.00                       | THESE REPAIRS ARE COVIL<br>LABOR AND PARTS FOR 9<br>EVER COMES FIRST, WAI   | CTION WITH THE SALE OF SAID<br>ERED BY A LIMITED WARRANTY,<br>0 DAYS OR 4000 MILES, WHICH-<br>BRANTY REPAIRS TO BE PER.   |
| PLEA<br>CUST<br>SERV<br>SERV<br>PLEA<br>OUR<br>THAN | LS  SE BE ADVISED THAT GENERAL MOTORS WILL OMER SERVICE SATISFACTION SURVEY BASED ICE VISIT AT ROSLYN AUTO GROUP. IF YOU OF ICE DEPARTMENT A 100% COMPLETELY SATISF SE CALL ERIC LUCHS SERVICE DIRECTOR AT GOAL IS TO MAKE EVERY CUSTOMER 100% SAT K YOU FOR CHOOSING ROSLYN AUTO GROUP AN EEING YOU AGAIN ON YOUR NEXT SERVICE VI | BE SENDING OUT A<br>ON YOUR LAST<br>AN NOT GIVE OUR<br>IED RATING<br>516-627-7300<br>ISFIED!!!! | TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC | 0.00<br>0.00<br>0.00<br>0.00<br>0.00<br>0.00 | FRONT END ALIGNMENT - (<br>- AIR CONDITIONING SEAL U<br>WIRING AND BHORTS (WH<br>REPAIR) - FUEL SYSTEM - V<br>TIRES AN<br>WARRANTED AT MA | CE OF BUSINESS.  OT COVERED BY WARRANTY  COCLANT AND COCLANT LEAKS LEAKS - POLISHES - ELECTRICAL EN NOT RELATED TO ORIGINAL WHEN DUE TO CONTAMINATION.  IO BATTERIES  ANUFACTURERS OPTION  COVER CONDITIONS REBULTING |
|   |  |   | TOTAL INVOIC   | - * (1.00)                                   |   | ACCIDENT OF ALTERATIONS.  |
|   | CUSTOMER SIGNATURE   | 01110   |  | j  |   | RICTLY CASH<br>NGEMENTS MADE  |
|   |  |   |  | j  | CUSTOMER ACKNOOF COPY,  | OWLEDGES RECEIPT  |
|   |  |   |  |  |   |   |

F END OF INVOICE 1 09:25

Goodwiench Service

Thank you

for this opportunity to serve you.

NYS-MV R/S REG. NO. 708 3260







126712

RECOMMENDED SERVICES

|    | PERATION    | AND DATION DECOMPOSITION |       |       |           | 1                     |       |       |
|----|-------------|--------------------------|-------|-------|-----------|-----------------------|-------|-------|
| `  | AFE RATION  | OPERATION DESCRIPTION    | MO/MF | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
| Q1 | PNZLOFMAINT | LUBE OIL FILTER          | MI    |       |           | " "                   |       |       |
|    |             |                          |       |       |           | ĺ                     | 1     | }     |
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| L         |          | •           |                    |                        |        |  |  |   |   |  |   |   |   |
|-----------|----------|-------------|--------------------|------------------------|--------|--|--|---|---|--|---|---|---|
| SE        |          | E HISTO     | RY HEPAIR ORDE     | A MILEAGE              | A D.V  | ISOR ! TEC   | 71.1511674 B.S.  | , TVDC  | 1 0   |  | 1   |   |   |
|           | 03/1     |             | 126564             | 18                     | _      |  | CHNICIAN<br>195  | TYPE  | 66PN  | PERATION<br>Ž  | OPER  | ATION DESGI   | RIPTION   |
| SA        | LESPEI   | RSON NO     | •                  |                        |        | SEF  | ₹ 🗸 :  | I C   | <u> </u><br>E   |  | STATE RE  | G# R7083  | 260   |
| HAT       | F NO.    | <b>1622</b> | 1528554            |                        |        | 7/G6/4 DC  | OR SED   | AN  |   | PRODUCTION DATE  |   | LICENSE NO.   | 126712  |
| ĐA1       | te out   |             |                    |                        |        | USTOMER NO.<br>416   |  | CE CONTRAC  | ĺ   | DELIVERY DATE  | DELIVERY MILES  | SELLING DEALER  | 03/25/05  |
| МІС       | EAGE OUT | VALLE       | STREAM, N          |                        |        | ЈЯВО МИМС  | AIR COND   | . [ P. S ]  |   | MILEAGE  | EXPIRATION DATE ADVISOR NO.   | ADVISOR   | ES TAG NO.  |
|           |          | RE          | 80                 | SINESS PHONE           | 11     | PNZ  |  | Y AIR WORK H  | A PREIN SET   | <b>2</b> ,129<br>FORTH TO BE DONE A<br>E FOR LOSS OR DAN   | 126<br>LONG WITH THE NE   | JOAN LOP  |   |
| APP<br>DX |          |             | DATE/TIME PROMISEC | LABOR R                | ATE NO | RICE, I ALSO AGENERAL INFORMATION PARTS O OPERATE THE REPECTION. AN EUTOPE STRICTLY USTOMER'S SIGNATURE. | SHIPMENTS VEHICLE HE EXPRESS MEC LE FOR DAMAI CASH UNLES | R CAUSE BE<br>BY THE SUPI<br>REIN DESCRI<br>HANIC'S LIEN<br>BE FROM EDI | FLIER OR TI<br>FLIER ON ST<br>ISHEREBY<br>IESZING DUI | RANSPORTER, I HERE REETS, HIGHWAYS O ACKNOWLEDGED ON   | AGE TO VEHICLE OF<br>ANY DELAYS CAUSI<br>BY GRANT YOU AN<br>IA ELSEWHERE FOR<br>VEHICLE TO SECURI<br>JUEZE. | R ARTICLES LEFT<br>ED BY UNAVALLAB<br>OF YOUR EMPLO<br>I THE PURPOSE<br>E THE AMOUNT OF | N VEHICLE IN CASE<br>LITY OF PARTS OR<br>SYEES PERMISSION<br>F TESTING AND/OR<br>REPAIRS THERETO. |
| JOB       |          | RIGINAL (   | USTOMER ESTIMAT    | E: TOTAL               |        | - M  |  |   |   | ,  | AGNOSTIC LA<br>CED PARTS Y  |   | 44.44   |
|           | x        |             |                    |                        |        |  | 1  |   | _   | REPLACED PART  | 8 WILL BE DIŞ   | CARDED UNLE   | SS SPECIFIED  |
| 1         | w*       | 68PNZ       | ° MIRROR<br>C      | HK ACCESS<br>HK SQUEAK | (S&RA1 | TLES /   |  |   |   | STORAGE CHAR<br>WORK COMPLET<br>DATE OF RECEIF<br>PRE-INSPECTION ES<br>PARTS, MATERIAL (   | TION OR IF NO<br>YT.<br>STIMATE<br>A LABOR PARTS  | PER DAY 48 I<br>WORK IS DON   | HOURS AFTER<br>IS THEN FROM   |
|           | CUST     | OMER S      | TATES RATTLE       | HEADLINER              | AREA   | (  |  | <i>"</i> \  | /   |  | TOTAL   | \$  |   |
| :         |          |             |                    |                        |        | Ì  |  |   | . C   | BELAYED OR REVISED<br>STIMATE APPROVAL   | DATE  |   | TIME  |
|           |          |             |                    |                        |        | /  | /  |   | \   | PARTS \$   | CALLE   | D P   | HONE  |
|           |          | •           |                    |                        |        |  | , 12   |   | /   | <br>FOTAL \$   | ÖK,D  |   |   |
|           |          |             |                    |                        |        |  | XO/my<br>1.  | //  | P   | HESE REPAIRS ARE<br>ARTS FOR 90 DAYS<br>IANTY REPAIRS TO I<br>ELLER HEREBY LIM   | OR 4000 MILES, V<br>BE PERFORMED A  | WHICHEVER CON<br>T SELLER'S PLAC  | MES FIRST. WAR-<br>IE OF BUSINESS.  |
|           |          |             |                    |                        |        |  |  | /   | B<br>A<br>IN<br>P                                     | NY WARRANTIES O<br>IY THE MANUFACTU<br>ILL WARRANTIES,<br>MPLIED WARRANTY<br>ILAR PURPOSE, AND<br>ERSON TO ASSUMI<br>IALE OF SAID PROD | IAER, THE SELLER<br>EITHER EXPRESS<br>OF MERCHANTAB<br>) NEITHER ASSUMS<br>E FOR IT ANY LIAE                | HEREBY EXPRE<br>OR IMPLIED.<br>ILITY OR FITNES<br>ES NOR AUTHOR                         | SSLY DISCLAIMS<br>INCLUDING ANY<br>S FOR A PARTIC-<br>IZES ANY OTHER                              |
| 1         | - Maria  |             |                    |                        |        |  |  |   | ļ,  | N.Y.S.   | REPAIR SHO  |   | 260   |
|           |          |             |                    |                        |        |  | •  |   |   | CONTRACT YE  | s <sup></sup> .vo   | V.5   |   |
|           |          |             |                    |                        |        |  |  |   | $\vdash$  | OIL OTS.   | AGE EL  | — ; <del>i</del> —  | TI-FREEZE   |

PAGE 1 OF 1

TECH COPY

COMPLAINT: VANITY COVER broken DUE TO: TIME CLOCK A GAUSE: ON Replace Sunvisor CORRECTION: OFF Rear of headliner padding In front + Rigi of vehicle
Read Tested - problem solved fast on oider DORRECTION: DLR NO. 5/04/08 OFF 22132128 ON. TIME

Ą



CUSTOMER NO.

1047 Northern Blvd. P.O. Box 351 Roslyn, NY 11576-0351 (516) 627-7300 fax (516) 627-8725

PNCS126712

NVOIGE DATE

oodwrend

INVOICE NO.

STOCK NO. DECIVERY MILES

PNC5126712

2129

PRODUCTION DATE

MO:

# 

| 41619  | ADVIGOR             |  | .26 TAG NO.           | 03/29/05   |
|--|---------------------|--|-----------------------|--|
| 41019  | JOAN LOPEZ          | UCKNSE NO.                                   | -ZO                   | COLOR  |
|  | 94.00               | COUNTRY IND.                                 | 2,129                 |  |
|  | YEAR / MAKE / MODEL |  |                       | DELIVERY DATE  |
|  | 05/PONTIAC          | /G6/4 DOOR SE                                | DAN                   |  |
| VALLEY STREAM, NY  | VEHICLE LD. NO.     |  |                       | SELUNG DEALER NO.  |
|  | 1 G 2 Z H           | 5 2 8 5 5 4                                  |                       |  |
|  | ≓, T, E, NO.        | P O.   | NO.                   | 03/25/05   |
| BUSINESS PHONE   | COMMENTS            |  |                       |  |
| LABOR & PARTS  J# 1 39PNZ CHK ACCESSORIES HOU CUST STATES MIRROR COVER ON SUNS REPLACE LEFT SUNSHADE ASSEMBLY  | IRS: 0.20 TECH(S)   | :295   | WARRANTY              | ANY WARRANTIES C<br>ARE THOSE MADE BY<br>HEREBY EXPRESSL<br>EITHER EXPRESS OR                            |
| PARTSQTYFP-NUMBERDESC<br>JOB # 1 1 10381583 SUNS   | SHADE 10.203        |  | ICE WARRANTY RTS 0.00 | WARRANTY OF MERC<br>PARTICULAR PURPO:<br>AUTHORIZES ANY OT<br>ANY LIABILITY IN CON<br>PRODUCTS. (SEE BAC |
| ·  | .108 # 1            | TOTAL LABOR & PA                             | RTS 0.00              |  |
|  |                     | . <b></b>                                    |                       | THESE REPAIRS ARE:   |
| J# 2 68PNZ CHK SQUEAKS&RATTLES HOL   | JRS: 1.10 TECH(S)   | ):295  | WARRANTY              | LABOR AND PARTS FO   |
| CUSTOMER STATES RATTLE HEADLII LOWER HEADLINER ASSEMBLY CHECK /  | VER AREA            | M I TOUT                                     |                       | EVER COMES FIRST,<br>FORMED AT SELLERS   |
| ASSEMBLY CRACKED AND NOT ENOUGH  | INSULATION FOR PAI  | DDING  |                       | THE FOLLOWING AF   |
| REPAD HEADLINER AND ORDER LAMP   | ASSEMBLY            |  |                       | FRONT END AUGNMEN  |
| PARTSQTYFP-NUMBER  | CRIPTION            | UNIT PR                                      | ICE-                  | - AIR CONDITIONING S   |
| , marine distribution ,  | ,                   | JOB # 2 TOTAL PA                             | RT\$ 0.00             |  |
|  | 10R # 2             | TOTAL LARGE & PA                             | 0.00 PTS              | REPAIR) - FUEL BYSTE   |
|  |                     |  |                       | THE  |
| TOTALS   |                     |  |                       | WARRANTED A  |
|  |                     |  | 0.00                  | THIS WARRANTY DOES   |
| PLEASE BE ADVISED THAT GENERAL MOTORS WILL BE CUSTOMER SERVICE SATISFACTION SURVEY BASED OF SERVICE VISIT AT ROSLYN AUTO GROUP. IF YOU CASERVICE DEPARTMENT A 100% COMPLETELY SATISFIED PLEASE CALL ERIC LUCHS SERVICE DIRECTOR AT 5 OUR GOAL IS TO MAKE EVERY CUSTOMER 100% SATISFIED AND AUTO GROUP AUTO GROUP AND AUTO GROUP AUTO GROUP AND AUTO GROUP AUTO GROUP AND AUTO GROUP AUTO GROUP AND AUTO GROUP AUTO | SENDING OUT A       | TOTAL LABOR.                                 | 0.00                  |  |
| CUSTOMER SERVICE SATISFACTION SURVEY BASED OF  | N YOUR LAST         | TOTAL PARTS.                                 | 0.00                  |  |
| SERVICE VISIT AT RUSEIN ACTO GROUP.IF TOU CA<br>CERNICE DEDARTMENT A INDV COMBISTSIV SATISSI   | T BATING            | TOTAL GOLG                                   | 0.00                  |  |
| PLEASE CALL FRIC LUCHS SERVICE DIRECTOR AT 5   | 6-627-7300          | TOTAL G.O.G.<br>TOTAL MISC C<br>TOTAL MISC D | HG. 0.00              | IINLESS A  |
| OUR GOAL IS TO MAKE EVERY CUSTOMER 100% SATIS  | FIED!!!!            | TOTAL MISC D                                 | )1\$¢ 0.00            | 1  |
| THANK YOU FUNCTURED ING KUSETN ACTO GROOF AND  | ME FOOK LOWMAND     | TOTAL TAX                                    | 0.00                  | 1 .  |
| TO SEEING YOU AGAIN ON YOUR NEXT SERVICE VIS   | 111111              | TOTAL INVO                                   | ICE \$ 0.00           | X  |
|  |                     | IOINE MAC                                    | //OL \$ 0.00          | OF COPY.   |
|  |                     |  |                       | į.   |
| <u> </u>   |                     |  |                       | 1  |

ADVIGOR

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 WHICH EVER COMES FIRST, WARRANTY REPAIRS TO BE PER-FORMED 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 POLATED TO ORIGINAL REPAIR) - FUEL BYSTEM - WHEN DUE TO CONTAMINATION.

THES AND BATTERIES

WARRANTED AT MANUFACTURERS OFFICH

THIS WARRANTY DOES NOT COVER CONDITIONS ARSULTING FROM MISUSE, NEGLIGENCE, ACCIDENT OR ALTERATIONS

> TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.



Thank you for this opportunity to serve you.

NYS/MV R/S REG, NO. 708 3260



CUSTOMER SIGNATURE



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.

Youns truly,

Jim Raffa

Fax Server

10/6/2006 5:13:22 PM

PAGE 1/002

Fax Server











# HUMMER

# **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:** 

Fax Server

10/6/2006 5:13:22 PM

PAGE

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Fax Server











GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

Friday, October 06, 2006

Jim Raffa Cunningham Pontiac Buick GMC 40-40 172<sup>ND</sup> St. Flushing, NY 11358

Re:

Siebel Request: 1-436928539 2005 Pontiac G6 GT VIN # 1G2ZH528554

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: JAMARY 11 3005   |
|   | Seller: CUNNINGHAM MOTORS  Buyer:  |
|   | Goods Purchased: 2005 PONTIAC G-6  |
|   | Identification Number: 1G2ZH528554   |
|   | 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 pen-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 11 200  |
|   | (Mo.) (Day) (Year)   |
|   |  |
|   | (Guarantor Signs) (Mo.) (Day) (Year)   |
|   | (Nama)   |
|   | (Address)  |
|   | VALLEY STREAM, NY  |
| • |  |
|   | GMAC 154<br>Printed in U.S.A. 6/2000 (6)   |
|   |  |
|   |  |

| 2005 G6 - GT SEDAN 59U GRANITE METALLIC 192 EBONY ORDER NO. HQBVCZ/TRE STOCK NO VIN 1G2 ZH52 85 54 | ) <b>.</b> | 100 RENAI<br>DETROIT | OTORS CON<br>SSANCE CE<br>MI 4 | PORATION<br>INTER<br>8243-1114 |
|--|------------|----------------------|--------------------------------|--------------------------------|
| MODEL & FACTORY OPTIONS  | Menn       | Thire was            | DOMEST                         |                                |
| 2ZH69 G6 - GT SEDAN  | מאפויו     | TMA WAIL             | RETAIL -                       | STOCK                          |
| AP3 REMOTE VEHICLE CTAPEER CVCTEM  | 25300.00   | 21319.50             | TMAOLCE                        | 10/19/04                       |
| AP3 REMOTE VEHICLE STARTER SYSTEM<br>A51 LEATHER PACKAGE:  | 150.00     | 133.50               | SHIPPED                        | 10/19/04                       |
| A51 LEATHER PACKAGE:  * LEATHER APPOINTED SEATING  | 1365.00    | 1214.85              |                                |                                |
| * 6-WAY POWER DRIVER SEAT  |            |                      |                                | 10/29/04                       |
| * HEATED FRONT SEATS   |            |                      | PRC EFF                        |                                |
|  |            |                      | KEYS G04                       |                                |
| * LEATHER WRAPPED STEERING WHL   | _          |                      | WFP-F QT                       |                                |
| * STEERING WHEEL RADIO CONTROL   | S          |                      |                                |                                |
| * LEATHER WRAPPED SHIFT KNOB   |            |                      | CHG-TO                         | 02-144                         |
| AND PARK BRAKE HANDLE  |            |                      |                                |                                |
| 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                           |
| MAU 4-SPEED AUTOMATIC TRANSMISSION   | 0.00       | 0.00                 | GMS:                           | 24488.90                       |
| NEL 50-STATE EMISSIONS   | N/C        | N/C                  | CITODIA.                       | 25507 52                       |
| PCH PREMIUM VALUE PACKAGE INCLUDES   | 3145.00    | 2799.05              | MRM:                           | 28590.00                       |
| * (4) WHEELS, 17" CHROMETECH   |            |                      | MEMO                           |                                |
| * AM/FM STEREO 6 DISC CD PLAYER  | ₹.         |                      |                                |                                |
| (REPLACES STD/OPT/PKG RADIO)   |            |                      |                                |                                |
| * PANORAMIC ROOF, POWER  |            |                      |                                |                                |
| * ONSTAR SYSTEM-INCLUDES 1 YEAR  | 3          |                      |                                |                                |
| SAFE & SOUND   |            |                      |                                |                                |
| R6J CUSTOMER DIALOG NETWORK  | 0.00       | 3.6 EO               |                                |                                |
| VK3 LICENSE PLATE BRACKET, FRONT   | 5.00       | 10.50                |                                |                                |
| 1SZ GT, PCH OPTION PKG DISCOUNT  | 1000 00    | 4.45                 |                                |                                |
| === ==, = of of a file bigCount  | T000.00-   | 890.00-              |                                |                                |

10/20 VMV



1 Wy

| TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION  | 26965.00<br>625.00                          | 24597.85<br>625.00<br>269.65<br>269.65    | H/B 26:<br>ADV 26:              | 269.65                   |
|--|---|---|---------------------------------|--------------------------|
| TOTAL MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CI  | REDIT                                       | 25762.15<br>24603.70                      |                                 |                          |
| INVOICE DOES NOT REFLECT DEALER'S REBATES, ALLOWANCES, INCENTIVES, DEALER OF ADVERTISING MONIES, ALI *********************************** | S ULTIMATE C<br>HOLDBACK, F<br>L OF WHICH M | OST BECAUS:<br>INANCE CREI<br>AY APPLY TO | E OF MAN<br>DIT AND<br>O VEHICI | TUFACTURER RETURN TO LE. |

CUNNINGHAM, PONTIAC BUICK GMC .

REMIT TO GMAC NO. 103 VIN 1G2ZH528554 \$ 25762.15 INV 2AD49312505 DUE 10/29/04 DEALER 02-144



# **CUNNINGHAM MOTORS, INC.**

### **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

SOLD TO

ADDRESS

INVOICE

0962

DATE 01/11/05

| VALLEY STRI  | EAM NY   | 01/11/05   |  |  |  |
|--|--|--|--|--|--|
| YEAR NEW OR MAKE   | COLOR MODEL  | INVOICE STOCK NO.  | CUST. NO   | USED STK, NO. SOURCE   | 7. V   |
|  |  |  |  | Barbarata (College   | 1990X  |
| 2005 NEW   PONTIAC   | GY   G6  | 09628 3117   | N/A  | Part Comment of the C |  |
| VIN 1G27H528554  | NOS. <b>G0401</b>  | SALESMANS<br>NUMBER SAM  | MODEL<br>NUMBER  |  |  |
|  | VERAGE INCLUDES  | DESCRIPTION  NEW INV. CUC  | ACCT: NO.  | SALE K COST  | d a south  |
| 1 =  | PUBLIC LIABILITY - AMT. \$ PROPERTY DAMAGE - AMT. \$   | NEW CAR RETAIL   | 4  | Simple services  |  |
| OPTIONAL EQUIPME   | NT AND ACCESSORIES   | THE ACTION OF THE SECOND SECURITY SECOND ASSOCIATION OF THE SECOND SECON |  | 26175.60   |  |
| GROUP DESC   | CRIPTION PRICE   |  |  | The second secon |  |
|  |  |  |  | The control of the part of the | (25)3<br>(25)3   |
| AD2 AE1 ED0 1 VO 100   | 10 NE4 DOM DOT 1997  | MATCHES AND AND AND AND AND AND AND AND AND AND  |  | - Spring of the second of the  |  |
| AP3, A51, FR9, LX9, MX<br>1SZ  | U, NEI, PLH, R6J, VK3,   | INVENTORY NEW CAR  | 231  |  |  |
| 132  |  | NEWTRUCKS  | 4  | N/A  |  |
|  |  |  |  | mental and the second s |  |
|  |  | - The Territorial and the Territorial Annual Confedence of the Con |  |  |  |
| ]  |  | USED CAR RETAIL  |  | N/A-   |  |
|  |  | USED CAR WHOLESALE   | A CONTRACTOR OF THE CONTRACTOR | The second secon |  |
| ·  |  | er <sup>t</sup> eren e seles e en manuelle e handendament de soud de par de de des en en en en en en en en en en en en en  |  | Signature of the second | SECTION AND ADDRESS OF THE PARTY OF THE PART |
| PRICE REFLECTS ALL RERAT   | ES WHICH ARE ASSIGNED TO E   | FAI FR   |  | The second secon |  |
| CUST HOME PH:  |  | DEALERS  | 905A   | N/A-   |  |
| CUST BUS PH:   | CLASSIFIED AS A USED MOTOR   | SALESTAX   | 324  | 2290.37  | Sex.   |
| VEHICLE, CUNNINGHAM MC   | TORS, INC., CERTIFIES THAT   | LICENSE AND TITLE  | 905A   | 156.00 <sup>-</sup>  |  |
| THE ENTIRE VEHICLE IS IN   | CONDITION AND REPAIR TO  | NYS TIRE FEE TOTAL CASH PRICE  |  | 2.50   |  |
| RENDER UNDER NORMAL U  | SE, SATISFACTORY AND ADE-  | FINANCING  | <del>                                     </del>   | 28634.47<br>24384.47   | _  |
|  | PUBLIC HIGHWAY AT THE TIME   | INSURANCE  | THE THE RESIDENCE OF THE TENTH  | N/A  |  |
| OF DELIVERY."  |  | TOTAL TIME PRICE   |  |  |  |
| ANY WARRANTIES ON THE PRODUCT SOLD HEF<br>THE SELLER HEREBY EXPRESSLY DISCLAIMS      | REBY ARE THOSE MADE BY THE MANUFACTURER. ALL WARRANTIES, EITHER EXPRESS OR IMPLIED,  | DEPOSIT OF A CETY  | 220B   | 500,00±  |  |
| PURPOSE, AND SELLER NEITHER ASSUMES NO<br>FOR IT ANY LIABILITY IN CONNECTION WITH TH | REBY ARE THOSE MADE BY THE MANUFACTURER. ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, CHANTABILITY OF FITNESS FOR A PARTICULAR R AUTHORIZES ANY OTHER PERSON TO ASSUME E SALE OF SAID PRODUCT.   | CASH ON DELIVERY   | 220A<br>261R   | 2500,00 <sup>+</sup>   |  |
| DESCRIPTION  | OF TRADE-IN  | REBATE   |  | 1250.00+   |  |
| YEAR MAKE BODY C   | COLOR MODEL  | TRADE-IN ALLOWANCE PAYMENTS  |  | N/A  |  |
|  | A Section of the Control of the Cont | MONTHS DOLLARS @ PER MONTH   |  |  |  |
| VIN  |  | TOTAL  |  |  | _  |
| "Declar's entional fee for proceeding on   | wilesting for an interting and the souls.  | PAY OFF BALANCE<br>OWING FINANCE CO,   | 220C   | Cong. Under Cong.  |  |
| of title, and for securing special or distinct                                       | plication for registration and/or certificate ctive plates (if applicable). THIS IS NOT A  | OWING FINANCE CO,  | 2200   | N/A <sup>+</sup>   |  |
| DMV FEE *\$45.00"  |  |  |  | +  | _  |
|  |  | FINANCE CONTRACT   | 205  | Production and the second of t |  |
| *The optional dealer registration or title   | application processing fee (\$45.00 maxi-  |  |  | +  |  |
| mum) and special plate processing fee (  | \$5.00 maximum) are not New York State   | **************************************   |  | +  |  |
| er issued number plates, you may sub   | mit your own application for registration  |  |  |  | $\dashv$   |
| and/or certificate of title or for a special issuing office.                         | or distinctive plate to any motor vehicle  | The state of the s | للقارف الشارة فطاعا والاستطاليات   | (CO.1.)  |  |
|  | · · · · · · · · · · · · · · · · · · ·  | VALUE OF . N   | /A 240   | N(A+   |  |
|  |  | TRADE-IN(S)  |  | N/A+   | - 1  |

# SmartBuy<sup>™</sup> WORKSHEET

| Term (Months): 36 Vehicle De  | escription: Vear:2005     | ا ما داد          | Name: CUNNINGHAM MOTORS INC.  |
|---|---------------------------|-------------------|---|
| Application Number:   | Pote (% ABB)              | _ iviake:<br>3 50 | PUNITAC Model: G6   |
|   | Hate (% APR):_            | 0.00              | VIN: 102211926994   |
| MAXIMUM AMOUNT FINANCED   | COMPUTATION               |                   | MONTHLY   |
| 1. MSRP From Factory Invoice  | 28590.                    | 00                | MONTHLY PAYMENT COMPUTATION   |
| Eligible Dealer Installed Options     (Suggested Retail or Cost Plus 20%)               | ψ <u></u>                 |                   | Using the HP-41CV equipped with a GMAC Financing III Module make the following entries: |
| Less: Equipment Removed From Vehicle  | +/ \$ N                   | /A<br>/A          | 1. Press EQ PMT Key to clear HP memory  |
|   | +/- \$ <del>28590 .</del> | <del>00</del> —   | 2. Press BALLOON Key—PMT is Displayed   |
| # Salas Taux 8.75   | 0.37                      |                   | 3. Press the R/S Key—BALLOON is Displayed   |
| b. Title Fee + \$   | 6:00                      | ٠                 | 4. Enter FINAL PMT AMT—Line 28 (left side w   |
| 7. License/Registration F991RE FEE +\$1   | 2.50<br>N/A               |                   | 5. Press the R/S Key—RATE is Displayed  |
| 9. Mech Warranty/Service Agreement + \$ 425   | 0 00                      |                   | 6. Enter the Rate (% APR)   |
| 10. Less: Down Pmt/Rebate/Trade Equity - \$   | 24384.                    | 47                | 7. Press the R/S Key—TERM is Displayed  |
| 11. Subtotal to Calculate Life/A&H Premium (Line 4+Line 5+Line 6+Line 7+Line 8+Line 9-L | Line 10) = \$             | <u>'</u>          | 8. Enter the Term (12-48 Months)  |
| 12a. Life Insur/Decr decimal +\$  | N/A                       |                   | 9. Press the R/S Key-ODD DAYS is Displayed  |
| 13. Disability Insur. decimal + \$  |                           |                   | 10. Enter the Number of Days Over 1 Month   |
| 14. Total Amount Financed (Contract Line 5*)<br>(Line 11+Line 12a+Line 12b+Line 13)     | = \$                      | 17                | 11. Press R/S Key-AMT TO FIN is Displayed   |
| 5. Maximum Amount to be Financed  | 31048.8                   |                   | 12. Enter the Amount on Line 11 (left side of wksh                                      |
| (Line 3+Line 5+Line 6+Line 7+Line 8+Line 9+<br>Line 12a+12b+Line 13)                    | =\$                       | "                 | 13. Press the R/S Key-LIFE is Displayed   |
| If Line 14 Exceeds Line 15 STOP. Amount Financed Exceeds Maximum                        | <u> </u>                  |                   | 14. Enter LIFE Rate (If applicable; enter 0 if N/A)                                     |
| Amount Allowed. *Contract Line 11 in Nevada   | •                         |                   | 15. Press the R/S Key-LEV is Displayed  |
| EXCESS MILEAGE AD HISTMENT CO.  | MPLITATION 3600           |                   | 16. Enter LEV Rate (If applicable; enter 0 if N/A)                                      |
| EXCESS MILEAGE ADJUSTMENT COI  Contracted Total Mileage (Monthly Mileage x Term)        | MPUTATION 3000            |                   | 17. Press the R/S Key-AH is Displayed   |
| Less: Standard Total Mileage Allowance Total Excess Mileage                             | _ <u>N/A</u>              | _                 | 18. Enter A&H Rate (If applicable; enter 0 if N/A)                                      |
| Times Excess Mileage Rate (¢ per mile)  | xN/                       | A                 | 19. Press the R/S Key-BALL (Final Pmt Amt) is Displayed                                 |
| Excess Mileage Adjustment   | = \$                      |                   | 20. Press the R/S Key—PMT (Monthly Pmt Amt) is Displayed                                |
| FINAL PAYMENT COMPUTATIO  | N 28590.0                 | <del>,</del> .    | 4ONTHUM   |
| Adjusted MSRP (from Line 3)   | N/                        | A   F             | MONTHLY \$ 299.98 PAYMENT AMOUNT  |
| Option Package Discount (if any)  | = \$ <u>28590.0</u>       | <b>)</b>          |   |
| Total Gross MSRP (Line 21 + Line 22)  | + \$56.00%                |                   |   |
| Residual Factor % (from RVLG)   | = \$ <u>16010_4</u>       |                   |   |
| SUBTOTAL (Line 23 x Line 24)  | N//                       | +                 |   |
| ess Excess Mileage Adjustment (Line 20)   | = \$<br>- \$ N/           | -                 |   |
| ess Other Factors Affecting Depreciation e.g. demo and company car beginning mileage)   | - \$                      |                   |   |
| INAL PAYMENT AMOUNT<br>ine 25 — Line 26 — Line 27)                                      | 16010.40                  | <u> </u>          |   |

# **General Motors Car and Truck Divisions** CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

|                |                                   | R NAME:   |  |  |
|----------------|-----------------------------------|---|--|--|
| VIN:           |                                   | 1G2 ZH528554  |  | or see attached list   |
| cus            | TOME                              | R INCENTIVE(S)  |  |  |
| 1.             | Cue                               | tomer Incentive   |  |  |
| ••             | l'àss<br>the a                    | ign the total amount of customer incenti<br>available customer incentive(s) be applie   | d: (a) to the de   | own payment on this vehicle, (b)   |
|                | ince                              | re permissible by law, as a price reduction<br>ntive and final price with incentive applie<br>ed below:                             | d) or <b>(c)</b> a chec  | ates pre-incentive price, amount of<br>ck be issued in my name by Dealer |
|                | Hall                              | Incentive Program Reference   | Amount   | GM Incentive Code  |
|                |                                   | <del>''''                                 </del>  | \$ 500.000   | DPA  |
|                |                                   |   | <b>6</b> 750 cm  | DCC  |
|                |                                   |   |  |  |
|                |                                   |   | <b>O</b>   |  |
|                |                                   |   | <u> </u>   | -4-1   |
|                |                                   | Total Incentive Amount Received   | \$   |  |
|                | a.                                | on supported financing/leasing, etc.) I elect to receive in lieu of   | ,  |  |
|                |                                   | in lieu of  | ОГ   |  |
|                | b.                                | l elect to receive  | The state of the s |  |
| am tl          | ne <u>ultim</u>                   | CUSTOMER AND DEA<br>nate retail purchaser or lessee of the vel  | nicle bearing this ve  | ehicle identification number which wa                                    |
| id/le          | ased to                           | me by the Dealer named below. This  | vehicle was purcha   | ised/leased for personal/business u                                      |
|                |                                   | e and I took delivery of this vehicle on $\underline{	heta}$  |  |  |
|                | bed in I                          | tem # and release   |  | aor obligation for incentive(s) on this                                  |
| rit.           | Purch                             | aser/ <del>Lesse</del> e Signaty  |  | Date: 01/11/05   |
|                |                                   |   |  |  |
|                | idersiai                          | ned person, as Dealer representative, c   | ertifies that the info   | ormation on this application is true a                                   |
| e ur           |                                   |   |  |  |
| rrec           | and th                            | e incentive(s) described in Item # have   | ve been provided to  | o the salu putchasemessee who has  |
| rrect<br>cen c | and the                           | e incentive(s) described in Item # have of referenced unit through this dealers   | ve been provided to<br>hip and that proper   | ty completed accurate delivery data                                      |
| rreci<br>ken ( | and the<br>delivery<br>en forv    | re incentive(s) described in Item # have of referenced unit through this dealers warded to General Motors.                          | ve been provided to hip and that proper  | ly completed accurate delivery data                                      |
| rrect<br>cen c | and the delivery en forver Author | re incentive(s) described in Item # have of referenced unit through this dealers warded to General Motors.  Sized Dealer Signature: | ve been provided to hip and that proper  | ly completed accurate delivery data  Date: 01/11/05                      |

\* ZIP

Code:

Phone:

n/

Cell

customer were not able to be duplicated, TAC requires that you duplicated

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





#### Case Number: 22030

**Originator Name: Christine Putnam** 

Created Date: 10/25/2006

... X/INI.

\* Date Reviewed

**Customer:** 

Original **Purchase** 

with

| Veh |  |  |
|-----|--|--|

| * VIN: | 1G2ZH528554 | MSRP:   | 0.0  |                |      |
|--------|-------------|---------|--|----------------|------|
| Year:  | 2005        | Make:   | Pontiac  | Model:         | G    |
| . =    |             | Vehicle | TAC was not contacted for this case because the co | oncerns stated | by t |

\* TAC Comments Number: & TAC

100711500554

the concern when you contact them. **Explanation:** 

19047

Repurchase Mileage:

\* State:

\* Original **Purchase** New Condition:

Date: Vehicle Owner(s)



Owner: \* Address:

\* City: Lynbrook \* Day Phone:

Evening Phone: Fax Phone:

NY

Repurchase

E-mail:

\* 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

| 1            |                                 |                      |                     |   |                 |    |
|--------------|---------------------------------|----------------------|---------------------|---|-----------------|----|
|              | Type of<br>Secured<br>Interest: | Standard Lien        | * Company Name:     | GMAC  | Account<br>#:   |    |
|              | Contact or<br>Attention:        | Bonnie Magaril       |                     |   |                 |    |
|              | Address:                        | 1054 Heatherfield Rd |                     |   |                 |    |
|              | City:                           | Valley Stream        | State:              | NY  | ZIP Code:       | 11 |
|              | * Day<br>Phone:                 | 718-281-6492         | Fax:                | n/a   | E-<br>mail/Web: | n/ |
| Origi        | nial Selling Dea                | aler                 |                     |   |                 |    |
|              | * Dealer Number:                | 115491               | Dealer<br>Name:     | CUNNINGHAM, PONTIAC BUICK GMC   | Region:<br>40   | D  |
|              | * Phone:                        | (718) 459-8200       | Fax:                | (718) 459-4810  |                 |    |
|              | * Contact<br>Name:              | Jim Raffa            | * Contact Title:    | Service Manager   | E-mail:         | n/ |
| Repu         | irchasing Deale                 | r: [GM Dealer]       |                     |   |                 |    |
|              | * Dealer Number:                | 151783               | Dealer<br>Name:     | MORRISSEY PONTIAC-GMC   | Region:<br>40   | D  |
|              | * Phone:                        | (516) 678-6200       | Fax:                | (516) 678-9588  |                 |    |
|              | * Contact<br>Name:              | Mike Froelich        | * Contact<br>Title: | Service Manager   | E-mail:         | n/ |
| Repa         | ir Dealer                       |                      |                     |   |                 |    |
|              | * Contact<br>Name:              | Mike Froelich        | * Contact<br>Title: | Service Manager   |                 |    |
| Vehi         | cle Location: [G                | M Dealer]            |                     |   |                 |    |
|              | * Dealer<br>Number:             | 151783               | Dealer<br>Name:     | MORRISSEY PONTIAC-GMC   | Region:<br>40   | D  |
|              | * Phone:                        | (516) 678-6200       | Fax:                | (516) 678-9588  |                 |    |
|              | * Contact<br>Name:              | Mike Froelich        | * Contact<br>Title: | Service Manager   | E-mail:         | n/ |
| Tran<br>Deta | saction<br>ils:                 |                      |                     |   |                 |    |
|              | Siebel<br>Request #:            | 1-436928539          | * Disposition:      | Unselected Auction  |                 |    |
|              | * Transaction State:            | NY                   | * Transaction Type: | Straight Repurchase   |                 |    |
|              | Transaction Source:             | AVM Voluntary        |                     |   |                 |    |
|              | Replacement VIN:                |                      |                     |   |                 |    |
|              | MSRP:                           | 0.0                  |                     |   |                 |    |
| Repu         | ırchase                         |                      |                     |   |                 |    |
|              | * Processing                    | Instructions:        | phone numbe         | y Phone given in step two is day who is at 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<br>Item(s)     | Does Not<br>Apply | NA      | No Aftermarket Items   | 0      |
| Negative<br>Equity          | Does Not<br>Apply | NA      | Negative Equity  | 0      |
| Over<br>Allowance<br>Amount | Does Not<br>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 VEHICLE INVOICE 2AD49312505 MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 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 INT COM 10/29/04 \* LEATHER APPOINTED SEATING PRC EFF 10/19/04 \* 6-WAY POWER DRIVER SEAT \* HEATED FRONT SEATS KEYS G0401 G0401 \* LEATHER WRAPPED STEERING WHL
\* STEERING WHEEL RADIO CONTROLS WFP-F QTR OPT-1 BANK: GMAC - 103 \* LEATHER WRAPPED SHIFT KNOB CHG-TO 02-144 AND PARK BRAKE HANDLE N/C N/C SHIP WT: 3453 FR9 AXLE RATIO 3.29 LX9 ENGINE, 3.5L V6 SFI 0.00 0.00 HP: 0.00 GMS: 24488.90 N/C SUPPLR: 25587.53 MX0 4-SPEED AUTOMATIC TRANSMISSION 0.00 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 VIN 1G2ZH528554 \$ 25762.15 INV 2AD49312505 DUE 10/29/04 DEALER 02-144

#### STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON **File Number Customer Name** Worksheet Filled Out By: 1-436928539 **Yvonne Cervantes Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information **Vehicle VIN:** Date: 1G2ZH528554 November 18, 2006 **USAGE FORMULAS** STRAIGHT REPURCHASE - BASE PAYMENT (CA, FL & WV) OR LEASE REPURCHASE To calculate usage: 1 Base Price \$26,175.60 1 Down Pmt / Cap Cost Reduction \$0.00 2 Conversion / Upfit cost \$0.00 2 Pmts (includes 1st month if lease) \$0.00 Use ONLY one of the 4 methods in this column or 3 Reg./Lic./Title Fees \$0.00 3 Reg/Lic/Title Fees (leases only) \$0.00 follow applicable lemon law formula for your state 4 NYS Tire Fee \$0.00 4 Tax (leases only) \$0.00 5 Aftermarket Items \$0.00 5 Aftermarket Items A. USAGE USING L.L. FORMULA \$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 Total Purchase Price \$26,175.60 10 Total Additions \$0.00 11 B. USAGE - NEGOTIATED \$0.00 11 12 \* Usage/Depreciation \$0.00 12 \* Usage/Depreciation \$0.00 13 13 Damage \$0.00 13 Damage \$0.00 \$0.00 14 Late charges 14 C. USAGE USING CENTS/MILE 14 Late charges \$0.00 \$0.00 15 Over-Allowance 15 Mileage 0 15 Over-Allowance \$0.00 16 Cents per mile \$0.000 16 Negative Equity \$0.00 16 Negative Equity \$0.00 17 Usage \$1,250.00 17 Incentives **\$0.00** 17 Incentives \$0.00 18 Other-Explain 18 \$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 Other-Explain \$0.00 21 Over Mileage Penalty 21 Base price section-Used when **NOT** financed. \$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 24 Usage \$0.00 24 Repurchase Subtotal \$24,925.60 24 Total Refund to Customer \$0.00 OR 25 25 Loan Payoff good thru 12/5/06 \$19,532.36 25 Dir 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 "Actual Price Paid" (Pmt/Lease) 27 Attorney's Fees \$0.00 27 Attorney's Fees \$0.00 \$0.00 \$24,925.60 28 Total Repurchase 28 Mileage 0 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 \$24,925.60 31 Projected Loss 31 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 **ACTUAL PRICE** \$ 1,425.60 if negative=negative equity TRADE ALLOWANCE \$ \$ ACV OF TRADE Do not include fuel fill credit \$ **Authorized Signature** DIFFERENCE Date Include GM card points ACV=actual cash value Form Rev. 04/28/2006



Case Number PGM0664293

Name

City-State-Zip Lynbrook, NY

Phone #

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 | Туре | 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:**

| <b>Step Dated</b> | 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

| ORDE<br>VIN                | GG6 - GT SEDAN GRANITE METALLIC EBONY GR NO. HQBVCZ/TRE STOCK NO. 1G2 ZH52 85 54127637  | •                                     | PONTIAC/GN GENERAL MO 100 RENAIS DETROIT VEHICLE IN | OTORS CORE<br>SSANCE CEN<br>MI 48<br>JVOICE 2AI  | PORATION<br>NTER<br>3243-1114<br>049312505   |
|----------------------------|---|---------------------------------------|---|--|--|
| MODE<br>2ZH6<br>AP3<br>A51 | CL & FACTORY OPTIONS  59 G6 - GT SEDAN  REMOTE VEHICLE STARTER SYSTEM  LEATHER PACKAGE:  * LEATHER APPOINTED SEATING  * 6-WAY POWER DRIVER SEAT  * HEATED FRONT SEATS  * LEATHER WRAPPED STEERING WHL  * STEERING WHEEL RADIO CONTROLS  * LEATHER WRAPPED SHIFT KNOB  AND PARK BRAKE HANDLE | MSRP<br>23300.00<br>150.00<br>1365.00 | INV AMT<br>21319.50<br>133.50<br>1214.85            | RETAIL - INVOICE 1 SHIPPED 1 EXP I/T 1 INT COM 1 PRC EFF 1 KEYS G040 WFP-F QTF BANK: GMA | STOCK<br>L0/19/04<br>L0/19/04<br>L0/29/04<br>L0/29/04<br>L0/19/04<br>D1 G0401<br>R OPT-1<br>AC - 103<br>02-144 |
| FR9                        | AXLE RATIO 3.29<br>ENGINE, 3.5L V6 SFI  | N/C                                   | N/C   | SHIP WT:   | 3453   |
| LX9                        | ENGINE, 3.5L V6 SFI   | 0.00                                  | 0.00  | HP:  | 32.9   |
| 0XM                        | 4-SPEED AUTOMATIC TRANSMISSION  | 0.00                                  | 0.00  | GMS:   | 24488.90   |
| NE1                        | 50-STATE EMISSIONS<br>PREMIUM VALUE PACKAGE INCLUDES  | N/C                                   | N/C   | SUPPLR:  | 25587.53   |
| PCH                        | * (4) WHEELS, 17" CHROMETECH  * AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)  |                                       | 2799.05   | MRM:<br>MEMO   | 28590.00<br>1273.25  |
|                            | * PANORAMIC ROOF, POWER   |                                       |   |  |  |
|                            | * ONSTAR SYSTEM-INCLUDES 1 YEAR<br>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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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\*

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

REMIT TO GMAC NO. 103 VIN 1G2ZH528554127637 \$ 25762.15 INV 2AD49312505 DUE 10/29/04 DEALER 02-144

CUNNINGHAM, PONTIAC BUICK GMC

# 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)

| <b>Customer:</b> | <b>Request #:</b> 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.

# \* <u>PLEASE NOTE</u>: 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**

| Cu<br>Ma    | Number:1-436928539<br>stomer:<br>ake/Model/Year: Pontiac/G6 GT/2005<br>047   | BBB Case:<br>VIN:1G2ZH<br>In Sei  | Mileage:  |                 |
|-------------|--|-----------------------------------|---|-----------------|
| Re          |  | Date: 10/21/06<br>an early releas | Goes Active:<br>se from her lease as                                | s she no longer |
|             | shes to drive a GM vehicle.  |                                   | ,   | ,               |
| $\boxtimes$ | Case Scan / Acknowledgement (24 hr   | rs) Completion                    | Date/Time:  |                 |
|             | Initial Calls (72 hrs):  | Completion 1 Completion 1         | Date/Time: 10/09/0 Date/Time: 10/06/0 Date/Time: Date/Time: 10/06/0 | 6 / 2:57pm<br>/ |
| $\boxtimes$ | <b>Repair Orders Requested:</b>  | Recei                             | ved: 10/18/06   |                 |
| $\boxtimes$ | <b>Sales Documents:</b>  | Recei                             | ved: 10/18/06   |                 |
| $\boxtimes$ | <b>BARS / Finance Sheet</b>  |                                   |   |                 |
|             | Case Assessment (by Day 14):<br>Lemon Law Eligible:<br>Presumption:          | Yes ⊠<br>Yes ⊠                    | No  |                 |
|             | <b>GM Position – Customer / BBB Due</b>                                      | <b>Date</b> (7-10 day             | s):   |                 |
| $\boxtimes$ | <b>Settlement / Goodwill Offered Date:</b>                                   |                                   |   |                 |
| $\boxtimes$ | All Documents Attached (by Day 15)   |                                   |   |                 |
|             | Arbitration Date:  |                                   |   |                 |
|             | Closing Activities: Settlement Executive Summary Close Siebel                | Completion 1 Completion 1         | Date/Time: /  |                 |
| Ser         | 'M: Tom Russo vice Dealer: Morrissey Pontiac ling Dealer: Cunningham Pontiac | Svc M                             | Box: 914055/ 8488<br>Igr: Mike Froelich<br>act: Jim Raffa           |                 |

**NOTES:** 









#### GENERAL MOTORS BUSINESS RESOURCE CENTER

#### VIA FAX ONLY

Friday, October 06, 2006

Jim Raffa Cunningham Pontiac Buick GMC 40-40 172<sup>ND</sup> St. Flushing, NY 11358

Re:

( Vehicle under Lyle Magaril )

Siebel Request: 1-436928539

2005 Pontiac G6 GT VIN # 1G2ZH528554

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:

Siebel Request: 1-436928539 2005 Pontiac G6 VIN # 1G2ZH528554

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

#### **Privileged and Confidential Information**

| Case Assessment By:Leana  | <u>Car</u> ter            | Siebel/CARS Request #:1-436928539 |                       |  |  |  |
|---|---------------------------|-----------------------------------|-----------------------|--|--|--|
| Customer Name:  |                           | 7                                 |                       |  |  |  |
| Veh year:2005   | Make:Pontiac              | Model:G6                          | Current mileage:19047 |  |  |  |
| Veh ID<br>#:1G2ZH528554   | 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:

|          |        | 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,   |
| 04/07/05 | 126969 | 2259     | 1         | repad headliner and order lamp assembly 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:

| 05/04/25 |       | 11.10- |   | 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: |  |
|-------|------|----------|-----------|------------------------|--|
|       |      |          |           |                        |  |

## **Privileged and Confidential Information**

|   |                   |             | I            | I.          |            |                  |                                 |
|---|-------------------|-------------|--------------|-------------|------------|------------------|---------------------------------|
|   |                   |             |              |             |            |                  |                                 |
|   |                   |             |              |             |            |                  |                                 |
|   |                   |             |              |             |            |                  |                                 |
|   |                   |             | Collision I  | Repairs)    |            | asons such as; N | laintenance and                 |
| VEHICL  | E MEET            | S PRESUMP   | TION LEMON   | LAW? Y      | 'ES:X NO   | :                |                                 |
|   |                   |             |              |             |            |                  |                                 |
| <b>States</b>   | lemon l           | aw requiren | nents for me | eting presu | mption)?   | Eligibility Guid | elines and the<br>k State Lemon |
|   |                   |             |              |             |            |                  |                                 |
|   |                   |             |              |             |            |                  |                                 |
| 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. |                   |             |              |             |            |                  |                                 |
|   | COMME<br>ns given |             | RATIONALE (  | EXPLAIN):C  | RS recomme | nds to repurchas | se the vehicle under            |
| Decis   | ion rea           | ched by Cl  | RS: Arbitı   | ate case:   |            | Settle case:     | X                               |
|   |                   |             |              |             |            |                  |                                 |

Team Lead Approval:

Date:



#### 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:

VIN: 1G2ZH528554 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 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



Service Request: 1-439657377

Customer Relationship Specialist: Melanie Long



Chevrolet is pleased to provide service coverage for the steering system on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52815F

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



Service Request: 1-439657377

Customer Relationship Specialist: Krista Farquharson

Dear :

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



Service Request: 1-439657377

Customer Relationship Specialist: Krista Farquharson

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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.

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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)

| <b>Customer:</b> | <b>Request #:</b> 1-439873718 | <b>BBB#:</b> 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.

\* <u>PLEASE NOTE</u>: 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<br>(If positive, look for Over Allowance) If no Trade in, have Dealer<br>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 Pu<br>Team Lead before submitting information to                                 | · · · · · · · · · · · · · · · · · · · |
| Purchase Price (from dealer Bill of Sale before tax, tag, etc.)   | \$                                    |
| Incentives not included in Purchase Price (from BARS) minus  (Point included find fill and it on dealer incentives, CM Cond British must be included) | \$                                    |
| (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                 | <b>BBB Case:</b> PGM0666044  |                           |  |  |  |
|---------------------------------------|------------------------------|---------------------------|--|--|--|
| Customer:                             | VIN:1G2ZH178864              |                           |  |  |  |
| Make/Model/Year: Pontiac/G6/2006      | In Service: 4/19/200         | 06 <b>Mileage</b> : 9,000 |  |  |  |
| Received Date: October 24/2006        | <b>Day</b> 15                | <b>Date:</b> November     |  |  |  |
| 6 <sup>th</sup> /2006 Goes Acti       | ive:                         |                           |  |  |  |
| Primary Concern: Pre Par              |                              |                           |  |  |  |
|                                       |                              |                           |  |  |  |
| Case Scan / Acknowledgement (24 hrs   | s) Completion Date/Time:     |                           |  |  |  |
| ☐ <b>Initial Calls</b> (72 hrs):      |                              |                           |  |  |  |
| ☐ Customer                            | <b>Completion Date/Time:</b> | /                         |  |  |  |
| Dealer Svc Mgr                        | <b>Completion Date/Time:</b> | /                         |  |  |  |
| ☐ Dealer Finance Mgr                  | <b>Completion Date/Time:</b> | /                         |  |  |  |
| $\square$ AVM                         | <b>Completion Date/Time:</b> | /                         |  |  |  |
| ☐ Repair Orders Requested:            | Received:                    |                           |  |  |  |
| ☐ Sales Documents:                    | Received:                    |                           |  |  |  |
| <b>☐</b> BARS / Finance Sheet         |                              |                           |  |  |  |
| Case Assessment (by Day 14):          |                              |                           |  |  |  |
| Lemon Law Eligible:                   | Yes No                       |                           |  |  |  |
| Presumption:                          | Yes No No                    |                           |  |  |  |
| ☐ GM Position – Customer / BBB Due l  | <b>Date</b> (7-10 days):     |                           |  |  |  |
| ☐ Settlement / Goodwill Offered Date: |                              |                           |  |  |  |
| All Documents Attached (by Day 15)    |                              |                           |  |  |  |
| Arbitration Date:                     |                              |                           |  |  |  |
| ☐ Closing Activities:                 |                              |                           |  |  |  |
| Settlement                            | <b>Completion Date/Time:</b> | /                         |  |  |  |
| <b>Executive Summary</b>              | <b>Completion Date/Time:</b> | /                         |  |  |  |
| Close Siebel                          | <b>Completion Date/Time:</b> | /                         |  |  |  |
|                                       |                              |                           |  |  |  |
| AVM:                                  | Node/Box:                    |                           |  |  |  |
| Service Dealer:                       | Svc Mgr:                     |                           |  |  |  |
| Selling Dealer:                       | Contact:                     |                           |  |  |  |
|                                       |                              |                           |  |  |  |
| NOTES:                                |                              |                           |  |  |  |

## **Privileged and Confidential Information**

| Case Assessment By: Jessica Brown |           |                       |                           |          | Siebel/CARS Request #: 1-439873718 |                        |  |
|-----------------------------------|-----------|-----------------------|---------------------------|----------|------------------------------------|------------------------|--|
| Custom                            | er Name:  |                       |                           |          | •                                  |                        |  |
| Veh year:2006                     |           |                       | Make:Pontiac              |          | Model:G6                           | Current mileage: 9,000 |  |
| Veh ID #                          |           |                       | In Service Date:4/19/2006 |          | Purchased: x                       | If used:               |  |
| 1G2ZH1                            |           |                       |                           |          |                                    |                        |  |
| What is                           | the custo | omer seeking          | ?Pre Par case             |          |                                    |                        |  |
|                                   |           |                       | VE                        | HICLE RE | PAIR HISTORY                       |                        |  |
|                                   |           |                       | PTOM/CONCERN:             |          |                                    |                        |  |
| Date:                             | RO#:      | Mileage               | : Days Out:               | Descri   | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
| 1 1                               |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
|                                   |           |                       |                           |          |                                    |                        |  |
| CUCTO                             | MEDIC DE  | DIMA DV CVAA          | DTOM/CONCEDN              |          |                                    |                        |  |
|                                   |           |                       | PTOM/CONCERN: Days Out:   |          | ption of Repair:                   |                        |  |
| CUSTON Date:                      | MER'S PF  | RIMARY SYM<br>Mileage |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
|                                   |           |                       |                           |          | ption of Repair:                   |                        |  |
| Date:                             | RO#:      | Mileage               | Days Out:                 |          | ption of Repair:                   |                        |  |
| Date:                             | RO#:      | Mileage<br>DM/CONCERI | Days Out:                 | Descri   | ption of Repair:                   |                        |  |
| Date:                             | RO#:      | Mileage<br>DM/CONCERI | Days Out:                 | Descri   |                                    |                        |  |
| Date:                             | RO#:      | Mileage<br>DM/CONCERI | Days Out:                 | Descri   |                                    |                        |  |
| Date:                             | RO#:      | Mileage<br>DM/CONCERI | Days Out:                 | Descri   |                                    |                        |  |
| Date:                             | RO#:      | Mileage<br>DM/CONCERI | Days Out:                 | Descri   |                                    |                        |  |
| Date:                             | RO#:      | Mileage<br>DM/CONCERI | Days Out:                 | Descri   |                                    |                        |  |

Team Lead Approval:

Date:

## **Privileged and Confidential Information**

| Total Days Out of Service:                                      | (excluding da ollision Repairs) | ys for customer | pay reasons such as; M | laintenance and |
|---|---------------------------------|-----------------|------------------------|-----------------|
| VEHICLE MEETS PRESUMPTION L                                     | EMON LAW?                       | YES:            | NO:                    |                 |
| What is customer eligible for (bastates lemon law requirements) | -                               | _               | Eligibility Guidelines | and the         |
| DVM and/or DEALER RECOMMEND                                     | DATION(s):                      |                 |                        |                 |
| CRS RECOMMENDATION & RATIO                                      | NALE (EXPLAIN):                 | <u>:</u>        |                        |                 |
| Decision reached by CRS:  | Arbitrate case                  | <b>:</b>        | Settle case:           |                 |

Team Lead Approval:

Date: